

### Health Complaints Received by Subject 2014-5

Subject	Greater Glasgow & Clyde NHS Board Area								Sector Total	Rank	Complaints as % of total
	Greater Glasgow and Clyde NHS Board	Dentists & Dental Practices	GP & GP Practices	Other FHS Practitioner or Practice	Other Health Authority	Total	Rank	Complaints as % of total			
Clinical treatment / Diagnosis	192	10	25	0	1	228	1	75.7%	1,126	1	73.0%
Communication / staff attitude / dignity / confidentiality	16	0	7	0	0	23	2	7.6%	130	2	8.4%
Appointments / Admissions (delay / cancellation / waiting lists)	8	0	0	0	0	8	3	2.7%	57	3	3.7%
Complaints handling	3	1	3	0	0	7	4	2.3%	33	5	2.1%
Policy / administration	5	0	0	0	0	5	5=	1.7%	49	4	3.2%
Lists (incl difficulty registering and removal from lists)	0	1	4	0	0	5	5=	1.7%	25	6	1.6%
Nurses / Nursing Care	5	0	0	0	0	5	5=	1.7%	19	8	1.2%
Admission / discharge / transfer procedures	4	0	0	0	0	4	8	1.3%	14	10=	0.9%
Continuing care	3	0	0	0	0	3	9=	1.0%	20	7	1.3%
Record Keeping	2	0	1	0	0	3	9=	1.0%	16	9	1.0%
Other	2	0	0	1	0	3	9=	1.0%	14	10=	0.9%
Appliances / equipment / premises	1	0	0	0	0	1	12=	0.3%	4	12	0.3%
Hotel services - food / laundry etc	1	0	0	0	0	1	12=	0.3%	2	14	0.1%
Failure to send ambulance / delay in sending ambulance	0	0	0	0	0	0	-	0.0%	3	13	0.2%
Hygiene / cleanliness / infection control	0	0	0	0	0	0	-	0.0%	1	15	0.1%
Subject Unknown	2	0	0	0	0	2	-	0.7%	25	-	1.6%
Out Of Jurisdiction	3	0	0	0	0	3	-	1.0%	4	-	0.3%
<b>Total</b>	<b>247</b>	<b>12</b>	<b>40</b>	<b>1</b>	<b>1</b>	<b>301</b>	<b>-</b>	<b>100.0%</b>	<b>1,542</b>	<b>-</b>	<b>100.0%</b>

Complaints as % of total 19.5% 100.0%

### Health Complaints Received by Subject 2013-14

Subject	Greater Glasgow & Clyde NHS Board Area						Sector Total	Rank	Complaints as % of total		
	Greater Glasgow and Clyde NHS Board	Dentists & Dental Practices	GP & GP Practices	Other FHS Practitioner or Practice	Pharmacists & Pharmacy Services	Total					
Clinical treatment / Diagnosis	191	6	18	0	1	216	1	71.8%	913	1	66.2%
Communication, staff attitude, dignity, confidentiality	15	0	4	0	0	19	2	6.3%	128	2	9.3%
Appointments/Admissions (delay, cancellation, waiting lists)	14	0	1	0	0	15	3	5.0%	75	3	5.4%
Complaints handling	10	0	2	0	0	12	4	4.0%	43	5	3.1%
Policy/administration	7	0	3	0	0	10	5	3.3%	57	4	4.1%
Nurses / Nursing Care	5	0	0	0	0	5	6	1.7%	15	7=	1.1%
Admission, discharge & transfer procedures	3	0	0	0	0	3	7=	1.0%	26	6	1.9%
Record Keeping	2	0	1	0	0	3	7=	1.0%	10	11	0.7%
Other	2	0	0	0	0	2	9=	0.7%	13	9	0.9%
Lists	0	0	2	0	0	2	9=	0.7%	12	10	0.9%
Continuing care	1	0	0	0	0	1	11=	0.3%	15	7=	1.1%
Appliances, equipment & premises	1	0	0	0	0	1	11=	0.3%	6	13	0.4%
Complaints by NHS staff	1	0	0	0	0	1	11=	0.3%	3	14	0.2%
Hotel services - food, laundry etc	1	0	0	0	0	1	11=	0.3%	1	16=	0.1%
Pre- Contractual or Commercial Matters	1	0	0	0	0	1	11=	0.3%	1	16=	0.1%
Failure to send ambulance/delay in sending ambulance	0	0	0	0	0	0	-	0.0%	9	12	0.7%
Hygiene, cleanliness & infection control	0	0	0	0	0	0	-	0.0%	2	15	0.1%
Subject Unknown	8	0	0	1	0	9	-	3.0%	48	-	3.5%
Out Of Jurisdiction	0	0	0	0	0	0	-	0.0%	2	-	0.1%
<b>Total</b>	<b>262</b>	<b>6</b>	<b>31</b>	<b>1</b>	<b>1</b>	<b>301</b>	<b>-</b>	<b>100.0%</b>	<b>1,379</b>	<b>-</b>	<b>100.0%</b>

