

### Health Complaints Received by Subject 2014-5

| Subject  | Highland NHS Board Area |                             |                   |                                 |            |          |                          | Sector Total | Rank     | Complaints as % of total |
|--|-------------------------|-----------------------------|-------------------|---------------------------------|------------|----------|--------------------------|--------------|----------|--------------------------|
|  | Highland NHS Board      | Dentists & Dental Practices | GP & GP Practices | Pharmacists & Pharmacy Services | Total      | Rank     | Complaints as % of total |              |          |                          |
| Clinical treatment / Diagnosis                                   | 64                      | 1                           | 9                 | 1                               | 75         | 1        | 70.8%                    | 1,126        | 1        | 73.0%                    |
| Communication / staff attitude / dignity / confidentiality       | 3                       | 1                           | 4                 | 0                               | 8          | 2        | 7.5%                     | 130          | 2        | 8.4%                     |
| Appointments / Admissions (delay / cancellation / waiting lists) | 7                       | 0                           | 0                 | 0                               | 7          | 3        | 6.6%                     | 57           | 3        | 3.7%                     |
| Policy / administration  | 3                       | 0                           | 0                 | 0                               | 3          | 4=       | 2.8%                     | 49           | 4        | 3.2%                     |
| Complaints handling  | 3                       | 0                           | 0                 | 0                               | 3          | 4=       | 2.8%                     | 33           | 5        | 2.1%                     |
| Continuing care  | 3                       | 0                           | 0                 | 0                               | 3          | 4=       | 2.8%                     | 20           | 7        | 1.3%                     |
| Lists (incl difficulty registering and removal from lists)       | 1                       | 0                           | 0                 | 0                               | 1          | 7=       | 0.9%                     | 25           | 6        | 1.6%                     |
| Record Keeping   | 1                       | 0                           | 0                 | 0                               | 1          | 7=       | 0.9%                     | 16           | 9        | 1.0%                     |
| Admission / discharge / transfer procedures                      | 1                       | 0                           | 0                 | 0                               | 1          | 7=       | 0.9%                     | 14           | 10=      | 0.9%                     |
| Other  | 1                       | 0                           | 0                 | 0                               | 1          | 7=       | 0.9%                     | 14           | 10=      | 0.9%                     |
| Hygiene / cleanliness / infection control                        | 1                       | 0                           | 0                 | 0                               | 1          | 7=       | 0.9%                     | 1            | 15       | 0.1%                     |
| Nurses / Nursing Care  | 0                       | 0                           | 0                 | 0                               | 0          | -        | 0.0%                     | 19           | 8        | 1.2%                     |
| Appliances / equipment / premises                                | 0                       | 0                           | 0                 | 0                               | 0          | -        | 0.0%                     | 4            | 12       | 0.3%                     |
| 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%                     |
| Subject Unknown  | 2                       | 0                           | 0                 | 0                               | 2          | -        | 1.9%                     | 25           | -        | 1.6%                     |
| Out Of Jurisdiction  | 0                       | 0                           | 0                 | 0                               | 0          | -        | 0.0%                     | 4            | -        | 0.3%                     |
| <b>Total</b>   | <b>90</b>               | <b>2</b>                    | <b>13</b>         | <b>1</b>                        | <b>106</b> | <b>-</b> | <b>100.0%</b>            | <b>1,542</b> | <b>-</b> | <b>100.0%</b>            |

