

Health Complaints Received by Subject 2015-16

Ayrshire & Arran NHS Board Area								
Subject	Ayrshire and Arran NHS Board	GP & GP Practices	Total	Rank	Complaints as % of total	Sector Total	Rank	Complaints as % of total
Clinical treatment / Diagnosis	70	6	76	1	77.6%	1,127	1	74.5%
Communication / staff attitude / dignity / confidentiality	6	1	7	2=	7.1%	120	2	7.9%
Appointments / Admissions (delay / cancellation / waiting lists)	6	1	7	2=	7.1%	67	3	4.4%
Record Keeping	1	1	2	4=	2.0%	19	7	1.3%
Admission / discharge / transfer procedures	2	0	2	4=	2.0%	14	8	0.9%
Hygiene / cleanliness / infection control	2	0	2	4=	2.0%	3	13=	0.2%
Complaints handling	1	0	1	7=	1.0%	39	5	2.6%
Nurses / nursing care	1	0	1	7=	1.0%	31	6	2.1%
Policy/administration	0	0	0	-	0.0%	41	4	2.7%
Other	0	0	0	-	0.0%	12	9	0.8%
Lists (incl difficulty registering and removal from lists)	0	0	0	-	0.0%	11	10	0.7%
Continuing care	0	0	0	-	0.0%	7	11	0.5%
Failure to send ambulance / delay in sending ambulance	0	0	0	-	0.0%	6	12	0.4%
Appliances / equipment / premises	0	0	0	-	0.0%	3	13=	0.2%
Hotel services - food / laundry etc	0	0	0	-	0.0%	1	15	0.1%
Subject Unknown	0	0	0	-	0.0%	8	-	0.5%
Out Of Jurisdiction	0	0	0	-	0.0%	3	-	0.2%
Total	89	9	98	-	100.0%	1,512	-	100.0%

Complaints as % of total

6.48%

100.0%

Health Complaints Received by Subject 2014-15

Ayrshire & Arran NHS Board Area										
Subject	Ayrshire and Arran NHS Board	Dentists & Dental Practices	GP & GP Practices	Pharmacists & Pharmacy Services	Total	Rank	Complaints as % of total	Sector Total	Rank	Complaints as % of total
Clinical treatment / Diagnosis	61	4	12	0	77	1	76.2%	1,126	1	73.0%
Communication / staff attitude / dignity / confidentiality	6	0	1	0	7	2	6.9%	130	2	8.4%
Appointments / Admissions (delay / cancellation / waiting lists)	3	1	0	0	4	3	4.0%	57	3	3.7%
Lists (incl difficulty registering and removal from lists)	0	1	1	0	2	4=	2.0%	25	6	1.6%
Continuing care	2	0	0	0	2	4=	2.0%	20	7	1.3%
Nurses / Nursing Care	2	0	0	0	2	4=	2.0%	19	8	1.2%
Record Keeping	1	0	1	0	2	4=	2.0%	16	9	1.0%
Policy / administration	0	0	0	1	1	8=	1.0%	49	4	3.2%
Complaints handling	1	0	0	0	1	8=	1.0%	33	5	2.1%
Other	1	0	0	0	1	8=	1.0%	14	10=	0.9%
Appliances / equipment / premises	1	0	0	0	1	8=	1.0%	4	12	0.3%
Admission / discharge / transfer procedures	0	0	0	0	0	-	0.0%	14	10=	0.9%
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%
Hygiene / cleanliness / infection control	0	0	0	0	0	-	0.0%	1	15	0.1%
Subject Unknown	1	0	0	0	1	-	1.0%	25	-	1.6%
Out Of Jurisdiction	0	0	0	0	0	-	0.0%	4	-	0.3%
Total	79	6	15	1	101	-	100.0%	1,542	-	100.0%

Complaints as % of total

6.5%

100.0%

Health Complaints Determined by Outcome 2015-16

		Ayrshire & Arran NHS Board Area				
Stage	Outcome Group	Ayrshire and Arran NHS Board	Dentists & Dental Practices	GP & GP Practices	Total	Sector Total
Advice	Out of jurisdiction (discretionary)	0	0	0	0	13
	Out of jurisdiction (non-discretionary)	0	0	0	0	4
	Not duly made or withdrawn	16	0	0	16	348
	Outcome not achievable	1	0	0	1	4
	Premature	21	0	1	22	301
	Resolved	0	0	0	0	1
	Total	38	0	1	39	671
Early Resolution 1	Out of jurisdiction (discretionary)	3	0	1	4	41
	Out of jurisdiction (non-discretionary)	3	0	0	3	30
	Not duly made or withdrawn	3	0	0	3	70
	Outcome not achievable	8	0	3	11	107
	Premature	3	0	0	3	53
	Resolved	1	0	0	1	16
	Total	21	0	4	25	317
Early Resolution 2	Fully upheld	1	0	0	1	14
	Some upheld	0	0	0	0	4
	Not upheld	1	0	1	2	35
	Not duly made or withdrawn	0	0	0	0	3
	Resolved	0	0	0	0	1
	Total	2	0	1	3	57
Investigation 1	Fully upheld	8	0	2	10	115
	Some upheld	9	0	0	9	122
	Not upheld	13	2	5	20	178
	Not duly made or withdrawn	2	0	0	2	9
	Resolved	1	0	0	1	1
	Total	33	2	7	42	425
Investigation 2	Fully upheld	0	0	0	0	35
	Some upheld	0	0	0	0	3
	Not upheld	0	0	0	0	0
	Total	0	0	0	0	38
Total Complaints	94	2	13	109	1508	

