

Health Complaints Received by Subject 2015-16

Subject	Lanarkshire NHS Board Area							Complaints as % of total	Sector Total	Rank	Complaints as % of total
	Lanarkshire NHS Board	Dentists & Dental Practices	GP & GP Practices	Opticians	Pharmacists & Pharmacy Services	Total	Rank				
Clinical treatment / Diagnosis	74	1	7	1	1	84	1	73.7%	1,127	1	74.5%
Communication / staff attitude / dignity / confidentiality	3	1	6	0	1	11	2	9.6%	120	2	7.9%
Appointments / Admissions (delay / cancellation / waiting lists)	5	0	0	0	0	5	3	4.4%	67	3	4.4%
Continuing care	4	0	0	0	0	4	4	3.5%	7	11	0.5%
Policy/administration	1	0	1	0	1	3	5	2.6%	41	4	2.7%
Nurses / nursing care	2	0	0	0	0	2	6=	1.8%	31	6	2.1%
Record Keeping	1	0	1	0	0	2	6=	1.8%	19	7	1.3%
Complaints handling	1	0	0	0	0	1	8=	0.9%	39	5	2.6%
Admission / discharge / transfer procedures	1	0	0	0	0	1	8=	0.9%	14	8	0.9%
Other	1	0	0	0	0	1	8=	0.9%	12	9	0.8%
Lists (incl difficulty registering and removal from lists)	0	0	0	0	0	0	-	0.0%	11	10	0.7%
Failure to send ambulance / delay in sending ambulance	0	0	0	0	0	0	-	0.0%	6	12	0.4%
Appliances / equipment / premises	0	0	0	0	0	0	-	0.0%	3	13=	0.2%
Hygiene / cleanliness / infection control	0	0	0	0	0	0	-	0.0%	3	13=	0.2%
Hotel services - food / laundry etc	0	0	0	0	0	0	-	0.0%	1	15	0.1%
Subject Unknown	0	0	0	0	0	0	-	0.0%	8	-	0.5%
Out Of Jurisdiction	0	0	0	0	0	0	-	0.0%	3	-	0.2%
Total	93	2	15	1	3	114	-	100.0%	1,512	-	100.0%

Complaints as % of total

7.5%

100.0%

Health Complaints Received by Subject 2014-15

Subject	Lanarkshire NHS Board Area							Complaints as % of total	Sector Total	Rank	Complaints as % of total
	Lanarkshire NHS Board	Dentists & Dental Practices	GP & GP Practices	Pharmacy Services	Total	Rank					
Clinical treatment / Diagnosis	87	2	7	0	96	1	75.6%	1,126	1	73.0%	
Communication / staff attitude / dignity / confidentiality	6	0	4	1	11	2	8.7%	130	2	8.4%	
Complaints handling	4	0	1	0	5	3	3.9%	33	5	2.1%	
Policy / administration	2	0	1	1	4	4	3.1%	49	4	3.2%	
Appointments / Admissions (delay / cancellation / waiting lists)	3	0	0	0	3	5	2.4%	57	3	3.7%	
Other	1	0	1	0	2	6	1.6%	14	10=	0.9%	
Lists (incl difficulty registering and removal from lists)	0	1	0	0	1	7=	0.8%	25	6	1.6%	
Continuing care	1	0	0	0	1	7=	0.8%	20	7	1.3%	
Nurses / Nursing Care	1	0	0	0	1	7=	0.8%	19	8	1.2%	
Admission / discharge / transfer procedures	1	0	0	0	1	7=	0.8%	14	10=	0.9%	
Hotel services - food / laundry etc	1	0	0	0	1	7=	0.8%	2	14	0.1%	
Record Keeping	0	0	0	0	0	-	0.0%	16	9	1.0%	
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%	
Hygiene / cleanliness / infection control	0	0	0	0	0	-	0.0%	1	15	0.1%	
Subject Unknown	1	0	0	0	1	-	0.8%	25	-	1.6%	
Out Of Jurisdiction	0	0	0	0	0	-	0.0%	4	-	0.3%	
Total	108	3	14	2	127	-	100.0%	1,542	-	100.0%	

Complaints as % of total

8.2%

100.0%

Health Complaints Determined by Outcome 2015-16

Stage	Outcome Group	Lanarkshire NHS Board Area					Sector Total
		Lanarkshire NHS Board	Dentists & Dental Practices	GP & GP Practices	Pharmacists & Pharmacy Services	Total	
Advice	Out of jurisdiction (discretionary)	0	0	1	0	1	13
	Out of jurisdiction (non-discretionary)	0	0	0	0	0	4
	Not duly made or withdrawn	33	0	0	1	34	348
	Outcome not achievable	0	0	0	0	0	4
	Premature	10	0	1	0	11	301
	Resolved	0	0	0	0	0	1
	Total	43	0	2	1	46	671
Early Resolution 1	Out of jurisdiction (discretionary)	2	0	1	0	3	41
	Out of jurisdiction (non-discretionary)	0	0	0	0	0	30
	Not duly made or withdrawn	7	0	3	0	10	70
	Outcome not achievable	2	1	1	1	5	107
	Premature	3	0	0	0	3	53
	Resolved	0	0	0	0	0	16
	Total	14	1	5	1	21	317
Early Resolution 2	Fully upheld	0	0	1	0	1	14
	Some upheld	0	0	0	0	0	4
	Not upheld	2	1	0	0	3	35
	Not duly made or withdrawn	0	0	0	0	0	3
	Resolved	0	0	0	0	0	1
	Total	2	1	1	0	4	57
Investigation 1	Fully upheld	9	0	2	0	11	115
	Some upheld	16	0	0	0	16	122
	Not upheld	7	1	3	0	11	178
	Not duly made or withdrawn	1	0	0	0	1	9
	Resolved	0	0	0	0	0	1
	Total	33	1	5	0	39	425
Investigation 2	Fully upheld	7	0	0	0	7	35
	Some upheld	0	0	0	0	0	3
	Not upheld	0	0	0	0	0	0
	Total	7	0	0	0	7	38
Total Complaints	99	3	13	2	117	1508	

