

Health Complaints Received by Subject 2015-16

Subject	Highland NHS Board Area						Sector Total	Rank	Complaints as % of total
	Highland NHS Board	Dentists & Dental Practices	GP & GP Practices	Total	Rank	Complaints as % of total			
Clinical treatment / Diagnosis	70	4	15	89	1	73.6%	1,127	1	74.5%
Appointments / Admissions (delay / cancellation / waiting lists)	7	0	2	9	2	7.4%	67	3	4.4%
Communication / staff attitude / dignity / confidentiality	2	0	3	5	3=	4.1%	120	2	7.9%
Policy/administration	5	0	0	5	3=	4.1%	41	4	2.7%
Complaints handling	2	0	1	3	5=	2.5%	39	5	2.6%
Nurses / nursing care	3	0	0	3	5=	2.5%	31	6	2.1%
Other	2	0	0	2	7	1.7%	12	9	0.8%
Record Keeping	1	0	0	1	8=	0.8%	19	7	1.3%
Continuing care	1	0	0	1	8=	0.8%	7	11	0.5%
Admission / discharge / transfer procedures	0	0	0	0	-	0.0%	14	8	0.9%
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%
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%
Hotel services - food / laundry etc	0	0	0	0	-	0.0%	1	15	0.1%
Subject Unknown	2	0	0	2	-	1.7%	8	-	0.5%
Out Of Jurisdiction	1	0	0	1	-	0.8%	3	-	0.2%
Total	96	4	21	121	-	100.0%	1,512	-	100.0%

Complaints as % of total 8.0% 100.0%

Health Complaints Received by Subject 2014-15

Subject	Highland NHS Board Area						Sector Total	Rank	Complaints as % of total	
	Highland NHS Board	Dentists & Dental Practices	GP & GP Practices	Pharmacists & Pharmacy Services	Total	Rank				
Clinical treatment / Diagnosis	64	1	9	1	75	1	70.8%	1,126	1	73.0%
Communication / staff attitude / dignity / confidentiality	3	1	4	0	8	2	7.5%	130	2	8.4%
Appointments / Admissions (delay / cancellation / waiting lists)	7	0	0	0	7	3	6.6%	57	3	3.7%
Policy / administration	3	0	0	0	3	4=	2.8%	49	4	3.2%
Complaints handling	3	0	0	0	3	4=	2.8%	33	5	2.1%
Continuing care	3	0	0	0	3	4=	2.8%	20	7	1.3%
Lists (incl difficulty registering and removal from lists)	1	0	0	0	1	7=	0.9%	25	6	1.6%
Record Keeping	1	0	0	0	1	7=	0.9%	16	9	1.0%
Admission / discharge / transfer procedures	1	0	0	0	1	7=	0.9%	14	10=	0.9%
Other	1	0	0	0	1	7=	0.9%	14	10=	0.9%
Hygiene / cleanliness / infection control	1	0	0	0	1	7=	0.9%	1	15	0.1%
Nurses / Nursing Care	0	0	0	0	0	-	0.0%	19	8	1.2%
Appliances / equipment / premises	0	0	0	0	0	-	0.0%	4	12	0.3%
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%
Subject Unknown	2	0	0	0	2	-	1.9%	25	-	1.6%
Out Of Jurisdiction	0	0	0	0	0	-	0.0%	4	-	0.3%
Total	90	2	13	1	106	-	100.0%	1,542	-	100.0%

