

Health Complaints Received by Subject 2015-16

Subject	Borders NHS Board Area						Sector Total	Rank	Complaints as % of total
	Borders NHS Board	Dentists & Dental Practices	GP & GP Practices	Total	Rank	Complaints as % of total			
Clinical treatment / Diagnosis	14	1	4	19	1	76.0%	1,127	1	74.5%
Communication / staff attitude / dignity / confidentiality	2	0	0	2	2	8.0%	120	2	7.9%
Appointments / Admissions (delay / cancellation / waiting lists)	1	0	0	1	3=	4.0%	67	3	4.4%
Hygiene / cleanliness / infection control	1	0	0	1	3=	4.0%	3	13=	0.2%
Appliances / equipment / premises	1	0	0	1	3=	4.0%	3	13=	0.2%
Policy/administration	0	0	0	0	-	0.0%	41	4	2.7%
Complaints handling	0	0	0	0	-	0.0%	39	5	2.6%
Nurses / nursing care	0	0	0	0	-	0.0%	31	6	2.1%
Record Keeping	0	0	0	0	-	0.0%	19	7	1.3%
Admission / discharge / transfer procedures	0	0	0	0	-	0.0%	14	8	0.9%
Other	0	0	0	0	-	0.0%	12	9	0.8%
Lists (incl difficulty registering and removal from lists)	0	0	0	0	-	0.0%	11	10	0.7%
Continuing care	0	0	0	0	-	0.0%	7	11	0.5%
Failure to send ambulance / delay in sending ambulance	0	0	0	0	-	0.0%	6	12	0.4%
Hotel services - food / laundry etc	0	0	0	0	-	0.0%	1	15	0.1%
Subject Unknown	0	0	0	0	-	0.0%	8	-	0.5%
Out Of Jurisdiction	1	0	0	1	-	4.0%	3	-	0.2%
Total	20	1	4	25	-	100.0%	1,512	-	100.0%

Complaints as % of total

1.7%

100.0%

Health Complaints Received by Subject 2014-15

Subject	Borders NHS Board Area						Sector Total	Rank	Complaints as % of total
	Borders NHS Board	Dentists & Dental Practices	GP & GP Practices	Total	Rank	Complaints as % of total			
Clinical treatment / Diagnosis	12	0	0	12	1	52.2%	1,126	1	73.0%
Continuing care	3	0	0	3	2	13.0%	20	7	1.3%
Appointments / Admissions (delay / cancellation / waiting lists)	2	0	0	2	3=	8.7%	57	3	3.7%
Other	2	0	0	2	3=	8.7%	14	10=	0.9%
Communication / staff attitude / dignity / confidentiality	1	0	0	1	5=	4.3%	130	2	8.4%
Policy / administration	1	0	0	1	5=	4.3%	49	4	3.2%
Admission / discharge / transfer procedures	1	0	0	1	5=	4.3%	14	10=	0.9%
Complaints handling	0	0	0	0	-	0.0%	33	5	2.1%
Lists (incl difficulty registering and removal from lists)	0	0	0	0	-	0.0%	25	6	1.6%
Nurses / Nursing Care	0	0	0	0	-	0.0%	19	8	1.2%
Record Keeping	0	0	0	0	-	0.0%	16	9	1.0%
Appliances / equipment / premises	0	0	0	0	-	0.0%	4	12	0.3%
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	1	0	0	1	-	4.3%	25	-	1.6%
Out Of Jurisdiction	0	0	0	0	-	0.0%	4	-	0.3%
Total	23	0	0	23	-	100.0%	1,542	-	100.0%

Complaints as % of total

1.5%

100.0%

Health Complaints Determined by Outcome 2015-16

Stage	Outcome Group	Borders NHS Board Area			Sector Total
		Borders NHS Board	GP & GP Practices	Total	
Advice	Out of jurisdiction (discretionary)	0	0	0	13
	Out of jurisdiction (non-discretionary)	1	0	1	4
	Not duly made or withdrawn	6	0	6	348
	Outcome not achievable	0	0	0	4
	Premature	3	0	3	301
	Resolved	0	0	0	1
	Total	10	0	10	671
Early Resolution 1	Out of jurisdiction (discretionary)	0	0	0	41
	Out of jurisdiction (non-discretionary)	0	0	0	30
	Not duly made or withdrawn	1	2	3	70
	Outcome not achievable	2	0	2	107
	Premature	2	1	3	53
	Resolved	0	0	0	16
	Total	5	3	8	317
Early Resolution 2	Fully upheld	1	0	1	14
	Some upheld	0	0	0	4
	Not upheld	0	0	0	35
	Not duly made or withdrawn	0	0	0	3
	Resolved	0	0	0	1
	Total	1	0	1	57
Investigation 1	Fully upheld	1	0	1	115
	Some upheld	2	0	2	122
	Not upheld	1	0	1	178
	Not duly made or withdrawn	0	0	0	9
	Resolved	0	0	0	1
	Total	4	0	4	425
Investigation 2	Fully upheld	2	0	2	35
	Some upheld	1	0	1	3
	Not upheld	0	0	0	0
	Total	3	0	3	38
Total Complaints	23	3	26	1508	

Total Premature Complaints	5	1	6	354
Premature Rate	21.7%	33.3%	23.1%	23.5%
Fit for SPSO Total (ER2, Inv1 & Inv2)	8	0	8	520
Total Cases Upheld / Partly Upheld	7	0	7	293
Uphold Rate (total upheld / total fit for SPSO)	87.5%	-	87.5%	56.3%

Health Complaints Determined by Outcome 2014-15

Stage	Outcome Group	Borders NHS Board Area		
		Borders NHS Board	Total	Sector Total
Advice	Out of jurisdiction (discretionary)	0	0	17
	Out of jurisdiction (non-discretionary)	1	1	8
	Not duly made or withdrawn	5	5	339
	Outcome not achievable	0	0	33
	Premature	2	2	325
	Resolved	0	0	0
	Total	8	8	722
Early Resolution 1	Out of jurisdiction (discretionary)	0	0	47
	Out of jurisdiction (non-discretionary)	3	3	22
	Not duly made or withdrawn	0	0	51
	Outcome not achievable	1	1	99
	Premature	0	0	51
	Resolved	0	0	20
	Total	4	4	290
Early Resolution 2	Fully upheld	1	1	24
	Some upheld	0	0	3
	Not upheld	0	0	50
	Not duly made or withdrawn	0	0	4
	Total	1	1	81
Investigation 1	Fully upheld	4	4	113
	Some upheld	0	0	85
	Not upheld	2	2	153
	Not duly made or withdrawn	0	0	3
	Resolved	0	0	0
Total	6	6	354	
Investigation 2	Fully upheld	0	0	36
	Some upheld	0	0	3
	Not upheld	1	1	1
	Total	1	1	40
Total Complaints	20	20	1487	

Total Premature Complaints	2	2	376
Premature Rate	10.0%	10.0%	25.3%
Fit for SPSO Total (ER2, Inv1 & Inv2)	8	8	475
Total Cases Upheld / Partly Upheld	5	5	264
Uphold Rate (total upheld / total fit for SPSO)	62.5%	62.5%	55.6%