Total Premature Complaints	24	0	1	25	354
Premature Rate	25.5%	0.0%	7.7%	22.9%	23.5%
Fit for SPSO Total (ER2, Inv1 & Inv2)	35	2	8	45	520
Total Cases Upheld / Partly Upheld	18	0	2	20	293
Uphold Rate (total upheld / total fit for SPSO)	51.4%	0.0%	25.0%	44.4%	56.3%

Health Complaints Determined by Outcome 2014-15

		Ayrshire & Arran NHS Board Area					
Stage	Outcome Group	Ayrshire and Arran NHS Board	Dentists & Dental Practices	GP & GP Practices	Pharmacists & Pharmacy Services	Total	Sector Total
Advice	Out of jurisdiction (discretionary)	1	0	1	0	2	17
	Out of jurisdiction (non-discretionary)	0	0	0	0	0	8
	Not duly made or withdrawn	21	0	1	0	22	339
	Outcome not achievable	1	0	1	0	2	33
	Premature	13	0	1	0	14	325
	Resolved	0	0	0	0	0	0
	Total	36	0	4	0	40	722
Early Resolution 1	Out of jurisdiction (discretionary)	3	0	0	0	3	47
	Out of jurisdiction (non-discretionary)	0	0	0	0	0	22
	Not duly made or withdrawn	2	0	1	0	3	51
	Outcome not achievable	5	1	1	1	8	99
	Premature	4	2	2	0	8	51
	Resolved	0	1	0	0	1	20
	Total	14	4	4	1	23	290
Early Resolution 2	Fully upheld	0	0	1	0	1	24
	Some upheld	0	0	0	0	0	3
	Not upheld	4	0	0	0	4	50
	Not duly made or withdrawn	0	0	0	0	0	4
	Total	4	0	1	0	5	81
Investigation 1	Fully upheld	4	0	0	0	4	113
	Some upheld	9	0	1	0	10	85
	Not upheld	7	0	4	0	11	153
	Not duly made or withdrawn	0	0	0	0	0	3
	Resolved	0	0	0	0	0	0
	Total	20	0	5	0	25	354
Investigation 2	Fully upheld	3	0	0	0	3	36
	Some upheld	1	0	0	0	1	3
	Not upheld	0	0	0	0	0	1
	Total	4	0	0	0	4	40
Total Complaints	78	4	14	1	97	1487	

Total Premature Complaints	17	2	3	0	22	376
Premature Rate	21.8%	50.0%	21.4%	0.0%	22.7%	25.3%
Fit for SPSO Total (ER2, Inv1 & Inv2)	28	0	6	0	34	475
Total Cases Upheld / Partly Upheld	17	0	2	0	19	264
Uphold Rate (total upheld / total fit for SPSO)	60.7%	-	33.3%	-	55.9%	55.6%

Prison Health Care Complaints Received by Authority 2015-16

Subject	Ayrshire and Arran NHS Board	Sector Total
Admission / discharge / transfer procedures	0	2
Appointments / Admissions (delay / cancellation / waiting lists)	1	3
Clinical treatment / Diagnosis	12	125
Communication / staff attitude / dignity / confidentiality	0	1
Complaints handling	0	3
Nurses / nursing care	0	2
Policy/administration	0	1
Total Complaints	13	137

Prison Health Care Complaints Received by Authority 2014-15

Subject	Ayrshire and Arran NHS Board	Sector Total
Admission / discharge / transfer procedures	0	1
Appointments / Admissions (delay / cancellation / waiting lists)	0	2
Clinical treatment / Diagnosis	6	139
Communication / staff attitude / dignity / confidentiality	1	6
Complaints handling	0	5
Nurses / Nursing Care	0	1
Policy / administration	0	2
Record Keeping	0	1
Total Complaints	7	157

Prison Health Complaints Closed by Outcome and Authority 2015-16

Stage	Outcome Group	Ayrshire and Arran NHS Board	Sector Total
Advice	Not duly made or withdrawn	4	39
	Premature	7	44
	Resolved	0	1
	Total	11	84
Early Resolution 1	Not duly made or withdrawn	0	5
	Out of jurisdiction (non-discretionary)	1	4
	Outcome not achievable	0	3
	Premature	1	5
	Resolved	0	1
	Total	2	18
Early Resolution 2	Fully upheld	0	1
	Some upheld	0	1
	Not upheld	0	9
	Not duly made or withdrawn	0	1
	Total	0	12
Investigation 1	Fully upheld	0	6
	Some upheld	0	4
	Not upheld	2	12
	Not duly made or withdrawn	0	2
	Total	2	24
Grand Total		15	138

Note - there were no prison health cases closed at Investigation 2 in 2015-16

Prison Health Complaints Closed by Outcome and Authority 2014-15

Stage	Outcome Group	Ayrshire and Arran NHS Board	Sector Total
Advice	Not duly made or withdrawn	0	38
	Outcome not achievable	0	1
	Premature	0	50
	Total	0	89
Early Resolution 1	Out of jurisdiction (discretionary)	1	5
	Not duly made or withdrawn	1	9
	Outcome not achievable	1	5
	Premature	1	7
	Resolved	0	1
	Total	4	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	0	6
	Not upheld	0	10
	Total	0	21
Total Complaints		5	154

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