

Table 1

Complaints Received by Subject		The State Hospitals Board for Scotland			
			Complaints as % of total	Sector Total	Complaints as % of total
2009-10	Admission, discharge & transfer procedures	0	0%	15	2%
	Appliances, equipment & premises	0	0%	1	0%
	Appointments/admissions (delay, cancellation, waiting lists)	0	0%	48	6%
	Clinical treatment/diagnosis	1	25%	413	48%
	Communication, staff attitude, dignity, confidentiality	0	0%	91	11%
	Complaints by NHS staff	0	0%	2	0%
	Complaints handling	0	0%	20	2%
	Continuing care	0	0%	1	0%
	Failure to send ambulance/delay in sending ambulance	0	0%	6	1%
	Hygiene, cleanliness & infection control	0	0%	6	1%
	Lists	0	0%	7	1%
	Lists (incl difficulty registering and removal from lists)	0	0%	1	0%
	Nurses/nursing Care	0	0%	10	1%
	Other	1	25%	2	0%
	Policy/administration	2	50%	156	18%
	Record keeping	0	0%	7	1%
	Out of jurisdiction	0	0%	3	0%
	Subject unknown	0	0%	68	8%
	Total	4		857	
2010-11	Admission, discharge & transfer procedures	0	0%	9	1%
	Appliances, equipment & premises	0	0%	5	1%
	Appointments/Admissions (delay, cancellation, waiting lists)	0	0%	35	4%
	Clinical treatment / Diagnosis	0	0%	402	45%
	Communication, staff attitude, dignity, confidentiality	0	0%	64	7%
	Complaints handling	0	0%	27	3%
	Continuing care	0	0%	3	0%
	Failure to send ambulance/delay in sending ambulance	0	0%	1	0%
	Hotel services - food, laundry etc	1	50%	4	0%
	Hygiene, cleanliness & infection control	0	0%	1	0%
	Lists (incl difficulty registering and removal from lists)	0	0%	20	2%
	Nurses / Nursing Care	0	0%	13	1%
	Other	0	0%	8	1%
	Policy/administration	1	50%	143	16%
	Record Keeping	0	0%	10	1%
	Out Of Jurisdiction	0	0%	1	0%
	Subject Unknown	0	0%	142	16%
	Total	2		888	

Table 2

Complaints Determined by Outcome		The State Hospitals Board for Scotland	Sector Total
2009-10	Discontinued before investigation	0	176
	Discretionary decision not to pursue	0	1
	Other	0	7
	Out of jurisdiction	0	60
	Premature	1	319
	Determined after detailed consideration	2	314
	Report issued: fully upheld	0	33
	Report issued: not upheld	0	9
	Report issued: partially upheld	0	32
Total	3	951	
2010-11	Premature	0	260
	Out of Jurisdiction	0	59
	Outcome Not Achievable	1	25
	No Decision Reached	0	268
	Fully Upheld	0	65
	Partly Upheld	0	50
	Not Upheld	1	113
	Total	2	840