

Health Complaints Received by Subject 2014-5

Subject	Ayrshire & Arran NHS Board Area							Sector Total	Rank	Complaints as % of total
	Ayrshire and Arran NHS Board	Dentists & Dental Practices	GP & GP Practices	Pharmacists & Pharmacy Services	Total	Rank	Complaints as % of total			
Clinical treatment / Diagnosis	61	4	12	0	77	1	76.2%	1,126	1	73.0%
Communication / staff attitude / dignity / confidentiality	6	0	1	0	7	2	6.9%	130	2	8.4%
Appointments / Admissions (delay / cancellation / waiting lists)	3	1	0	0	4	3	4.0%	57	3	3.7%
Lists (incl difficulty registering and removal from lists)	0	1	1	0	2	4=	2.0%	25	6	1.6%
Continuing care	2	0	0	0	2	4=	2.0%	20	7	1.3%
Nurses / Nursing Care	2	0	0	0	2	4=	2.0%	19	8	1.2%
Record Keeping	1	0	1	0	2	4=	2.0%	16	9	1.0%
Policy / administration	0	0	0	1	1	8=	1.0%	49	4	3.2%
Complaints handling	1	0	0	0	1	8=	1.0%	33	5	2.1%
Other	1	0	0	0	1	8=	1.0%	14	10=	0.9%
Appliances / equipment / premises	1	0	0	0	1	8=	1.0%	4	12	0.3%
Admission / discharge / transfer procedures	0	0	0	0	0	-	0.0%	14	10=	0.9%
Failure to send ambulance / delay in sending ambulance	0	0	0	0	0	-	0.0%	3	13	0.2%
Hotel services - food / laundry etc	0	0	0	0	0	-	0.0%	2	14	0.1%
Hygiene / cleanliness / infection control	0	0	0	0	0	-	0.0%	1	15	0.1%
Subject Unknown	1	0	0	0	1	-	1.0%	25	-	1.6%
Out Of Jurisdiction	0	0	0	0	0	-	0.0%	4	-	0.3%
Total	79	6	15	1	101	-	100.0%	1,542	-	100.0%

Complaints as % of total 6.5% 100.0%

Health Complaints Received by Subject 2013-14

Subject	Ayrshire & Arran NHS Board Area							Sector Total	Rank	Complaints as % of total
	Ayrshire and Arran NHS Board	Dentists & Dental Practices	GP & GP Practices	Pharmacists & Pharmacy Services	Total	Rank	Complaints as % of total			
Clinical treatment / Diagnosis	55	1	7	0	63	1	70.0%	913	1	66.2%
Communication, staff attitude, dignity, confidentiality	7	0	2	0	9	2	10.0%	128	2	9.3%
Appointments/Admissions (delay, cancellation, waiting lists)	5	0	0	0	5	3	5.6%	75	3	5.4%
Policy/administration	3	0	1	0	4	4	4.4%	57	4	4.1%
Continuing care	2	0	0	0	2	5=	2.2%	15	7=	1.1%
Nurses / Nursing Care	2	0	0	0	2	5=	2.2%	15	7=	1.1%
Complaints handling	1	0	0	0	1	7=	1.1%	43	5	3.1%
Record Keeping	1	0	0	0	1	7=	1.1%	10	11	0.7%
Admission, discharge & transfer procedures	1	0	0	0	1	7=	1.1%	26	6	1.9%
Complaints by NHS staff	1	0	0	0	1	7=	1.1%	3	14	0.2%
Hygiene, cleanliness & infection control	1	0	0	0	1	7=	1.1%	2	15	0.1%
Other	0	0	0	0	0	-	0.0%	13	9	0.9%
Lists	0	0	0	0	0	-	0.0%	12	10	0.9%
Failure to send ambulance/delay in sending ambulance	0	0	0	0	0	-	0.0%	9	12	0.7%
Appliances, equipment & premises	0	0	0	0	0	-	0.0%	6	13	0.4%
Hotel services - food, laundry etc	0	0	0	0	0	-	0.0%	1	16=	0.1%
Pre- Contractual or Commercial Matters	0	0	0	0	0	-	0.0%	1	16=	0.1%
Subject Unknown	0	0	0	0	0	-	0.0%	48	-	3.5%
Out Of Jurisdiction	0	0	0	0	0	-	0.0%	2	-	0.1%
Total	79	1	10	0	90	-	100.0%	1,379	-	100.0%

