

Health Complaints Received by Subject 2015-16

Subject	Greater Glasgow & Clyde NHS Board Area						Sector Total	Rank	Complaints as % of total
	Greater Glasgow and Clyde NHS Board	Dentists & Dental Practices	GP & GP Practices	Total	Rank	Complaints as % of total			
Clinical treatment / Diagnosis	207	8	24	239	1	81.6%	1,127	1	74.5%
Communication / staff attitude / dignity / confidentiality	15	0	2	17	2	5.8%	120	2	7.9%
Appointments / Admissions (delay / cancellation / waiting lists)	9	0	1	10	3	3.4%	67	3	4.4%
Policy/administration	5	1	1	7	4	2.4%	41	4	2.7%
Nurses / nursing care	6	0	0	6	5	2.0%	31	6	2.1%
Complaints handling	4	0	1	5	6	1.7%	39	5	2.6%
Record Keeping	2	0	1	3	7	1.0%	19	7	1.3%
Admission / discharge / transfer procedures	2	0	0	2	8=	0.7%	14	8	0.9%
Other	2	0	0	2	8=	0.7%	12	9	0.8%
Lists (incl difficulty registering and removal from lists)	0	1	0	1	10=	0.3%	11	10	0.7%
Hotel services - food / laundry etc	1	0	0	1	10=	0.3%	1	15	0.1%
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%
Appliances / equipment / premises	0	0	0	0	-	0.0%	3	13=	0.2%
Hygiene / cleanliness / infection control	0	0	0	0	-	0.0%	3	13=	0.2%
Subject Unknown	0	0	0	0	-	0.0%	8	-	0.5%
Out Of Jurisdiction	0	0	0	0	-	0.0%	3	-	0.2%
Total	253	10	30	293	-	100.0%	1,512	-	100.0%

Complaints as % of total

19.4%

100.0%

Health Complaints Received by Subject 2014-15

Subject	Greater Glasgow & Clyde NHS Board Area						Total	Rank	Complaints as % of total	Sector Total	Rank	Complaints as % of total
	Greater Glasgow and Clyde NHS Board	Dentists & Dental Practices	GP & GP Practices	Other FHS Practitioner or Practice	Other Health Authority	Complaints as % of total						
Clinical treatment / Diagnosis	192	10	25	0	1	228	1	75.7%	1,126	1	73.0%	
Communication / staff attitude / dignity / confidentiality	16	0	7	0	0	23	2	7.6%	130	2	8.4%	
Appointments / Admissions (delay / cancellation / waiting lists)	8	0	0	0	0	8	3	2.7%	57	3	3.7%	
Complaints handling	3	1	3	0	0	7	4	2.3%	33	5	2.1%	
Policy / administration	5	0	0	0	0	5	5=	1.7%	49	4	3.2%	
Lists (incl difficulty registering and removal from lists)	0	1	4	0	0	5	5=	1.7%	25	6	1.6%	
Nurses / Nursing Care	5	0	0	0	0	5	5=	1.7%	19	8	1.2%	
Admission / discharge / transfer procedures	4	0	0	0	0	4	8	1.3%	14	10=	0.9%	
Continuing care	3	0	0	0	0	3	9=	1.0%	20	7	1.3%	
Record Keeping	2	0	1	0	0	3	9=	1.0%	16	9	1.0%	
Other	2	0	0	1	0	3	9=	1.0%	14	10=	0.9%	
Appliances / equipment / premises	1	0	0	0	0	1	12=	0.3%	4	12	0.3%	
Hotel services - food / laundry etc	1	0	0	0	0	1	12=	0.3%	2	14	0.1%	
Failure to send ambulance / delay in sending ambulance	0	0	0	0	0	0	-	0.0%	3	13	0.2%	
Hygiene / cleanliness / infection control	0	0	0	0	0	0	-	0.0%	1	15	0.1%	
Subject Unknown	2	0	0	0	0	2	-	0.7%	25	-	1.6%	
Out Of Jurisdiction	3	0	0	0	0	3	-	1.0%	4	-	0.3%	
Total	247	12	40	1	1	301	-	100.0%	1,542	-	100.0%	

Complaints as % of total

19.5%

100.0%

Health Complaints Determined by Outcome 2015-16

		Greater Glasgow & Clyde NHS Board Area				
Stage	Outcome Group	Greater Glasgow and Clyde NHS Board	Dentists & Dental Practices	GP & GP Practices	Total	Sector Total
Advice	Out of jurisdiction (discretionary)	3	0	2	5	13
	Out of jurisdiction (non-discretionary)	0	0	0	0	4
	Not duly made or withdrawn	67	1	0	68	348
	Outcome not achievable	0	0	0	0	4
	Premature	42	0	2	44	301
	Resolved	1	0	0	1	1
	Total	113	1	4	118	671
Early Resolution 1	Out of jurisdiction (discretionary)	6	1	2	9	41
	Out of jurisdiction (non-discretionary)	7	0	2	9	30
	Not duly made or withdrawn	13	1	4	18	70
	Outcome not achievable	16	0	2	18	107
	Premature	4	1	0	5	53
	Resolved	4	0	1	5	16
	Total	50	3	11	64	317
Early Resolution 2	Fully upheld	2	0	2	4	14
	Some upheld	0	1	0	1	4
	Not upheld	7	0	4	11	35
	Not duly made or withdrawn	1	0	0	1	3
	Resolved	0	1	0	1	1
	Total	10	2	6	18	57
Investigation 1	Fully upheld	20	0	5	25	115
	Some upheld	19	4	4	27	122
	Not upheld	29	2	9	40	178
	Not duly made or withdrawn	1	0	0	1	9
	Resolved	0	0	0	0	1
	Total	69	6	18	93	425
Investigation 2	Fully upheld	6	0	2	8	35
	Some upheld	0	0	0	0	3
	Not upheld	0	0	0	0	0
	Total	6	0	2	8	38
	Total Complaints	248	12	41	301	1508
Total Premature Complaints		46	1	2	49	354
Premature Rate		18.5%	8.3%	4.9%	16.3%	23.5%
Fit for SPSO Total (ER2, Inv1 & Inv2)		85	8	26	119	520
Total Cases Upheld / Partly Upheld		47	5	13	65	293
Uphold Rate (total upheld / total fit for SPSO)		55.3%	62.5%	50.0%	54.6%	56.3%

