

Health Complaints Received by Subject 2014-5

Subject	Lanarkshire NHS Board Area							Sector Total	Rank	Complaints as % of total
	Lanarkshire NHS Board	Dentists & Dental Practices	GP & GP Practices	Pharmacists & Pharmacy Services	Total	Rank	Complaints as % of total			
Clinical treatment / Diagnosis	87	2	7	0	96	1	75.6%	1,126	1	73.0%
Communication / staff attitude / dignity / confidentiality	6	0	4	1	11	2	8.7%	130	2	8.4%
Complaints handling	4	0	1	0	5	3	3.9%	33	5	2.1%
Policy / administration	2	0	1	1	4	4	3.1%	49	4	3.2%
Appointments / Admissions (delay / cancellation / waiting lists)	3	0	0	0	3	5	2.4%	57	3	3.7%
Other	1	0	1	0	2	6	1.6%	14	10=	0.9%
Lists (incl difficulty registering and removal from lists)	0	1	0	0	1	7=	0.8%	25	6	1.6%
Continuing care	1	0	0	0	1	7=	0.8%	20	7	1.3%
Nurses / Nursing Care	1	0	0	0	1	7=	0.8%	19	8	1.2%
Admission / discharge / transfer procedures	1	0	0	0	1	7=	0.8%	14	10=	0.9%
Hotel services - food / laundry etc	1	0	0	0	1	7=	0.8%	2	14	0.1%
Record Keeping	0	0	0	0	0	-	0.0%	16	9	1.0%
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%
Hygiene / cleanliness / infection control	0	0	0	0	0	-	0.0%	1	15	0.1%
Subject Unknown	1	0	0	0	1	-	0.8%	25	-	1.6%
Out Of Jurisdiction	0	0	0	0	0	-	0.0%	4	-	0.3%
Total	108	3	14	2	127	-	100.0%	1,542	-	100.0%

Complaints as % of total 8.2% 100.0%

Health Complaints Received by Subject 2013-14

Subject	Lanarkshire NHS Board Area							Sector Total	Rank	Complaints as % of total
	Lanarkshire NHS Board	Dentists & Dental Practices	GP & GP Practices	Pharmacists & Pharmacy Services	Total	Rank	Complaints as % of total			
Clinical treatment / Diagnosis	72	5	7	0	84	1	70.6%	913	1	66.2%
Communication, staff attitude, dignity, confidentiality	8	1	3	0	12	2	10.1%	128	2	9.3%
Appointments/Admissions (delay, cancellation, waiting lists)	5	0	2	0	7	3	5.9%	75	3	5.4%
Complaints handling	4	0	0	0	4	4	3.4%	43	5	3.1%
Policy/administration	3	0	0	0	3	5	2.5%	57	4	4.1%
Admission, discharge & transfer procedures	2	0	0	0	2	6=	1.7%	26	6	1.9%
Nurses / Nursing Care	2	0	0	0	2	6=	1.7%	15	7=	1.1%
Continuing care	1	0	0	0	1	8=	0.8%	15	7=	1.1%
Hygiene, cleanliness & infection control	1	0	0	0	1	8=	0.8%	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%
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%
Appliances, equipment & premises	0	0	0	0	0	-	0.0%	6	13	0.4%
Complaints by NHS staff	0	0	0	0	0	-	0.0%	3	14	0.2%
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	3	0	0	0	3	-	2.5%	48	-	3.5%
Out Of Jurisdiction	0	0	0	0	0	-	0.0%	2	-	0.1%
Total	101	6	12	0	119	-	100.0%	1,379	-	100.0%

Complaints as % of total 8.6% 100.0%

Health Complaints Determined by Outcome 2014-15

Stage	Outcome Group	Lanarkshire NHS Board Area					Sector Total
		Lanarkshire NHS Board	Dentists & Dental Practices	GP & GP Practices	Pharmacists & Pharmacy Services	Total	
Advice	Out of jurisdiction (discretionary)	1	0	0	0	1	17
	Out of jurisdiction (non-discretionary)	0	0	0	0	0	8
	Not duly made or withdrawn	23	0	0	0	23	339
	Outcome not achievable	3	0	0	0	3	33
	Premature	16	0	1	1	18	325
	Resolved	0	0	0	0	0	0
	Total	43	0	1	1	45	722
Early Resolution 1	Out of jurisdiction (discretionary)	3	0	0	1	4	47
	Out of jurisdiction (non-discretionary)	1	0	2	0	3	22
	Not duly made or withdrawn	3	0	3	0	6	51
	Outcome not achievable	8	0	1	0	9	99
	Premature	4	1	0	0	5	51
	Resolved	2	0	0	0	2	20
	Total	21	1	6	1	29	290
Early Resolution 2	Fully upheld	1	1	1	0	3	24
	Some upheld	0	0	0	0	0	3
	Not upheld	5	0	2	0	7	50
	Not duly made or withdrawn	0	0	0	0	0	4
	Total	6	1	3	0	10	81
Investigation 1	Fully upheld	11	1	0	0	12	113
	Some upheld	10	1	1	0	12	85
	Not upheld	11	1	3	0	15	153
	Not duly made or withdrawn	0	0	0	0	0	3
	Resolved	0	0	0	0	0	0
	Total	32	3	4	0	39	354
Investigation 2	Fully upheld	6	0	0	0	6	36
	Some upheld	0	0	0	0	0	3
	Not upheld	0	0	0	0	0	1
	Total	6	0	0	0	6	40
Total Complaints	108	5	14	2	129	1487	