Total Premature Complaints	13	0	1	0	14	354
Premature Rate	13.1%	0.0%	7.7%	0.0%	12.0%	23.5%
Fit for SPSO Total (ER2, Inv1 & Inv2)	42	2	6	0	50	520
Total Cases Upheld / Partly Upheld	32	0	3	0	35	293
Uphold Rate (total upheld / total fit for SPSO)	76.2%	0.0%	50.0%	-	70.0%	56.3%

Health Complaints Determined by Outcome 2014-15

Stage	Outcome Group	Lanarkshire NHS Board Area					Sector Total
		Lanarkshire NHS Board	Dentists & Dental Practices	GP & GP Practices	Pharmacists & Pharmacy Services	Total	
Advice	Out of jurisdiction (discretionary)	1	0	0	0	1	17
	Out of jurisdiction (non-discretionary)	0	0	0	0	0	8
	Not duly made or withdrawn	23	0	0	0	23	339
	Outcome not achievable	3	0	0	0	3	33
	Premature	16	0	1	1	18	325
	Resolved	0	0	0	0	0	0
	Total	43	0	1	1	45	722
Early Resolution 1	Out of jurisdiction (discretionary)	3	0	0	1	4	47
	Out of jurisdiction (non-discretionary)	1	0	2	0	3	22
	Not duly made or withdrawn	3	0	3	0	6	51
	Outcome not achievable	8	0	1	0	9	99
	Premature	4	1	0	0	5	51
	Resolved	2	0	0	0	2	20
	Total	21	1	6	1	29	290
Early Resolution 2	Fully upheld	1	1	1	0	3	24
	Some upheld	0	0	0	0	0	3
	Not upheld	5	0	2	0	7	50
	Not duly made or withdrawn	0	0	0	0	0	4
	Resolved	0	0	0	0	0	1
	Total	6	1	3	0	10	81
Investigation 1	Fully upheld	11	1	0	0	12	113
	Some upheld	10	1	1	0	12	85
	Not upheld	11	1	3	0	15	153
	Not duly made or withdrawn	0	0	0	0	0	3
	Resolved	0	0	0	0	0	0
	Total	32	3	4	0	39	354
Investigation 2	Fully upheld	6	0	0	0	6	36
	Some upheld	0	0	0	0	0	3
	Not upheld	0	0	0	0	0	1
	Total	6	0	0	0	6	40
Total Complaints	108	5	14	2	129	1487	

Total Premature Complaints	20	1	1	1	23	376
Premature Rate	18.5%	20.0%	7.1%	50.0%	17.8%	25.3%
Fit for SPSO Total (ER2, Inv1 & Inv2)	44	4	7	0	55	475
Total Cases Upheld / Partly Upheld	28	3	2	0	33	264
Uphold Rate (total upheld / total fit for SPSO)	63.6%	75.0%	28.6%	-	60.0%	55.6%

Prison Health Care Complaints Received by Authority 2015-16

Subject	Lanarkshire NHS Board	Sector Total
Admission / discharge / transfer procedures	1	2
Appointments / Admissions (delay / cancellation / waiting lists)	0	3
Clinical treatment / Diagnosis	7	125
Communication / staff attitude / dignity / confidentiality	0	1
Complaints handling	0	3
Nurses / nursing care	0	2
Policy/administration	0	1
Total Complaints	8	137

Prison Health Care Complaints Received by Authority 2014-15

Subject	Lanarkshire NHS Board	Sector Total
Admission / discharge / transfer procedures	0	1
Appointments / Admissions (delay / cancellation / waiting lists)	0	2
Clinical treatment / Diagnosis	5	139
Communication / staff attitude / dignity / confidentiality	1	6
Complaints handling	2	5
Nurses / Nursing Care	0	1
Policy / administration	0	2
Record Keeping	0	1
Total Complaints	8	157

Prison Health Complaints Closed by Outcome and Authority 2015-16

Stage	Outcome Group	Lanarkshire NHS Board	Sector Total
Advice	Not duly made or withdrawn	5	39
	Premature	1	44
	Resolved	0	1
	Total	6	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	1	9
	Not duly made or withdrawn	0	1
	Total	1	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	8	138	

Prison Health Complaints Closed by Outcome and Authority 2014-15

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

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