Health Complaints Determined by Outcome 2014-15

		Greater Glasgow & Clyde NHS Board Area						
Stage	Outcome Group	Greater Glasgow and Clyde NHS Board	Dentists & Dental Practices	GP & GP Practices	Other FHS Practitioner or Practice	Other Health Authority	Total	Sector Total
Advice	Out of jurisdiction (discretionary)	7	0	0	0	0	7	17
	Out of jurisdiction (non-discretionary)	2	0	1	0	0	3	8
	Not duly made or withdrawn	54	0	1	0	1	56	339
	Outcome not achievable	3	1	1	0	0	5	33
	Premature	51	0	3	0	0	54	325
	Resolved	0	0	0	0	0	0	0
	Total	117	1	6	0	1	125	722
Early Resolution 1	Out of jurisdiction (discretionary)	7	0	4	0	0	11	47
	Out of jurisdiction (non-discretionary)	1	0	1	0	0	2	22
	Not duly made or withdrawn	7	0	2	1	0	10	51
	Outcome not achievable	22	0	0	0	0	22	99
	Premature	7	1	2	0	0	10	51
	Resolved	2	0	1	0	0	3	20
	Total	46	1	10	1	0	58	290
Early Resolution 2	Fully upheld	8	0	1	0	0	9	24
	Some upheld	0	0	0	0	0	0	3
	Not upheld	7	0	3	0	0	10	50
	Not duly made or withdrawn	2	0	0	0	0	2	4
	Total	17	0	4	0	0	21	81
	Investigation 1	Fully upheld	20	6	5	0	0	31
Some upheld		12	0	2	0	0	14	85
Not upheld		22	3	6	0	0	31	153
Not duly made or withdrawn		1	0	0	0	0	1	3
Resolved		0	0	0	0	0	0	0
Total		55	9	13	0	0	77	354
Investigation 2	Fully upheld	4	0	2	0	0	6	36
	Some upheld	0	0	0	0	0	0	3
	Not upheld	0	0	0	0	0	0	1
	Total	4	0	2	0	0	6	40
Total Complaints		239	11	35	1	1	287	1487
Total Premature Complaints		58	1	5	0	0	64	376
Premature Rate		24.3%	9.1%	14.3%	0.0%	0.0%	22.3%	25.3%
Fit for SPSO Total (ER2, Inv1 & Inv2)		76	9	19	0	0	104	475
Total Cases Upheld / Partly Upheld		44	6	10	0	0	60	264
Uphold Rate (total upheld / total fit for SPSO)		57.9%	66.7%	52.6%	-	-	57.7%	55.6%

Prison Health Care Complaints Received by Authority 2015-16

Subject	Greater Glasgow and Clyde NHS Board	Sector Total
Admission / discharge / transfer procedures	0	2
Appointments / Admissions (delay / cancellation / waiting lists)	1	3
Clinical treatment / Diagnosis	37	125
Communication / staff attitude / dignity / confidentiality	0	1
Complaints handling	1	3
Nurses / nursing care	1	2
Policy/administration	0	1
Total Complaints	40	137

Prison Health Complaints Closed by Outcome and Authority 2015-16

Stage	Outcome Group	Greater Glasgow and Clyde NHS Board	Sector Total
Advice	Not duly made or withdrawn	13	39
	Premature	11	44
	Resolved	1	1
	Total	25	84
Early Resolution 1	Not duly made or withdrawn	1	5
	Out of jurisdiction (non-discretionary)	1	4
	Outcome not achievable	3	3
	Premature	0	5
	Resolved	1	1
	Total	6	18
Early Resolution 2	Fully upheld	0	1
	Some upheld	0	1
	Not upheld	4	9
	Not duly made or withdrawn	0	1
	Total	4	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
Total Complaints		37	138

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

Prison Health Care Complaints Received by Authority 2014-15

Subject	Greater Glasgow and Clyde NHS Board	Sector Total
Admission / discharge / transfer procedures	1	1
Appointments / Admissions (delay / cancellation / waiting lists)	1	2
Clinical treatment / Diagnosis	37	139
Communication / staff attitude / dignity / confidentiality	1	6
Complaints handling	1	5
Nurses / Nursing Care	0	1
Policy / administration	0	2
Record Keeping	0	1
Total Complaints	41	157

Prison Health Complaints Closed by Outcome and Authority 2014-15

Stage	Outcome Group	Greater Glasgow and Clyde NHS Board	Sector Total
Advice	Not duly made or withdrawn	13	38
	Outcome not achievable	1	1
	Premature	17	50
	Total	31	89
Early Resolution 1	Out of jurisdiction (discretionary)	2	5
	Not duly made or withdrawn	1	9
	Outcome not achievable	2	5
	Premature	1	7
	Resolved	0	1
	Total	6	27
Early Resolution 2	Fully upheld	0	3
	Not upheld	3	13
	Not duly made or withdrawn	0	1
	Total	3	17
Investigation 1	Fully upheld	3	5
	Some upheld	0	6
	Not upheld	2	10
	Total	5	21
Total Complaints		45	154

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