Complaints as % of total 21.8% 100.0%

### Health Complaints Determined by Outcome 2014-15

		Greater Glasgow & Clyde NHS Board Area						
Stage	Outcome Group	Greater Glasgow and Clyde NHS Board	Dentists & Dental Practices	GP & GP Practices	Other FHS Practitioner or Practice	Other Health Authority	Total	Sector Total
Advice	Out of jurisdiction (discretionary)	7	0	0	0	0	7	17
	Out of jurisdiction (non-discretionary)	2	0	1	0	0	3	8
	Not duly made or withdrawn	54	0	1	0	1	56	339
	Outcome not achievable	3	1	1	0	0	5	33
	Premature	51	0	3	0	0	54	325
	Resolved	0	0	0	0	0	0	0
	<b>Total</b>	<b>117</b>	<b>1</b>	<b>6</b>	<b>0</b>	<b>1</b>	<b>125</b>	<b>722</b>
Early Resolution 1	Out of jurisdiction (discretionary)	7	0	4	0	0	11	47
	Out of jurisdiction (non-discretionary)	1	0	1	0	0	2	22
	Not duly made or withdrawn	7	0	2	1	0	10	51
	Outcome not achievable	22	0	0	0	0	22	99
	Premature	7	1	2	0	0	10	51
	Resolved	2	0	1	0	0	3	20
	<b>Total</b>	<b>46</b>	<b>1</b>	<b>10</b>	<b>1</b>	<b>0</b>	<b>58</b>	<b>290</b>
Early Resolution 2	Fully upheld	8	0	1	0	0	9	24
	Some upheld	0	0	0	0	0	0	3
	Not upheld	7	0	3	0	0	10	50
	Not duly made or withdrawn	2	0	0	0	0	2	4
	<b>Total</b>	<b>17</b>	<b>0</b>	<b>4</b>	<b>0</b>	<b>0</b>	<b>21</b>	<b>81</b>
Investigation 1	Fully upheld	20	6	5	0	0	31	113
	Some upheld	12	0	2	0	0	14	85
	Not upheld	22	3	6	0	0	31	153
	Not duly made or withdrawn	1	0	0	0	0	1	3
	Resolved	0	0	0	0	0	0	0
	<b>Total</b>	<b>55</b>	<b>9</b>	<b>13</b>	<b>0</b>	<b>0</b>	<b>77</b>	<b>354</b>
Investigation 2	Fully upheld	4	0	2	0	0	6	36
	Some upheld	0	0	0	0	0	0	3
	Not upheld	0	0	0	0	0	0	1
	<b>Total</b>	<b>4</b>	<b>0</b>	<b>2</b>	<b>0</b>	<b>0</b>	<b>6</b>	<b>40</b>
<b>Total Complaints</b>	<b>239</b>	<b>11</b>	<b>35</b>	<b>1</b>	<b>1</b>	<b>287</b>	<b>1487</b>	

Total Premature Complaints	58	1	5	0	0	64	376
Premature Rate	24.3%	9.1%	14.3%	0.0%	0.0%	22.3%	25.3%

Fit for SPSO Total (ER2, Inv1 & Inv2)	76	9	19	0	0	104	475
Total Cases Upheld / Partly Upheld	44	6	10	0	0	60	264
Uphold Rate (total upheld / total fit for SPSO)	57.9%	66.7%	52.6%	-	-	57.7%	55.6%

### Health Complaints Determined by Outcome 2013-14

		Greater Glasgow & Clyde NHS Board Area						
Stage	Outcome Group	Greater Glasgow and Clyde NHS Board	Dentists & Dental Practices	GP & GP Practices	Other FHS Practitioner or Practice	Pharmacists & Pharmacy Services	Total	Sector Total
Advice	Out of jurisdiction (discretionary)	5	0	0	0	0	5	25
	Out of jurisdiction (non-discretionary)	5	0	0	0	0	5	19
	Not duly made or withdrawn	57	0	2	1	0	60	331
	Outcome not achievable	12	1	4	0	1	18	66
	Premature	62	0	0	0	0	62	297
	Resolved	0	0	0	0	0	0	2
	<b>Total</b>	<b>141</b>	<b>1</b>	<b>6</b>	<b>1</b>	<b>1</b>	<b>150</b>	<b>740</b>
Early Resolution 1	Out of jurisdiction (discretionary)	7	0	1	0	0	8	26
	Out of jurisdiction (non-discretionary)	4	0	2	0	0	6	15
	Not duly made or withdrawn	10	0	2	0	0	12	49
	Outcome not achievable	8	0	1	0	0	9	37
	Premature	10	0	1	0	0	11	53
	Resolved	3	1	1	0	0	5	18
	<b>Total</b>	<b>42</b>	<b>1</b>	<b>8</b>	<b>0</b>	<b>0</b>	<b>51</b>	<b>198</b>
Early Resolution 2	Fully upheld	2	0	2	0	0	4	17
	Some upheld	1	0	0	0	0	1	4
	Not upheld	9	0	2	0	0	11	42
	Not duly made or withdrawn	3	0	0	0	0	3	7
	<b>Total</b>	<b>15</b>	<b>0</b>	<b>4</b>	<b>0</b>	<b>0</b>	<b>19</b>	<b>70</b>
Investigation 1	Fully upheld	10	1	4	0	0	15	73
	Some upheld	11	0	2	0	0	13	82
	Not upheld	17	3	6	0	0	26	115
	Not duly made or withdrawn	0	0	0	0	0	0	7
	Resolved	0	1	0	0	0	1	1
	<b>Total</b>	<b>38</b>	<b>5</b>	<b>12</b>	<b>0</b>	<b>0</b>	<b>55</b>	<b>278</b>
Investigation 2	Fully upheld	2	0	2	0	0	4	27
	Some upheld	2	0	0	0	0	2	11
	Not upheld	0	0	0	0	0	0	0
	<b>Total</b>	<b>4</b>	<b>0</b>	<b>2</b>	<b>0</b>	<b>0</b>	<b>6</b>	<b>38</b>
<b>Total Complaints</b>	<b>240</b>	<b>7</b>	<b>32</b>	<b>1</b>	<b>1</b>	<b>281</b>	<b>1324</b>	