Total Premature Complaints	20	1	1	1	23	376
Premature Rate	18.5%	20.0%	7.1%	50.0%	17.8%	25.3%
Fit for SPSO Total (ER2, Inv1 & Inv2)	44	4	7	0	55	475
Total Cases Upheld / Partly Upheld	28	3	2	0	33	264
Uphold Rate (total upheld / total fit for SPSO)	63.6%	75.0%	28.6%	-	60.0%	55.6%

Health Complaints Determined by Outcome 2013-14

Stage	Outcome Group	Lanarkshire NHS Board Area					Sector Total
		Lanarkshire NHS Board	Dentists & Dental Practices	GP & GP Practices	Total	Sector Total	
Advice	Out of jurisdiction (discretionary)	0	0	0	0	0	25
	Out of jurisdiction (non-discretionary)	0	0	0	0	0	19
	Not duly made or withdrawn	23	0	1	24	331	
	Outcome not achievable	9	0	4	13	66	
	Premature	16	0	1	17	297	
	Resolved	0	0	0	0	2	
	Total	48	0	6	54	740	
Early Resolution 1	Out of jurisdiction (discretionary)	2	0	0	2	26	
	Out of jurisdiction (non-discretionary)	1	0	0	1	15	
	Not duly made or withdrawn	4	0	0	4	49	
	Outcome not achievable	3	0	1	4	37	
	Premature	4	0	0	4	53	
	Resolved	2	0	0	2	18	
	Total	16	0	1	17	198	
Early Resolution 2	Fully upheld	1	0	0	1	17	
	Some upheld	0	0	0	0	4	
	Not upheld	0	0	2	2	42	
	Not duly made or withdrawn	2	0	0	2	7	
	Total	3	0	2	5	70	
Investigation 1	Fully upheld	6	1	0	7	73	
	Some upheld	6	0	2	8	82	
	Not upheld	13	2	1	16	115	
	Not duly made or withdrawn	0	0	0	0	7	
	Resolved	0	0	0	0	1	
	Total	25	3	3	31	278	
Investigation 2	Fully upheld	2	0	1	3	27	
	Some upheld	2	0	0	2	11	
	Not upheld	0	0	0	0	0	
	Total	4	0	1	5	38	
Total Complaints	96	3	13	112	1324		

Total Premature Complaints	20	0	1	21	350
Premature Rate	20.8%	0.0%	7.7%	18.8%	26.4%
Fit for SPSO Total (ER2, Inv1 & Inv2)	32	3	6	41	386
Total Cases Upheld / Partly Upheld	17	1	3	21	214
Uphold Rate (total upheld / total fit for SPSO)	53.1%	33.3%	50.0%	51.2%	55.4%

Prison Health Care Complaints Received by Authority 2014-15

Subject	Lanarkshire NHS Board	Sector Total
Admission / discharge / transfer procedures	0	1
Appointments / Admissions (delay / cancellation / waiting lists)	0	2
Clinical treatment / Diagnosis	5	139
Communication / staff attitude / dignity / confidentiality	1	6
Complaints handling	2	5
Nurses / Nursing Care	0	1
Policy / administration	0	2
Record Keeping	0	1
Total Complaints	8	157

Prison Health Complaints Closed by Outcome and Authority 2014-15

Stage	Outcome Group	Lanarkshire NHS Board	Sector Total
Advice	Not duly made or withdrawn	3	38
	Outcome not achievable	0	1
	Premature	2	50
	Total	5	89
Early Resolution 1	Out of jurisdiction (discretionary)	0	5
	Not duly made or withdrawn	1	9
	Outcome not achievable	0	5
	Premature	0	7
	Resolved	0	1
Total	1	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	1	6
	Not upheld	1	10
	Total	2	21
Total Complaints	9	154	

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

Prison Health Care Received by Authority 2013-14

Subject	Lanarkshire NHS Board	Sector Total
Appointments/Admissions (delay, cancellation, waiting lists)	1	8
Clinical treatment / Diagnosis	2	104
Communication, staff attitude, dignity, confidentiality	1	6
Complaints handling	1	8
Nurses / Nursing Care	0	1
Policy/administration	0	2
Total Complaints	5	129

Prison Health Complaints Closed by Outcome and Authority 2013-14

Stage	Outcome Group	Lanarkshire 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	1	36
	Total	2	76
Early Resolution 1	Out of jurisdiction (discretionary)	0	1
	Not duly made or withdrawn	0	5
	Outcome not achievable	0	1
	Premature	1	6
	Resolved	0	1
Total	1	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	0	3
	Total	0	3
Total Complaints	3	122	