

Health Complaints Received by Subject 2014-5

Subject	Tayside NHS Board Area						Sector Total	Rank	Complaints as % of total
	Tayside NHS Board	Dentists & Dental Practices	GP & GP Practices	Total	Rank	Complaints as % of total			
Clinical treatment / Diagnosis	91	1	12	104	1	77.0%	1,126	1	73.0%
Communication / staff attitude / dignity / confidentiality	5	0	4	9	2	6.7%	130	2	8.4%
Policy / administration	2	0	2	4	3=	3.0%	49	4	3.2%
Complaints handling	4	0	0	4	3=	3.0%	33	5	2.1%
Appointments / Admissions (delay / cancellation / waiting lists)	2	0	0	2	5=	1.5%	57	3	3.7%
Nurses / Nursing Care	2	0	0	2	5=	1.5%	19	8	1.2%
Admission / discharge / transfer procedures	2	0	0	2	5=	1.5%	14	10=	0.9%
Continuing care	1	0	0	1	8=	0.7%	20	7	1.3%
Appliances / equipment / premises	1	0	0	1	8=	0.7%	4	12	0.3%
Lists (incl difficulty registering and removal from lists)	0	0	0	0	-	0.0%	25	6	1.6%
Record Keeping	0	0	0	0	-	0.0%	16	9	1.0%
Other	0	0	0	0	-	0.0%	14	10=	0.9%
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	5	0	0	5	-	3.7%	25	-	1.6%
Out Of Jurisdiction	1	0	0	1	-	0.7%	4	-	0.3%
Total	116	1	18	135	-	100.0%	1,542	-	100.0%

Complaints as % of total

8.8%

100.0%

Health Complaints Received by Subject 2013-14

Subject	Tayside NHS Board Area						Sector Total	Rank	Complaints as % of total
	Tayside NHS Board	Dentists & Dental Practices	GP & GP Practices	Total	Rank	Complaints as % of total			
Clinical treatment / Diagnosis	85	1	7	93	1	75.0%	913	1	66.2%
Communication, staff attitude, dignity, confidentiality	7	0	0	7	2	5.6%	128	2	9.3%
Admission, discharge & transfer procedures	4	0	0	4	3	3.2%	26	6	1.9%
Appointments/Admissions (delay, cancellation, waiting lists)	3	0	0	3	4=	2.4%	75	3	5.4%
Complaints handling	2	0	1	3	4=	2.4%	43	5	3.1%
Nurses / Nursing Care	2	0	0	2	6	1.6%	15	7=	1.1%
Continuing care	1	0	0	1	7=	0.8%	15	7=	1.1%
Lists	0	0	1	1	7=	0.8%	12	10	0.9%
Record Keeping	1	0	0	1	7=	0.8%	10	11	0.7%
Appliances, equipment & premises	1	0	0	1	7=	0.8%	6	13	0.4%
Policy/administration	0	0	0	0	-	0.0%	57	4	4.1%
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%
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	7	0	0	7	-	5.6%	48	-	3.5%
Out Of Jurisdiction	1	0	0	1	-	0.8%	2	-	0.1%
Total	114	1	9	124	-	100.0%	1,379	-	100.0%

Complaints as % of total

9.0%

100.0%

Health Complaints Determined by Outcome 2014-15

Stage	Outcome Group	Tayside NHS Board Area				Sector Total
		Tayside NHS Board	Dentists & Dental Practices	GP & GP Practices	Total	
Advice	Out of jurisdiction (discretionary)	0	0	0	0	17
	Out of jurisdiction (non-discretionary)	1	0	1	2	8
	Not duly made or withdrawn	37	0	0	37	339
	Outcome not achievable	0	0	2	2	33
	Premature	29	0	0	29	325
	Resolved	0	0	0	0	0
	Total	67	0	3	70	722
Early Resolution 1	Out of jurisdiction (discretionary)	3	0	1	4	47
	Out of jurisdiction (non-discretionary)	0	0	0	0	22
	Not duly made or withdrawn	1	0	0	1	51
	Outcome not achievable	5	0	4	9	99
	Premature	2	0	0	2	51
	Resolved	4	0	0	4	20
	Total	15	0	5	20	290
Early Resolution 2	Fully upheld	1	0	0	1	24
	Some upheld	1	0	0	1	3
	Not upheld	5	0	1	6	50
	Not duly made or withdrawn	1	0	0	1	4
	Total	8	0	1	9	81
Investigation 1	Fully upheld	13	1	3	17	113
	Some upheld	3	0	0	3	85
	Not upheld	11	0	0	11	153
	Not duly made or withdrawn	1	0	0	1	3
	Resolved	0	0	0	0	0
	Total	28	1	3	32	354
Investigation 2	Fully upheld	1	0	1	2	36
	Some upheld	0	0	0	0	3
	Not upheld	0	0	0	0	1
	Total	1	0	1	2	40
Total Complaints	119	1	13	133	1487	

