

### Health Complaints Received by Subject 2015-16

Subject	Dumfries & Galloway NHS Board Area					Sector Total	Rank	Complaints as % of total
	Dumfries and Galloway NHS Board	GP & GP Practices	Total	Rank	Complaints as % of total			
Clinical treatment / Diagnosis	23	5	28	1	77.8%	1,127	1	74.5%
Communication / staff attitude / dignity / confidentiality	3	1	4	2	11.1%	120	2	7.9%
Appointments / Admissions (delay / cancellation / waiting lists)	2	0	2	3	5.6%	67	3	4.4%
Complaints handling	1	0	1	4=	2.8%	39	5	2.6%
Record Keeping	1	0	1	4=	2.8%	19	7	1.3%
Policy/administration	0	0	0	-	0.0%	41	4	2.7%
Nurses / nursing care	0	0	0	-	0.0%	31	6	2.1%
Admission / discharge / transfer procedures	0	0	0	-	0.0%	14	8	0.9%
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%
Hygiene / cleanliness / infection control	0	0	0	-	0.0%	3	13=	0.2%
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%
<b>Total</b>	<b>30</b>	<b>6</b>	<b>36</b>	<b>-</b>	<b>100.0%</b>	<b>1,512</b>	<b>-</b>	<b>100.0%</b>

Complaints as % of total

2.4%

100.0%

### Health Complaints Received by Subject 2014-15

Subject	Dumfries & Galloway NHS Board Area					Sector Total	Rank	Complaints as % of total
	Dumfries and Galloway NHS Board	GP & GP Practices	Total	Rank	Complaints as % of total			
Clinical treatment / Diagnosis	26	3	29	1	70.7%	1,126	1	73.0%
Policy / administration	4	0	4	2	9.8%	49	4	3.2%
Communication / staff attitude / dignity / confidentiality	3	0	3	3	7.3%	130	2	8.4%
Nurses / Nursing Care	1	1	2	4=	4.9%	19	8	1.2%
Record Keeping	1	1	2	4=	4.9%	16	9	1.0%
Complaints handling	1	0	1	6	2.4%	33	5	2.1%
Appointments / Admissions (delay / cancellation / waiting lists)	0	0	0	-	0.0%	57	3	3.7%
Lists (incl difficulty registering and removal from lists)	0	0	0	-	0.0%	25	6	1.6%
Continuing care	0	0	0	-	0.0%	20	7	1.3%
Other	0	0	0	-	0.0%	14	10=	0.9%
Admission / discharge / transfer procedures	0	0	0	-	0.0%	14	10=	0.9%
Appliances / equipment / premises	0	0	0	-	0.0%	4	12	0.3%
Failure to send ambulance / delay in sending ambulance	0	0	0	-	0.0%	3	13	0.2%
Hotel services - food / laundry etc	0	0	0	-	0.0%	2	14	0.1%
Hygiene / cleanliness / infection control	0	0	0	-	0.0%	1	15	0.1%
Subject Unknown	0	0	0	-	0.0%	25	-	1.6%
Out Of Jurisdiction	0	0	0	-	0.0%	4	-	0.3%
<b>Total</b>	<b>36</b>	<b>5</b>	<b>41</b>	<b>-</b>	<b>100.0%</b>	<b>1,542</b>	<b>-</b>	<b>100.0%</b>

Complaints as % of total

2.7%

100.0%

### Health Complaints Determined by Outcome 2015-16

Stage	Outcome Group	Dumfries & Galloway NHS Board Area			Sector Total
		Dumfries and Galloway NHS Board	GP & GP Practices	Total	
Advice	Out of jurisdiction (discretionary)	1	0	1	13
	Out of jurisdiction (non-discretionary)	1	0	1	4
	Not duly made or withdrawn	5	0	5	348
	Outcome not achievable	1	0	1	4
	Premature	4	0	4	301
	Resolved	0	0	0	1
	<b>Total</b>		<b>12</b>	<b>0</b>	<b>12</b>
Early Resolution 1	Out of jurisdiction (discretionary)	1	0	1	41
	Out of jurisdiction (non-discretionary)	0	0	0	30
	Not duly made or withdrawn	0	1	1	70
	Outcome not achievable	3	0	3	107
	Premature	1	0	1	53
	Resolved	2	1	3	16
	<b>Total</b>		<b>7</b>	<b>2</b>	<b>9</b>
Early Resolution 2	Fully upheld	0	1	1	14
	Some upheld	0	0	0	4
	Not upheld	0	1	1	35
	Not duly made or withdrawn	0	0	0	3
	Resolved	0	0	0	1
	<b>Total</b>		<b>0</b>	<b>2</b>	<b>2</b>
Investigation 1	Fully upheld	3	1	4	115
	Some upheld	5	0	5	122
	Not upheld	2	0	2	178
	Not duly made or withdrawn	0	0	0	9
	Resolved	0	0	0	1
	<b>Total</b>		<b>10</b>	<b>1</b>	<b>11</b>
Investigation 2	Fully upheld	1	0	1	35
	Some upheld	0	0	0	3
	Not upheld	0	0	0	0
	<b>Total</b>		<b>1</b>	<b>0</b>	<b>1</b>
<b>Total Complaints</b>		<b>30</b>	<b>5</b>	<b>35</b>	<b>1508</b>