Complaints as % of total 6.9% 100.0%

### Health Complaints Received by Subject 2013-14

| Subject  | Highland NHS Board Area |                             |                   |                                 |           |          |                          | Sector Total | Rank     | Complaints as % of total |
|--|-------------------------|-----------------------------|-------------------|---------------------------------|-----------|----------|--------------------------|--------------|----------|--------------------------|
|  | Highland NHS Board      | Dentists & Dental Practices | GP & GP Practices | Pharmacists & Pharmacy Services | Total     | Rank     | Complaints as % of total |              |          |                          |
| Clinical treatment / Diagnosis                               | 53                      | 0                           | 5                 | 0                               | 58        | 1        | 61.7%                    | 913          | 1        | 66.2%                    |
| Communication, staff attitude, dignity, confidentiality      | 8                       | 0                           | 0                 | 0                               | 8         | 2=       | 8.5%                     | 128          | 2        | 9.3%                     |
| Appointments/Admissions (delay, cancellation, waiting lists) | 8                       | 0                           | 0                 | 0                               | 8         | 2=       | 8.5%                     | 75           | 3        | 5.4%                     |
| Policy/administration  | 6                       | 0                           | 0                 | 0                               | 6         | 4        | 6.4%                     | 57           | 4        | 4.1%                     |
| Other  | 4                       | 0                           | 0                 | 0                               | 4         | 5        | 4.3%                     | 13           | 9        | 0.9%                     |
| Admission, discharge & transfer procedures                   | 2                       | 0                           | 0                 | 0                               | 2         | 6        | 2.1%                     | 26           | 6        | 1.9%                     |
| Complaints handling  | 0                       | 0                           | 1                 | 0                               | 1         | 7=       | 1.1%                     | 43           | 5        | 3.1%                     |
| Continuing care  | 1                       | 0                           | 0                 | 0                               | 1         | 7=       | 1.1%                     | 15           | 7=       | 1.1%                     |
| Appliances, equipment & premises                             | 1                       | 0                           | 0                 | 0                               | 1         | 7=       | 1.1%                     | 6            | 13       | 0.4%                     |
| Nurses / Nursing Care  | 0                       | 0                           | 0                 | 0                               | 0         | -        | 0.0%                     | 15           | 7=       | 1.1%                     |
| Lists  | 0                       | 0                           | 0                 | 0                               | 0         | -        | 0.0%                     | 12           | 10       | 0.9%                     |
| Record Keeping   | 0                       | 0                           | 0                 | 0                               | 0         | -        | 0.0%                     | 10           | 11       | 0.7%                     |
| Failure to send ambulance/delay in sending ambulance         | 0                       | 0                           | 0                 | 0                               | 0         | -        | 0.0%                     | 9            | 12       | 0.7%                     |
| Complaints by NHS staff                                      | 0                       | 0                           | 0                 | 0                               | 0         | -        | 0.0%                     | 3            | 14       | 0.2%                     |
| Hygiene, cleanliness & infection control                     | 0                       | 0                           | 0                 | 0                               | 0         | -        | 0.0%                     | 2            | 15       | 0.1%                     |
| 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  | 5                       | 0                           | 0                 | 0                               | 5         | -        | 5.3%                     | 48           | -        | 3.5%                     |
| Out Of Jurisdiction  | 0                       | 0                           | 0                 | 0                               | 0         | -        | 0.0%                     | 2            | -        | 0.1%                     |
| <b>Total</b>   | <b>88</b>               | <b>0</b>                    | <b>6</b>          | <b>0</b>                        | <b>94</b> | <b>-</b> | <b>100.0%</b>            | <b>1,379</b> | <b>-</b> | <b>100.0%</b>            |