Complaints as % of total 6.9% 100.0%

Health Complaints Determined by Outcome 2015-16

Stage	Outcome Group	Highland NHS Board Area				Sector Total
		Highland NHS Board	Dentists & Dental Practices	GP & GP Practices	Total	
Advice	Out of jurisdiction (discretionary)	0	1	0	1	13
	Out of jurisdiction (non-discretionary)	2	0	0	2	4
	Not duly made or withdrawn	23	0	0	23	348
	Outcome not achievable	0	0	0	0	4
	Premature	20	0	1	21	301
	Resolved	0	0	0	0	1
	Total	45	1	1	47	671
Early Resolution 1	Out of jurisdiction (discretionary)	2	1	1	4	41
	Out of jurisdiction (non-discretionary)	3	1	1	5	30
	Not duly made or withdrawn	4	0	1	5	70
	Outcome not achievable	5	1	1	7	107
	Premature	4	0	1	5	53
	Resolved	1	0	1	2	16
	Total	19	3	6	28	317
Early Resolution 2	Fully upheld	1	0	1	2	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	2	4	57
Investigation 1	Fully upheld	3	0	1	4	115
	Some upheld	14	0	0	14	122
	Not upheld	8	0	4	12	178
	Not duly made or withdrawn	1	0	0	1	9
	Resolved	0	0	0	0	1
	Total	26	0	5	31	425
Investigation 2	Fully upheld	2	0	1	3	35
	Some upheld	1	0	0	1	3
	Not upheld	0	0	0	0	0
	Total	3	0	1	4	38
Total Complaints	95	4	15	114	1508	

Total Premature Complaints	24	0	2	26	354
Premature Rate	25.3%	0.0%	13.3%	22.8%	23.5%
Fit for SPSO Total (ER2, Inv1 & Inv2)	31	0	8	39	520
Total Cases Upheld / Partly Upheld	21	0	3	24	293
Uphold Rate (total upheld / total fit for SPSO)	67.7%	-	37.5%	61.5%	56.3%

Health Complaints Determined by Outcome 2014-15

Stage	Outcome Group	Highland NHS Board Area				Total	Sector Total
		Highland NHS Board	Dentists & Dental Practices	GP & GP Practices	Pharmacists & Pharmacy Services		
Advice	Out of jurisdiction (discretionary)	2	0	0	0	2	17
	Out of jurisdiction (non-discretionary)	1	0	0	0	1	8
	Not duly made or withdrawn	17	0	0	0	17	339
	Outcome not achievable	5	0	0	0	5	33
	Premature	14	0	0	0	14	325
	Resolved	0	0	0	0	0	0
	Total	39	0	0	0	39	722
Early Resolution 1	Out of jurisdiction (discretionary)	3	0	0	0	3	47
	Out of jurisdiction (non-discretionary)	1	0	1	0	2	22
	Not duly made or withdrawn	3	1	0	0	4	51
	Outcome not achievable	4	0	5	1	10	99
	Premature	2	0	0	0	2	51
	Resolved	3	0	0	0	3	20
	Total	16	1	6	1	24	290
Early Resolution 2	Fully upheld	1	0	0	0	1	24
	Some upheld	0	0	0	0	0	3
	Not upheld	4	0	1	0	5	50
	Not duly made or withdrawn	0	0	0	0	0	4
	Resolved	0	0	0	0	0	1
	Total	5	0	1	0	6	81
Investigation 1	Fully upheld	4	1	0	0	5	113
	Some upheld	4	0	0	0	4	85
	Not upheld	10	0	2	0	12	153
	Not duly made or withdrawn	0	0	0	0	0	3
	Resolved	0	0	0	0	0	0
	Total	18	1	2	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	79	2	9	1	91	1487	

Total Premature Complaints	16	0	0	0	16	376
Premature Rate	20.3%	0.0%	0.0%	0.0%	17.6%	25.3%
Fit for SPSO Total (ER2, Inv1 & Inv2)	24	1	3	0	28	475
Total Cases Upheld / Partly Upheld	10	1	0	0	11	264
Uphold Rate (total upheld / total fit for SPSO)	41.7%	100.0%	0.0%	-	39.3%	55.6%

Prison Health Care Complaints Received by Authority 2015-16

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

Prison Health Care Complaints Received by Authority 2014-15

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

Prison Health Complaints Closed by Outcome and Authority 2015-16

Stage	Outcome Group	Highland 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	1	5
	Out of jurisdiction (non-discretionary)	0	4
	Outcome not achievable	0	3
	Premature	0	5
	Resolved	0	1
	Total	1	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	1	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	Highland NHS Board	Sector Total
Advice	Not duly made or withdrawn	0	38
	Outcome not achievable	0	1
	Premature	1	50
	Total	1	89
	Early Resolution 1	Out of jurisdiction (discretionary)	0
Early Resolution 1	Not duly made or withdrawn	0	9
	Outcome not achievable	0	5
	Premature	0	7
	Resolved	0	1
	Total	0	27
	Early Resolution 2	Fully upheld	0
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