Total Premature Complaints	31	0	0	31	376
Premature Rate	26.1%	0.0%	0.0%	23.3%	25.3%

Fit for SPSO Total (ER2, Inv1 & Inv2)	37	1	5	43	475
Total Cases Upheld / Partly Upheld	19	1	4	24	264
Uphold Rate (total upheld / total fit for SPSO)	51.4%	100.0%	80.0%	55.8%	55.6%

Health Complaints Determined by Outcome 2013-14

Stage	Outcome Group	Tayside NHS Board Area				Sector Total
		Tayside NHS Board	Dentists & Dental Practices	GP & GP Practices	Total	
Advice	Out of jurisdiction (discretionary)	3	0	0	3	25
	Out of jurisdiction (non-discretionary)	1	0	1	2	19
	Not duly made or withdrawn	46	0	1	47	331
	Outcome not achievable	6	0	0	6	66
	Premature	19	0	1	20	297
	Resolved	0	0	0	0	2
	Total	75	0	3	78	740
Early Resolution 1	Out of jurisdiction (discretionary)	2	1	0	3	26
	Out of jurisdiction (non-discretionary)	1	0	1	2	15
	Not duly made or withdrawn	1	0	0	1	49
	Outcome not achievable	4	0	0	4	37
	Premature	3	0	1	4	53
	Resolved	2	0	0	2	18
	Total	13	1	2	16	198
Early Resolution 2	Fully upheld	0	0	1	1	17
	Some upheld	0	0	0	0	4
	Not upheld	0	0	2	2	42
	Not duly made or withdrawn	0	0	0	0	7
	Total	0	0	3	3	70
Investigation 1	Fully upheld	3	0	0	3	73
	Some upheld	6	0	0	6	82
	Not upheld	4	0	1	5	115
	Not duly made or withdrawn	3	0	2	5	7
	Resolved	0	0	0	0	1
	Total	16	0	3	19	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	107	1	11	119	1324	

Total Premature Complaints	22	0	2	24	350
Premature Rate	20.6%	0.0%	18.2%	20.2%	26.4%

Fit for SPSO Total (ER2, Inv1 & Inv2)	19	0	6	25	386
Total Cases Upheld / Partly Upheld	12	0	1	13	214
Uphold Rate (total upheld / total fit for SPSO)	63.2%	-	16.7%	52.0%	55.4%

Prison Health Care Complaints Received by Authority 2014-15

Subject	Tayside NHS Board	Sector Total
Admission / discharge / transfer procedures	0	1
Appointments / Admissions (delay / cancellation / waiting lists)	1	2
Clinical treatment / Diagnosis	15	139
Communication / staff attitude / dignity / confidentiality	0	6
Complaints handling	0	5
Nurses / Nursing Care	0	1
Policy / administration	1	2
Record Keeping	0	1
Total Complaints	17	157

Prison Health Complaints Closed by Outcome and Authority 2014-15

Stage	Outcome Group	Tayside NHS Board	Sector Total
Advice	Not duly made or withdrawn	5	38
	Outcome not achievable	0	1
	Premature	6	50
	Total	11	89
Early Resolution 1	Out of jurisdiction (discretionary)	0	5
	Not duly made or withdrawn	0	9
	Outcome not achievable	1	5
	Premature	1	7
	Resolved	1	1
Total	3	27	
Early Resolution 2	Fully upheld	0	3
	Not upheld	0	13
	Not duly made or withdrawn	1	1
	Total	1	17
Investigation 1	Fully upheld	0	5
	Some upheld	0	6
	Not upheld	1	10
	Total	1	21
Total Complaints	16	154	

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

Prison Health Care Received by Authority 2013-14

Subject	Tayside NHS Board	Sector Total
Appointments/Admissions (delay, cancellation, waiting lists)	0	8
Clinical treatment / Diagnosis	11	104
Communication, staff attitude, dignity, confidentiality	0	6
Complaints handling	0	8
Nurses / Nursing Care	0	1
Policy/administration	0	2
Total Complaints	11	129

Prison Health Complaints Closed by Outcome and Authority 2013-14

Stage	Outcome Group	Tayside NHS Board	Sector Total
Advice	Out of jurisdiction (discretionary)	0	1
	Out of jurisdiction (non-discretionary)	0	1
	Not duly made or withdrawn	5	34
	Outcome not achievable	0	4
	Premature	4	36
	Total	9	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	1	9
	Some upheld	0	3
	Not upheld	0	4
	Not duly made or withdrawn	1	2
	Total	2	18
	Investigation 2	Fully upheld	0
Total		0	3
Total Complaints	12	122	