Total Premature Complaints	72	0	1	0	0	73	350
Premature Rate	30.0%	0.0%	3.1%	0.0%	0.0%	26.0%	26.4%

Fit for SPSO Total (ER2, Inv1 & Inv2)	57	5	18	0	0	80	386
Total Cases Upheld / Partly Upheld	28	1	10	0	0	39	214
Uphold Rate (total upheld / total fit for SPSO)	49.1%	20.0%	55.6%	-	-	48.8%	55.4%

### Prison Health Care Complaints Received by Authority 2014-15

Subject	Greater Glasgow and Clyde NHS Board	Sector Total
Admission / discharge / transfer procedures	1	1
Appointments / Admissions (delay / cancellation / waiting lists)	1	2
Clinical treatment / Diagnosis	37	139
Communication / staff attitude / dignity / confidentiality	1	6
Complaints handling	1	5
Nurses / Nursing Care	0	1
Policy / administration	0	2
Record Keeping	0	1
<b>Total Complaints</b>	<b>41</b>	<b>157</b>

### Prison Health Complaints Closed by Outcome and Authority 2014-15

Stage	Outcome Group	Greater Glasgow and Clyde NHS Board	Sector Total
Advice	Not duly made or withdrawn	13	38
	Outcome not achievable	1	1
	Premature	17	50
	<b>Total</b>	<b>31</b>	<b>89</b>
Early Resolution 1	Out of jurisdiction (discretionary)	2	5
	Not duly made or withdrawn	1	9
	Outcome not achievable	2	5
	Premature	1	7
	Resolved	0	1
<b>Total</b>	<b>6</b>	<b>27</b>	
Early Resolution 2	Fully upheld	0	3
	Not upheld	3	13
	Not duly made or withdrawn	0	1
	<b>Total</b>	<b>3</b>	<b>17</b>
Investigation 1	Fully upheld	3	5
	Some upheld	0	6
	Not upheld	2	10
	<b>Total</b>	<b>5</b>	<b>21</b>
<b>Total Complaints</b>	<b>45</b>	<b>154</b>	

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

### Prison Health Care Received by Authority 2013-14

Subject	Greater Glasgow and Clyde NHS Board	Sector Total
Appointments/Admissions (delay, cancellation, waiting lists)	2	8
Clinical treatment / Diagnosis	53	104
Communication, staff attitude, dignity, confidentiality	2	6
Complaints handling	5	8
Nurses / Nursing Care	1	1
Policy/administration	1	2
<b>Total Complaints</b>	<b>64</b>	<b>129</b>

### Prison Health Complaints Closed by Outcome and Authority 2013-14

Stage	Outcome Group	Greater Glasgow and Clyde NHS Board	Sector Total
Advice	Out of jurisdiction (discretionary)	0	1
	Out of jurisdiction (non-discretionary)	0	1
	Not duly made or withdrawn	17	34
	Outcome not achievable	2	4
	Premature	21	36
	<b>Total</b>	<b>40</b>	<b>76</b>
Early Resolution 1	Out of jurisdiction (discretionary)	0	1
	Not duly made or withdrawn	4	5
	Outcome not achievable	0	1
	Premature	2	6
	Resolved	0	1
<b>Total</b>	<b>6</b>	<b>14</b>	
Early Resolution 2	Fully upheld	1	2
	Not upheld	6	8
	Not duly made or withdrawn	1	1
	<b>Total</b>	<b>8</b>	<b>11</b>
Investigation 1	Fully upheld	0	9
	Some upheld	0	3
	Not upheld	3	4
	Not duly made or withdrawn	0	2
	<b>Total</b>	<b>3</b>	<b>18</b>
Investigation 2	Fully upheld	1	3
	<b>Total</b>	<b>1</b>	<b>3</b>
<b>Total Complaints</b>	<b>58</b>	<b>122</b>	