Complaints as % of total 6.5% 100.0%

Health Complaints Determined by Outcome 2014-15

Stage	Outcome Group	Ayrshire & Arran NHS Board Area					Sector Total
		Ayrshire and Arran NHS Board	Dentists & Dental Practices	GP & GP Practices	Pharmacists & Pharmacy Services	Total	
Advice	Out of jurisdiction (discretionary)	1	0	1	0	2	17
	Out of jurisdiction (non-discretionary)	0	0	0	0	0	8
	Not duly made or withdrawn	21	0	1	0	22	339
	Outcome not achievable	1	0	1	0	2	33
	Premature	13	0	1	0	14	325
	Resolved	0	0	0	0	0	0
	Total		36	0	4	0	40
Early Resolution 1	Out of jurisdiction (discretionary)	3	0	0	0	3	47
	Out of jurisdiction (non-discretionary)	0	0	0	0	0	22
	Not duly made or withdrawn	2	0	1	0	3	51
	Outcome not achievable	5	1	1	1	8	99
	Premature	4	2	2	0	8	51
	Resolved	0	1	0	0	1	20
	Total		14	4	4	1	23
Early Resolution 2	Fully upheld	0	0	1	0	1	24
	Some upheld	0	0	0	0	0	3
	Not upheld	4	0	0	0	4	50
	Not duly made or withdrawn	0	0	0	0	0	4
	Total		4	0	1	0	5
Investigation 1	Fully upheld	4	0	0	0	4	113
	Some upheld	9	0	1	0	10	85
	Not upheld	7	0	4	0	11	153
	Not duly made or withdrawn	0	0	0	0	0	3
	Resolved	0	0	0	0	0	0
	Total		20	0	5	0	25
Investigation 2	Fully upheld	3	0	0	0	3	36
	Some upheld	1	0	0	0	1	3
	Not upheld	0	0	0	0	0	1
	Total		4	0	0	0	4
Total Complaints		78	4	14	1	97	1487

Total Premature Complaints	17	2	3	0	22	376
Premature Rate	21.8%	50.0%	21.4%	0.0%	22.7%	25.3%
Fit for SPSO Total (ER2, Inv1 & Inv2)	28	0	6	0	34	475
Total Cases Upheld / Partly Upheld	17	0	2	0	19	264
Uphold Rate (total upheld / total fit for SPSO)	60.7%	-	33.3%	-	55.9%	55.6%

Health Complaints Determined by Outcome 2013-14

Stage	Outcome Group	Ayrshire & Arran NHS Board Area					Sector Total
		Ayrshire and Arran NHS Board	Dentists & Dental Practices	GP & GP Practices	Total	Total	
Advice	Out of jurisdiction (discretionary)	2	0	1	3	25	
	Out of jurisdiction (non-discretionary)	1	0	1	2	19	
	Not duly made or withdrawn	17	1	0	18	331	
	Outcome not achievable	1	0	0	1	66	
	Premature	12	0	0	12	297	
	Resolved	0	0	0	0	2	
	Total		33	1	2	36	740
Early Resolution 1	Out of jurisdiction (discretionary)	0	0	0	0	26	
	Out of jurisdiction (non-discretionary)	1	0	0	1	15	
	Not duly made or withdrawn	3	0	0	3	49	
	Outcome not achievable	3	0	0	3	37	
	Premature	5	0	0	5	53	
	Resolved	1	0	1	2	18	
	Total		13	0	1	14	198
Early Resolution 2	Fully upheld	0	0	0	0	17	
	Some upheld	0	0	0	0	4	
	Not upheld	3	0	2	5	42	
	Not duly made or withdrawn	0	0	0	0	7	
	Total		3	0	2	5	70
Investigation 1	Fully upheld	8	0	0	8	73	
	Some upheld	9	1	0	10	82	
	Not upheld	5	0	5	10	115	
	Not duly made or withdrawn	0	0	0	0	7	
	Resolved	0	0	0	0	1	
	Total		22	1	5	28	278
Investigation 2	Fully upheld	2	0	0	2	27	
	Some upheld	1	0	0	1	11	
	Not upheld	0	0	0	0	0	
	Total		3	0	0	3	38
Total Complaints		74	2	10	86	1324	

