

Health Complaints Received by Subject 2014-5

Subject	Forth Valley NHS Board Area						Sector Total	Rank	Complaints as % of total
	Forth Valley NHS Board	Dentists & Dental Practices	GP & GP Practices	Total	Rank	Complaints as % of total			
Clinical treatment / Diagnosis	77	3	4	84	1	82.4%	1,126	1	73.0%
Communication / staff attitude / dignity / confidentiality	7	0	0	7	2	6.9%	130	2	8.4%
Appointments / Admissions (delay / cancellation / waiting lists)	2	0	1	3	3=	2.9%	57	3	3.7%
Complaints handling	2	1	0	3	3=	2.9%	33	5	2.1%
Policy / administration	2	0	0	2	5	2.0%	49	4	3.2%
Nurses / Nursing Care	1	0	0	1	6=	1.0%	19	8	1.2%
Record Keeping	1	0	0	1	6=	1.0%	16	9	1.0%
Lists (incl difficulty registering and removal from lists)	0	0	0	0	-	0.0%	25	6	1.6%
Continuing care	0	0	0	0	-	0.0%	20	7	1.3%
Other	0	0	0	0	-	0.0%	14	10=	0.9%
Admission / discharge / transfer procedures	0	0	0	0	-	0.0%	14	10=	0.9%
Appliances / equipment / premises	0	0	0	0	-	0.0%	4	12	0.3%
Failure to send ambulance / delay in sending ambulance	0	0	0	0	-	0.0%	3	13	0.2%
Hotel services - food / laundry etc	0	0	0	0	-	0.0%	2	14	0.1%
Hygiene / cleanliness / infection control	0	0	0	0	-	0.0%	1	15	0.1%
Subject Unknown	1	0	0	1	-	1.0%	25	-	1.6%
Out Of Jurisdiction	0	0	0	0	-	0.0%	4	-	0.3%
Total	93	4	5	102	-	100.0%	1,542	-	100.0%

Complaints as % of total 6.6% 100.0%

Health Complaints Received by Subject 2013-14

Subject	Forth Valley NHS Board Area						Sector Total	Rank	Complaints as % of total
	Forth Valley NHS Board	Dentists & Dental Practices	GP & GP Practices	Total	Rank	Complaints as % of total			
Clinical treatment / Diagnosis	42	1	3	46	1	64.8%	913	1	66.2%
Appointments/Admissions (delay, cancellation, waiting lists)	7	0	2	9	2	12.7%	75	3	5.4%
Communication, staff attitude, dignity, confidentiality	3	0	1	4	3	5.6%	128	2	9.3%
Policy/administration	3	0	0	3	4	4.2%	57	4	4.1%
Complaints handling	1	0	0	1	5=	1.4%	43	5	3.1%
Continuing care	1	0	0	1	5=	1.4%	15	7=	1.1%
Nurses / Nursing Care	1	0	0	1	5=	1.4%	15	7=	1.1%
Lists	0	0	1	1	5=	1.4%	12	10	0.9%
Record Keeping	1	0	0	1	5=	1.4%	10	11	0.7%
Admission, discharge & transfer procedures	0	0	0	0	-	0.0%	26	6	1.9%
Other	0	0	0	0	-	0.0%	13	9	0.9%
Failure to send ambulance/delay in sending ambulance	0	0	0	0	-	0.0%	9	12	0.7%
Appliances, equipment & premises	0	0	0	0	-	0.0%	6	13	0.4%
Complaints by NHS staff	0	0	0	0	-	0.0%	3	14	0.2%
Hygiene, cleanliness & infection control	0	0	0	0	-	0.0%	2	15	0.1%
Hotel services - food, laundry etc	0	0	0	0	-	0.0%	1	16=	0.1%
Pre- Contractual or Commercial Matters	0	0	0	0	-	0.0%	1	16=	0.1%
Subject Unknown	4	0	0	4	-	5.6%	48	-	3.5%
Out Of Jurisdiction	0	0	0	0	-	0.0%	2	-	0.1%
Total	63	1	7	71	-	100.0%	1,379	-	100.0%

Complaints as % of total 5.1% 100.0%

Health Complaints Determined by Outcome 2014-15

Stage	Outcome Group	Forth Valley NHS Board Area				Sector Total
		Forth Valley NHS Board	Dentists & Dental Practices	GP & GP Practices	Total	
Advice	Out of jurisdiction (discretionary)	1	0	0	1	17
	Out of jurisdiction (non-discretionary)	0	0	0	0	8
	Not duly made or withdrawn	23	0	1	24	339
	Outcome not achievable	2	0	0	2	33
	Premature	19	0	1	20	325
	Resolved	0	0	0	0	0
	Total	45	0	2	47	722
Early Resolution 1	Out of jurisdiction (discretionary)	5	0	0	5	47
	Out of jurisdiction (non-discretionary)	1	0	0	1	22
	Not duly made or withdrawn	4	0	0	4	51
	Outcome not achievable	1	0	0	1	99
	Premature	3	0	0	3	51
	Resolved	0	0	1	1	20
	Total	14	0	1	15	290
Early Resolution 2	Fully upheld	2	1	0	3	24
	Some upheld	0	0	1	1	3
	Not upheld	6	0	0	6	50
	Not duly made or withdrawn	0	0	0	0	4
	Total	8	1	1	10	81
Investigation 1	Fully upheld	5	0	0	5	113
	Some upheld	7	0	0	7	85
	Not upheld	10	2	1	13	153
	Not duly made or withdrawn	0	0	0	0	3
	Total	22	2	1	25	354
Investigation 2	Fully upheld	1	0	0	1	36
	Some upheld	1	0	0	1	3
	Not upheld	0	0	0	0	1
	Total	2	0	0	2	40
Total Complaints	91	3	5	99	1487	