Complaints as % of total 6.8% 100.0%

### Health Complaints Determined by Outcome 2014-15

| Stage                   | Outcome Group                           | Highland NHS Board Area |                             |                   |                                 |             | Sector Total |
|-------------------------|---|-------------------------|-----------------------------|-------------------|---------------------------------|-------------|--------------|
|                         |   | Highland NHS Board      | Dentists & Dental Practices | GP & GP Practices | Pharmacists & Pharmacy Services | Total       |              |
| Advice                  | Out of jurisdiction (discretionary)     | 2                       | 0                           | 0                 | 0                               | 2           | 17           |
|                         | Out of jurisdiction (non-discretionary) | 1                       | 0                           | 0                 | 0                               | 1           | 8            |
|                         | Not duly made or withdrawn              | 17                      | 0                           | 0                 | 0                               | 17          | 339          |
|                         | Outcome not achievable                  | 5                       | 0                           | 0                 | 0                               | 5           | 33           |
|                         | Premature                               | 14                      | 0                           | 0                 | 0                               | 14          | 325          |
|                         | Resolved                                | 0                       | 0                           | 0                 | 0                               | 0           | 0            |
|                         | <b>Total</b>                            | <b>39</b>               | <b>0</b>                    | <b>0</b>          | <b>0</b>                        | <b>39</b>   | <b>722</b>   |
| Early Resolution 1      | Out of jurisdiction (discretionary)     | 3                       | 0                           | 0                 | 0                               | 3           | 47           |
|                         | Out of jurisdiction (non-discretionary) | 1                       | 0                           | 1                 | 0                               | 2           | 22           |
|                         | Not duly made or withdrawn              | 3                       | 1                           | 0                 | 0                               | 4           | 51           |
|                         | Outcome not achievable                  | 4                       | 0                           | 5                 | 1                               | 10          | 99           |
|                         | Premature                               | 2                       | 0                           | 0                 | 0                               | 2           | 51           |
|                         | Resolved                                | 3                       | 0                           | 0                 | 0                               | 3           | 20           |
|                         | <b>Total</b>                            | <b>16</b>               | <b>1</b>                    | <b>6</b>          | <b>1</b>                        | <b>24</b>   | <b>290</b>   |
| Early Resolution 2      | Fully upheld                            | 1                       | 0                           | 0                 | 0                               | 1           | 24           |
|                         | Some upheld                             | 0                       | 0                           | 0                 | 0                               | 0           | 3            |
|                         | Not upheld                              | 4                       | 0                           | 1                 | 0                               | 5           | 50           |
|                         | Not duly made or withdrawn              | 0                       | 0                           | 0                 | 0                               | 0           | 4            |
|                         | <b>Total</b>                            | <b>5</b>                | <b>0</b>                    | <b>1</b>          | <b>0</b>                        | <b>6</b>    | <b>81</b>    |
| Investigation 1         | Fully upheld                            | 4                       | 1                           | 0                 | 0                               | 5           | 113          |
|                         | Some upheld                             | 4                       | 0                           | 0                 | 0                               | 4           | 85           |
|                         | Not upheld                              | 10                      | 0                           | 2                 | 0                               | 12          | 153          |
|                         | Not duly made or withdrawn              | 0                       | 0                           | 0                 | 0                               | 0           | 3            |
|                         | Resolved                                | 0                       | 0                           | 0                 | 0                               | 0           | 0            |
|                         | <b>Total</b>                            | <b>18</b>               | <b>1</b>                    | <b>2</b>          | <b>0</b>                        | <b>21</b>   | <b>354</b>   |
| Investigation 2         | Fully upheld                            | 1                       | 0                           | 0                 | 0                               | 1           | 36           |
|                         | Some upheld                             | 0                       | 0                           | 0                 | 0                               | 0           | 3            |
|                         | Not upheld                              | 0                       | 0                           | 0                 | 0                               | 0           | 1            |
|                         | <b>Total</b>                            | <b>1</b>                | <b>0</b>                    | <b>0</b>          | <b>0</b>                        | <b>1</b>    | <b>40</b>    |
| <b>Total Complaints</b> | <b>79</b>                               | <b>2</b>                | <b>9</b>                    | <b>1</b>          | <b>91</b>                       | <b>1487</b> |              |

|                            |       |      |      |      |       |       |
|----------------------------|-------|------|------|------|-------|-------|
| Total Premature Complaints | 16    | 0    | 0    | 0    | 16    | 376   |
| Premature Rate             | 20.3% | 0.0% | 0.0% | 0.0% | 17.6% | 25.3% |

|   |       |        |      |   |       |       |
|---|-------|--------|------|---|-------|-------|
| Fit for SPSO Total (ER2, Inv1 & Inv2)           | 24    | 1      | 3    | 0 | 28    | 475   |
| Total Cases Upheld / Partly Upheld              | 10    | 1      | 0    | 0 | 11    | 264   |
| Uphold Rate (total upheld / total fit for SPSO) | 41.7% | 100.0% | 0.0% | - | 39.3% | 55.6% |