Total Premature Complaints	17	0	0	17	350
Premature Rate	23.0%	0.0%	0.0%	19.8%	26.4%
Fit for SPSO Total (ER2, Inv1 & Inv2)	28	1	7	36	386
Total Cases Upheld / Partly Upheld	20	1	0	21	214
Uphold Rate (total upheld / total fit for SPSO)	71.4%	100.0%	0.0%	58.3%	55.4%

Prison Health Care Complaints Received by Authority 2014-15

Subject	Ayrshire and Arran NHS Board	Sector Total
Admission / discharge / transfer procedures	0	1
Appointments / Admissions (delay / cancellation / waiting lists)	0	2
Clinical treatment / Diagnosis	6	139
Communication / staff attitude / dignity / confidentiality	1	6
Complaints handling	0	5
Nurses / Nursing Care	0	1
Policy / administration	0	2
Record Keeping	0	1
Total Complaints	7	157

Prison Health Complaints Closed by Outcome and Authority 2014-15

Stage	Outcome Group	Ayrshire and Arran NHS Board	Sector Total
Advice	Not duly made or withdrawn	0	38
	Outcome not achievable	0	1
	Premature	0	50
	Total	0	89
Early Resolution 1	Out of jurisdiction (discretionary)	1	5
	Not duly made or withdrawn	1	9
	Outcome not achievable	1	5
	Premature	1	7
	Resolved	0	1
Total	4	27	
Early Resolution 2	Fully upheld	0	3
	Not upheld	1	13
	Not duly made or withdrawn	0	1
	Total	1	17
Investigation 1	Fully upheld	0	5
	Some upheld	0	6
	Not upheld	0	10
	Total	0	21
Total Complaints	5	154	

Note - there were no prison health cases closed at Investigation 2 in 2014-15

Prison Health Care Complaints Received by Authority 2013-14

Subject	Ayrshire and Arran NHS Board	Sector Total
Appointments/Admissions (delay, cancellation, waiting lists)	0	8
Clinical treatment / Diagnosis	2	104
Communication, staff attitude, dignity, confidentiality	0	6
Complaints handling	0	8
Nurses / Nursing Care	0	1
Policy/administration	0	2
Total Complaints	2	129

Prison Health Complaints Closed by Outcome and Authority 2013-14

Stage	Outcome Group	Ayrshire and Arran NHS Board	Sector Total
Advice	Out of jurisdiction (discretionary)	0	1
	Out of jurisdiction (non-discretionary)	0	1
	Not duly made or withdrawn	0	34
	Outcome not achievable	0	4
	Premature	1	36
	Total	1	76
Early Resolution 1	Out of jurisdiction (discretionary)	0	1
	Not duly made or withdrawn	0	5
	Outcome not achievable	0	1
	Premature	0	6
	Resolved	0	1
Total	0	14	
Early Resolution 2	Fully upheld	0	2
	Not upheld	0	8
	Not duly made or withdrawn	0	1
	Total	0	11
Investigation 1	Fully upheld	0	9
	Some upheld	0	3
	Not upheld	0	4
	Not duly made or withdrawn	0	2
	Total	0	18
Investigation 2	Fully upheld	1	3
	Total	1	3
Total Complaints	2	122	