Total Premature Complaints	22	0	1	23	376
Premature Rate	24.2%	0.0%	20.0%	23.2%	25.3%

Fit for SPSO Total (ER2, Inv1 & Inv2)	32	3	2	37	475
Total Cases Upheld / Partly Upheld	16	1	1	18	264
Uphold Rate (total upheld / total fit for SPSO)	50.0%	33.3%	50.0%	48.6%	55.6%

Health Complaints Determined by Outcome 2013-14

Stage	Outcome Group	Forth Valley NHS Board Area				Sector Total
		Forth Valley NHS Board	Dentists & Dental Practices	GP & GP Practices	Total	
Advice	Out of jurisdiction (discretionary)	2	0	1	3	25
	Out of jurisdiction (non-discretionary)	0	0	0	0	19
	Not duly made or withdrawn	15	0	0	15	331
	Outcome not achievable	3	0	0	3	66
	Premature	10	0	1	11	297
	Resolved	0	0	0	0	2
	Total	30	0	2	32	740
Early Resolution 1	Out of jurisdiction (discretionary)	2	0	1	3	26
	Out of jurisdiction (non-discretionary)	0	0	0	0	15
	Not duly made or withdrawn	3	0	0	3	49
	Outcome not achievable	0	0	0	0	37
	Premature	2	0	1	3	53
	Resolved	0	0	0	0	18
	Total	7	0	2	9	198
Early Resolution 2	Fully upheld	1	0	0	1	17
	Some upheld	0	0	0	0	4
	Not upheld	2	0	2	4	42
	Not duly made or withdrawn	0	1	0	1	7
	Total	3	1	2	6	70
Investigation 1	Fully upheld	7	0	0	7	73
	Some upheld	6	0	0	6	82
	Not upheld	4	0	1	5	115
	Not duly made or withdrawn	0	0	0	0	7
	Total	17	0	1	18	278
Investigation 2	Fully upheld	1	0	0	1	27
	Some upheld	0	0	0	0	11
	Not upheld	0	0	0	0	0
	Total	1	0	0	1	38
Total Complaints	58	1	7	66	1324	

Total Premature Complaints	12	0	2	14	350
Premature Rate	20.7%	0.0%	28.6%	21.2%	26.4%

Fit for SPSO Total (ER2, Inv1 & Inv2)	21	1	3	25	386
Total Cases Upheld / Partly Upheld	15	0	0	15	214
Uphold Rate (total upheld / total fit for SPSO)	71.4%	0.0%	0.0%	60.0%	55.4%

Prison Health Care Complaints Received by Authority 2014-15

Subject	Forth Valley NHS Board	Sector Total
Admission / discharge / transfer procedures	0	1
Appointments / Admissions (delay / cancellation / waiting lists)	0	2
Clinical treatment / Diagnosis	25	139
Communication / staff attitude / dignity / confidentiality	2	6
Complaints handling	1	5
Nurses / Nursing Care	1	1
Policy / administration	1	2
Record Keeping	0	1
Total Complaints	30	157

Prison Health Complaints Closed by Outcome and Authority 2014-15

Stage	Outcome Group	Forth Valley NHS Board	Sector Total
Advice	Not duly made or withdrawn	4	38
	Outcome not achievable	0	1
	Premature	5	50
	Total	9	89
Early Resolution 1	Out of jurisdiction (discretionary)	1	5
	Not duly made or withdrawn	1	9
	Outcome not achievable	0	5
	Premature	3	7
	Resolved	0	1
Total	5	27	
Early Resolution 2	Fully upheld	2	3
	Not upheld	6	13
	Not duly made or withdrawn	0	1
	Total	8	17
Investigation 1	Fully upheld	2	5
	Some upheld	1	6
	Not upheld	3	10
	Total	6	21
Total Complaints	28	154	

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

Prison Health Care Received by Authority 2013-14

Subject	Forth Valley NHS Board	Sector Total
Appointments/Admissions (delay, cancellation, waiting lists)	4	8
Clinical treatment / Diagnosis	15	104
Communication, staff attitude, dignity, confidentiality	1	6
Complaints handling	1	8
Nurses / Nursing Care	0	1
Policy/administration	1	2
Total Complaints	22	129

Prison Health Complaints Closed by Outcome and Authority 2013-14

Stage	Outcome Group	Forth Valley NHS Board	Sector Total
Advice	Out of jurisdiction (discretionary)	1	1
	Out of jurisdiction (non-discretionary)	0	1
	Not duly made or withdrawn	5	34
	Outcome not achievable	0	4
	Premature	3	36
	Total	9	76
Early Resolution 1	Out of jurisdiction (discretionary)	0	1
	Not duly made or withdrawn	1	5
	Outcome not achievable	0	1
	Premature	1	6
	Resolved	0	1
Total	2	14	
Early Resolution 2	Fully upheld	1	2
	Not upheld	2	8
	Not duly made or withdrawn	0	1
	Total	3	11
Investigation 1	Fully upheld	6	9
	Some upheld	0	3
	Not upheld	0	4
	Not duly made or withdrawn	0	2
	Total	6	18
Investigation 2	Fully upheld	0	3
	Total	0	3
Total Complaints	20	122	