### Health Complaints Determined by Outcome 2013-14

| Stage                                   | Outcome Group                           | Highland NHS Board Area             |                   |           |             | Sector Total |
|---|---|-------------------------------------|-------------------|-----------|-------------|--------------|
|   |   | Highland NHS Board                  | GP & GP Practices | Opticians | Total       |              |
| Advice                                  | Out of jurisdiction (discretionary)     | 2                                   | 0                 | 0         | 2           | 25           |
|   | Out of jurisdiction (non-discretionary) | 2                                   | 0                 | 0         | 2           | 19           |
|   | Not duly made or withdrawn              | 25                                  | 0                 | 0         | 25          | 331          |
|   | Outcome not achievable                  | 1                                   | 0                 | 0         | 1           | 66           |
|   | Premature                               | 14                                  | 2                 | 0         | 16          | 297          |
|   | Resolved                                | 0                                   | 1                 | 0         | 1           | 2            |
|   | <b>Total</b>                            | <b>44</b>                           | <b>3</b>          | <b>0</b>  | <b>47</b>   | <b>740</b>   |
|   | Early Resolution 1                      | Out of jurisdiction (discretionary) | 0                 | 0         | 0           | 0            |
| Out of jurisdiction (non-discretionary) |   | 1                                   | 0                 | 0         | 1           | 15           |
| Not duly made or withdrawn              |   | 7                                   | 0                 | 0         | 7           | 49           |
| Outcome not achievable                  |   | 3                                   | 0                 | 0         | 3           | 37           |
| Premature                               |   | 5                                   | 0                 | 0         | 5           | 53           |
| Resolved                                |   | 0                                   | 0                 | 0         | 0           | 18           |
| <b>Total</b>                            |   | <b>16</b>                           | <b>0</b>          | <b>0</b>  | <b>16</b>   | <b>198</b>   |
| Early Resolution 2                      |   | Fully upheld                        | 1                 | 0         | 0           | 1            |
|   | Some upheld                             | 1                                   | 0                 | 0         | 1           | 4            |
|   | Not upheld                              | 1                                   | 2                 | 0         | 3           | 42           |
|   | Not duly made or withdrawn              | 0                                   | 0                 | 0         | 0           | 7            |
|   | <b>Total</b>                            | <b>3</b>                            | <b>2</b>          | <b>0</b>  | <b>5</b>    | <b>70</b>    |
| Investigation 1                         | Fully upheld                            | 7                                   | 0                 | 0         | 7           | 73           |
|   | Some upheld                             | 5                                   | 2                 | 0         | 7           | 82           |
|   | Not upheld                              | 4                                   | 1                 | 1         | 6           | 115          |
|   | Not duly made or withdrawn              | 1                                   | 0                 | 0         | 1           | 7            |
|   | Resolved                                | 0                                   | 0                 | 0         | 0           | 1            |
|   | <b>Total</b>                            | <b>17</b>                           | <b>3</b>          | <b>1</b>  | <b>21</b>   | <b>278</b>   |
| Investigation 2                         | Fully upheld                            | 2                                   | 0                 | 0         | 2           | 27           |
|   | Some upheld                             | 1                                   | 0                 | 0         | 1           | 11           |
|   | Not upheld                              | 0                                   | 0                 | 0         | 0           | 0            |
|   | <b>Total</b>                            | <b>3</b>                            | <b>0</b>          | <b>0</b>  | <b>3</b>    | <b>38</b>    |
| <b>Total Complaints</b>                 | <b>83</b>                               | <b>8</b>                            | <b>1</b>          | <b>92</b> | <b>1324</b> |              |

