

Health Complaints Received by Subject 2015-16

Subject	Fife NHS Board Area						Sector Total	Rank	Complaints as % of total
	Fife NHS Board	Dentists & Dental Practices	GP & GP Practices	Total	Rank	Complaints as % of total			
Clinical treatment / Diagnosis	34	3	12	49	1	81.7%	1,127	1	74.5%
Communication / staff attitude / dignity / confidentiality	0	0	3	3	2=	5.0%	120	2	7.9%
Nurses / nursing care	3	0	0	3	2=	5.0%	31	6	2.1%
Policy/administration	1	0	1	2	4	3.3%	41	4	2.7%
Appointments / Admissions (delay / cancellation / waiting lists)	1	0	0	1	5=	1.7%	67	3	4.4%
Continuing care	1	0	0	1	5=	1.7%	7	11	0.5%
Appliances / equipment / premises	1	0	0	1	5=	1.7%	3	13=	0.2%
Complaints handling	0	0	0	0	-	0.0%	39	5	2.6%
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%
Failure to send ambulance / delay in sending ambulance	0	0	0	0	-	0.0%	6	12	0.4%
Hygiene / cleanliness / infection control	0	0	0	0	-	0.0%	3	13=	0.2%
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	0	0	0	0	-	0.0%	3	-	0.2%
Total	41	3	16	60	-	100.0%	1,512	-	100.0%

Complaints as % of total

4.0%

100.0%

Health Complaints Received by Subject 2014-15

Subject	Fife NHS Board Area						Sector Total	Rank	Complaints as % of total
	Fife NHS Board	Dentists & Dental Practices	GP & GP Practices	Pharmacists & Pharmacy Services	Total	Rank			
Clinical treatment / Diagnosis	28	3	13	0	44	1	1,126	1	73.0%
Communication / staff attitude / dignity / confidentiality	3	2	0	0	5	2	130	2	8.4%
Appointments / Admissions (delay / cancellation / waiting lists)	1	1	2	0	4	3	57	3	3.7%
Policy / administration	3	0	0	0	3	4=	49	4	3.2%
Record Keeping	1	0	1	1	3	4=	16	9	1.0%
Lists (incl difficulty registering and removal from lists)	0	0	2	0	2	6	25	6	1.6%
Continuing care	1	0	0	0	1	7=	20	7	1.3%
Other	0	0	1	0	1	7=	14	10=	0.9%
Complaints handling	0	0	0	0	0	-	33	5	2.1%
Nurses / Nursing Care	0	0	0	0	0	-	19	8	1.2%
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	1	0	1	-	25	-	1.6%
Out Of Jurisdiction	0	0	0	0	0	-	4	-	0.3%
Total	37	6	20	1	64	-	1,542	-	100.0%

Complaints as % of total

4.2%

100.0%

Health Complaints Determined by Outcome 2015-16

Stage	Outcome Group	Fife NHS Board Area				Sector Total
		Fife NHS Board	Dentists & Dental Practices	GP & GP Practices	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	8	1	1	10	348
	Outcome not achievable	0	0	0	0	4
	Premature	5	0	0	5	301
	Resolved	0	0	0	0	1
	Total	13	1	1	15	671
Early Resolution 1	Out of jurisdiction (discretionary)	1	0	1	2	41
	Out of jurisdiction (non-discretionary)	1	0	0	1	30
	Not duly made or withdrawn	0	0	0	0	70
	Outcome not achievable	4	1	1	6	107
	Premature	0	0	0	0	53
	Resolved	0	0	0	0	16
	Total	6	1	2	9	317
Early Resolution 2	Fully upheld	0	0	0	0	14
	Some upheld	0	0	0	0	4
	Not upheld	0	0	2	2	35
	Not duly made or withdrawn	0	0	0	0	3
	Resolved	0	0	0	0	1
	Total	0	0	2	2	57
Investigation 1	Fully upheld	4	1	3	8	115
	Some upheld	3	1	2	6	122
	Not upheld	5	0	2	7	178
	Not duly made or withdrawn	0	1	0	1	9
	Resolved	0	0	0	0	1
	Total	12	3	7	22	425
Investigation 2	Fully upheld	3	0	0	3	35
	Some upheld	0	0	0	0	3
	Not upheld	0	0	0	0	0
	Total	3	0	0	3	38
Total Complaints	34	5	12	51	1508	