Total Premature Complaints	5	0	5	354
Premature Rate	16.7%	0.0%	14.3%	23.5%
Fit for SPSO Total (ER2, Inv1 & Inv2)	11	3	14	520
Total Cases Upheld / Partly Upheld	9	2	11	293
Uphold Rate (total upheld / total fit for SPSO)	81.8%	66.7%	78.6%	56.3%

### Health Complaints Determined by Outcome 2014-15

Stage	Outcome Group	Dumfries & Galloway NHS Board Area			Sector Total	
		Dumfries and Galloway NHS Board	GP & GP Practices	Total		
Advice	Out of jurisdiction (discretionary)	0	0	0	17	
	Out of jurisdiction (non-discretionary)	0	0	0	8	
	Not duly made or withdrawn	8	0	8	339	
	Outcome not achievable	0	0	0	33	
	Premature	5	1	6	325	
	Resolved	0	0	0	0	
	<b>Total</b>		<b>13</b>	<b>1</b>	<b>14</b>	<b>722</b>
Early Resolution 1	Out of jurisdiction (discretionary)	2	1	3	47	
	Out of jurisdiction (non-discretionary)	1	0	1	22	
	Not duly made or withdrawn	4	0	4	51	
	Outcome not achievable	1	0	1	99	
	Premature	0	0	0	51	
	Resolved	1	0	1	20	
	<b>Total</b>		<b>9</b>	<b>1</b>	<b>10</b>	<b>290</b>
Early Resolution 2	Fully upheld	1	0	1	24	
	Some upheld	1	0	1	3	
	Not upheld	1	0	1	50	
	Not duly made or withdrawn	0	0	0	4	
	<b>Total</b>		<b>3</b>	<b>0</b>	<b>3</b>	<b>81</b>
	Investigation 1	Fully upheld	3	2	5	113
Some upheld		4	1	5	85	
Not upheld		3	2	5	153	
Not duly made or withdrawn		0	0	0	3	
Resolved		0	0	0	0	
<b>Total</b>			<b>10</b>	<b>5</b>	<b>15</b>	<b>354</b>
Investigation 2	Fully upheld	0	0	0	36	
	Some upheld	0	0	0	3	
	Not upheld	0	0	0	1	
	<b>Total</b>		<b>0</b>	<b>0</b>	<b>0</b>	<b>40</b>
<b>Total Complaints</b>		<b>35</b>	<b>7</b>	<b>42</b>	<b>1487</b>	

Total Premature Complaints	5	1	6	376
Premature Rate	14.3%	14.3%	14.3%	25.3%
Fit for SPSO Total (ER2, Inv1 & Inv2)	13	5	18	475
Total Cases Upheld / Partly Upheld	9	3	12	264
Uphold Rate (total upheld / total fit for SPSO)	69.2%	60.0%	66.7%	55.6%

### Prison Health Care Complaints Received by Authority 2015-16

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

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

Subject	Dumfries and Galloway NHS Board	Sector Total
Admission / discharge / transfer procedures	0	1
Appointments / Admissions (delay / cancellation / waiting lists)	0	2
Clinical treatment / Diagnosis	7	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
<b>Total Complaints</b>	<b>8</b>	<b>157</b>

### Prison Health Complaints Closed by Outcome and Authority 2015-16

Stage	Outcome Group	Dumfries and Galloway NHS Board	Sector Total
Advice	Not duly made or withdrawn	0	39
	Premature	0	44
	Resolved	0	1
	<b>Total</b>	<b>0</b>	<b>84</b>
Early Resolution 1	Not duly made or withdrawn	0	5
	Out of jurisdiction (non-discretionary)	0	4
	Outcome not achievable	0	3
	Premature	1	5
	Resolved	0	1
	<b>Total</b>	<b>1</b>	<b>18</b>
Early Resolution 2	Fully upheld	0	1
	Some upheld	0	1
	Not upheld	0	9
	Not duly made or withdrawn	0	1
	<b>Total</b>	<b>0</b>	<b>12</b>
Investigation 1	Fully upheld	0	6
	Some upheld	0	4
	Not upheld	1	12
	Not duly made or withdrawn	0	2
	<b>Total</b>	<b>1</b>	<b>24</b>
<b>Total Complaints</b>	<b>2</b>	<b>138</b>	

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

Stage	Outcome Group	Dumfries and Galloway NHS Board	Sector Total
Advice	Not duly made or withdrawn	1	38
	Outcome not achievable	0	1
	Premature	1	50
	<b>Total</b>	<b>2</b>	<b>89</b>
Early Resolution 1	Out of jurisdiction (discretionary)	0	5
	Not duly made or withdrawn	3	9
	Outcome not achievable	1	5
	Premature	0	7
	Resolved	0	1
	<b>Total</b>	<b>4</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	1	6
	Not upheld	1	10
	<b>Total</b>	<b>2</b>	<b>21</b>
<b>Total Complaints</b>	<b>8</b>	<b>154</b>	

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

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