|                            |       |       |      |       |       |
|----------------------------|-------|-------|------|-------|-------|
| Total Premature Complaints | 19    | 2     | 0    | 21    | 350   |
| Premature Rate             | 22.9% | 25.0% | 0.0% | 22.8% | 26.4% |

|   |       |       |      |       |       |
|---|-------|-------|------|-------|-------|
| Fit for SPSO Total (ER2, Inv1 & Inv2)           | 23    | 5     | 1    | 29    | 386   |
| Total Cases Upheld / Partly Upheld              | 17    | 2     | 0    | 19    | 214   |
| Uphold Rate (total upheld / total fit for SPSO) | 73.9% | 40.0% | 0.0% | 65.5% | 55.4% |

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

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

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

| Stage                   | Outcome Group                       | Highland NHS Board | Sector Total |
|-------------------------|-------------------------------------|--------------------|--------------|
| Advice                  | Not duly made or withdrawn          | 0                  | 38           |
|                         | Outcome not achievable              | 0                  | 1            |
|                         | Premature                           | 1                  | 50           |
|                         | <b>Total</b>                        | <b>1</b>           | <b>89</b>    |
| Early Resolution 1      | Out of jurisdiction (discretionary) | 0                  | 5            |
|                         | Not duly made or withdrawn          | 0                  | 9            |
|                         | Outcome not achievable              | 0                  | 5            |
|                         | Premature                           | 0                  | 7            |
|                         | Resolved                            | 0                  | 1            |
| <b>Total</b>            | <b>0</b>                            | <b>27</b>          |              |
| Early Resolution 2      | Fully upheld                        | 0                  | 3            |
|                         | Not upheld                          | 0                  | 13           |
|                         | Not duly made or withdrawn          | 0                  | 1            |
|                         | <b>Total</b>                        | <b>0</b>           | <b>17</b>    |
| Investigation 1         | Fully upheld                        | 0                  | 5            |
|                         | Some upheld                         | 0                  | 6            |
|                         | Not upheld                          | 0                  | 10           |
|                         | <b>Total</b>                        | <b>0</b>           | <b>21</b>    |
| <b>Total Complaints</b> | <b>1</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  | Highland 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            |
| <b>Total Complaints</b>                                      | <b>2</b>           | <b>129</b>   |

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

| Stage                   | Outcome Group                           | Highland 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                  | 1                  | 4            |
|                         | Premature                               | 0                  | 36           |
| <b>Total</b>            | <b>1</b>                                | <b>76</b>          |              |
| Early Resolution 1      | Out of jurisdiction (discretionary)     | 0                  | 1            |
|                         | Not duly made or withdrawn              | 0                  | 5            |
|                         | Outcome not achievable                  | 1                  | 1            |
|                         | Premature                               | 0                  | 6            |
|                         | Resolved                                | 0                  | 1            |
| <b>Total</b>            | <b>1</b>                                | <b>14</b>          |              |
| Early Resolution 2      | Fully upheld                            | 0                  | 2            |
|                         | Not upheld                              | 0                  | 8            |
|                         | Not duly made or withdrawn              | 0                  | 1            |
|                         | <b>Total</b>                            | <b>0</b>           | <b>11</b>    |
| Investigation 1         | Fully upheld                            | 0                  | 9            |
|                         | Some upheld                             | 0                  | 3            |
|                         | Not upheld                              | 0                  | 4            |
|                         | Not duly made or withdrawn              | 0                  | 2            |
|                         | <b>Total</b>                            | <b>0</b>           | <b>18</b>    |
| Investigation 2         | Fully upheld                            | 0                  | 3            |
|                         | <b>Total</b>                            | <b>0</b>           | <b>3</b>     |
| <b>Total Complaints</b> | <b>2</b>                                | <b>122</b>         |              |