Total Premature Complaints	5	0	0	5	354
Premature Rate	14.7%	0.0%	0.0%	9.8%	23.5%
Fit for SPSO Total (ER2, Inv1 & Inv2)	15	3	9	27	520
Total Cases Upheld / Partly Upheld	10	2	5	17	293
Uphold Rate (total upheld / total fit for SPSO)	66.7%	66.7%	55.6%	63.0%	56.3%

Health Complaints Determined by Outcome 2014-15

Stage	Outcome Group	Fife NHS Board Area				Total	Sector Total
		Fife NHS Board	Dentists & Dental Practices	GP & GP Practices	Pharmacists & Pharmacy Services		
Advice	Out of jurisdiction (discretionary)	0	0	0	0	0	17
	Out of jurisdiction (non-discretionary)	0	0	0	0	0	8
	Not duly made or withdrawn	7	0	3	0	10	339
	Outcome not achievable	0	1	3	0	4	33
	Premature	6	0	1	0	7	325
	Resolved	0	0	0	0	0	0
	Total	13	1	7	0	21	722
Early Resolution 1	Out of jurisdiction (discretionary)	3	1	0	0	4	47
	Out of jurisdiction (non-discretionary)	1	0	2	0	3	22
	Not duly made or withdrawn	2	0	1	1	4	51
	Outcome not achievable	2	0	3	0	5	99
	Premature	1	0	0	0	1	51
	Resolved	0	1	0	0	1	20
	Total	9	2	6	1	18	290
Early Resolution 2	Fully upheld	0	0	0	0	0	24
	Some upheld	0	0	0	0	0	3
	Not upheld	0	0	0	0	0	50
	Not duly made or withdrawn	0	0	0	0	0	4
	Resolved	0	0	0	0	0	1
	Total	0	0	0	0	0	81
Investigation 1	Fully upheld	5	0	4	0	9	113
	Some upheld	1	1	3	0	5	85
	Not upheld	5	0	2	0	7	153
	Not duly made or withdrawn	0	0	0	0	0	3
	Resolved	0	0	0	0	0	0
	Total	11	1	9	0	21	354
Investigation 2	Fully upheld	1	0	0	0	1	36
	Some upheld	0	0	0	0	0	3
	Not upheld	0	0	0	0	0	1
	Total	1	0	0	0	1	40
Total Complaints	34	4	22	1	61	1487	

Total Premature Complaints	7	0	1	0	8	376
Premature Rate	20.6%	0.0%	4.5%	0.0%	13.1%	25.3%
Fit for SPSO Total (ER2, Inv1 & Inv2)	12	1	9	0	22	475
Total Cases Upheld / Partly Upheld	7	1	7	0	15	264
Uphold Rate (total upheld / total fit for SPSO)	58.3%	100.0%	77.8%	-	68.2%	55.6%

Prison Health Care Complaints Received by Authority 2015-16

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

Prison Health Care Complaints Received by Authority 2014-15

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

Prison Health Complaints Closed by Outcome and Authority 2015-16

Stage	Outcome Group	Fife NHS Board	Sector Total
Advice	Not duly made or withdrawn	0	39
	Premature	0	44
	Resolved	0	1
	Total	0	84
Early Resolution 1	Not duly made or withdrawn	0	5
	Out of jurisdiction (non-discretionary)	0	4
	Outcome not achievable	0	3
	Premature	0	5
	Resolved	0	1
	Total	0	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	0	12
	Not duly made or withdrawn	0	2
	Total	0	24
Total Complaints		0	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	Fife 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	0	9
	Outcome not achievable	0	5
	Premature	0	7
	Resolved	0	1
	Total	1	27
Early Resolution 2	Fully upheld	0	3
	Not upheld	0	13
	Not duly made or withdrawn	0	1
	Total	0	17
Investigation 1	Fully upheld	0	5
	Some upheld	0	6
	Not upheld	0	10
	Total	0	21
Total Complaints		1	154

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