

Health Complaints Received by Subject 2015-16

| Subject | Lothian NHS Board Area | | | | | | Sector Total | Rank | Complaints as % of total |
|--|------------------------|-----------------------------|-------------------|------------|----------|--------------------------|--------------|----------|--------------------------|
| | Lothian NHS Board | Dentists & Dental Practices | GP & GP Practices | Total | Rank | Complaints as % of total | | | |
| Clinical treatment / Diagnosis | 128 | 10 | 17 | 155 | 1 | 72.8% | 1,127 | 1 | 74.5% |
| Communication / staff attitude / dignity / confidentiality | 9 | 0 | 8 | 17 | 2 | 8.0% | 120 | 2 | 7.9% |
| Complaints handling | 7 | 1 | 2 | 10 | 3 | 4.7% | 39 | 5 | 2.6% |
| Appointments / Admissions (delay / cancellation / waiting lists) | 8 | 0 | 1 | 9 | 4 | 4.2% | 67 | 3 | 4.4% |
| Policy/administration | 4 | 0 | 3 | 7 | 5 | 3.3% | 41 | 4 | 2.7% |
| Nurses / nursing care | 6 | 0 | 0 | 6 | 6 | 2.8% | 31 | 6 | 2.1% |
| Record Keeping | 2 | 0 | 1 | 3 | 7 | 1.4% | 19 | 7 | 1.3% |
| Lists (incl difficulty registering and removal from lists) | 0 | 0 | 2 | 2 | 8 | 0.9% | 11 | 10 | 0.7% |
| Other | 1 | 0 | 0 | 1 | 9 | 0.5% | 12 | 9 | 0.8% |
| Admission / discharge / transfer procedures | 0 | 0 | 0 | 0 | - | 0.0% | 14 | 8 | 0.9% |
| 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% |
| Hotel services - food / laundry etc | 0 | 0 | 0 | 0 | - | 0.0% | 1 | 15 | 0.1% |
| Subject Unknown | 3 | 0 | 0 | 3 | - | 1.4% | 8 | - | 0.5% |
| Out Of Jurisdiction | 0 | 0 | 0 | 0 | - | 0.0% | 3 | - | 0.2% |
| Total | 168 | 11 | 34 | 213 | - | 100.0% | 1,512 | - | 100.0% |

Complaints as % of total

14.1%

100.0%

Health Complaints Received by Subject 2014-15

| Subject | Lothian NHS Board Area | | | | | | Sector Total | Rank | Complaints as % of total | |
|--|------------------------|-----------------------------|-------------------|---------------------------------|------------|----------|---------------|--------------|--------------------------|---------------|
| | Lothian NHS Board | Dentists & Dental Practices | GP & GP Practices | Pharmacists & Pharmacy Services | Total | Rank | | | | |
| Clinical treatment / Diagnosis | 145 | 5 | 19 | 0 | 169 | 1 | 78.6% | 1,126 | 1 | 73.0% |
| Communication / staff attitude / dignity / confidentiality | 8 | 1 | 8 | 1 | 18 | 2 | 8.4% | 130 | 2 | 8.4% |
| Appointments / Admissions (delay / cancellation / waiting lists) | 7 | 0 | 1 | 0 | 8 | 3 | 3.7% | 57 | 3 | 3.7% |
| Policy / administration | 4 | 0 | 2 | 0 | 6 | 4 | 2.8% | 49 | 4 | 3.2% |
| Admission / discharge / transfer procedures | 4 | 0 | 0 | 0 | 4 | 5 | 1.9% | 14 | 10= | 0.9% |
| Nurses / Nursing Care | 3 | 0 | 0 | 0 | 3 | 6 | 1.4% | 19 | 8 | 1.2% |
| Lists (incl difficulty registering and removal from lists) | 0 | 0 | 2 | 0 | 2 | 7 | 0.9% | 25 | 6 | 1.6% |
| Complaints handling | 0 | 1 | 0 | 0 | 1 | 8= | 0.5% | 33 | 5 | 2.1% |
| Continuing care | 1 | 0 | 0 | 0 | 1 | 8= | 0.5% | 20 | 7 | 1.3% |
| Other | 1 | 0 | 0 | 0 | 1 | 8= | 0.5% | 14 | 10= | 0.9% |
| 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% |
| Hotel services - food / laundry etc | 0 | 0 | 0 | 0 | 0 | - | 0.0% | 2 | 14 | 0.1% |
| Hygiene / cleanliness / infection control | 0 | 0 | 0 | 0 | 0 | - | 0.0% | 1 | 15 | 0.1% |
| Subject Unknown | 2 | 0 | 0 | 0 | 2 | - | 0.9% | 25 | - | 1.6% |
| Out Of Jurisdiction | 0 | 0 | 0 | 0 | 0 | - | 0.0% | 4 | - | 0.3% |
| Total | 175 | 7 | 32 | 1 | 215 | - | 100.0% | 1,542 | - | 100.0% |

Complaints as % of total

13.9%

100.0%

Health Complaints Determined by Outcome 2015-16

| Stage | Outcome Group | Lothian NHS Board Area | | | | Sector Total |
|-------------------------|---|------------------------|-----------------------------|-------------------|-------------|--------------|
| | | Lothian 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 | 35 | 0 | 2 | 37 | 348 |
| | Outcome not achievable | 0 | 0 | 0 | 0 | 4 |
| | Premature | 53 | 0 | 7 | 60 | 301 |
| | Resolved | 0 | 0 | 0 | 0 | 1 |
| | Total | 88 | 0 | 9 | 97 | 671 |
| Early Resolution 1 | Out of jurisdiction (discretionary) | 2 | 0 | 1 | 3 | 41 |
| | Out of jurisdiction (non-discretionary) | 2 | 0 | 1 | 3 | 30 |
| | Not duly made or withdrawn | 9 | 0 | 3 | 12 | 70 |
| | Outcome not achievable | 4 | 1 | 5 | 10 | 107 |
| | Premature | 9 | 0 | 1 | 10 | 53 |
| | Resolved | 1 | 0 | 0 | 1 | 16 |
| | Total | 27 | 1 | 11 | 39 | 317 |
| Early Resolution 2 | Fully upheld | 0 | 0 | 0 | 0 | 14 |
| | Some upheld | 1 | 0 | 0 | 1 | 4 |
| | Not upheld | 2 | 0 | 2 | 4 | 35 |
| | Not duly made or withdrawn | 2 | 0 | 0 | 2 | 3 |
| | Resolved | 0 | 0 | 0 | 0 | 1 |
| | Total | 5 | 0 | 2 | 7 | 57 |
| Investigation 1 | Fully upheld | 16 | 1 | 1 | 18 | 115 |
| | Some upheld | 11 | 1 | 1 | 13 | 122 |
| | Not upheld | 15 | 1 | 8 | 24 | 178 |
| | Not duly made or withdrawn | 0 | 0 | 0 | 0 | 9 |
| | Resolved | 0 | 0 | 0 | 0 | 1 |
| | Total | 42 | 3 | 10 | 55 | 425 |
| Investigation 2 | Fully upheld | 3 | 0 | 1 | 4 | 35 |
| | Some upheld | 1 | 0 | 0 | 1 | 3 |
| | Not upheld | 0 | 0 | 0 | 0 | 0 |
| | Total | 4 | 0 | 1 | 5 | 38 |
| Total Complaints | 166 | 4 | 33 | 203 | 1508 | |

| | | | | | |
|---|-------|-------|-------|-------|-------|
| Total Premature Complaints | 62 | 0 | 8 | 70 | 354 |
| Premature Rate | 37.3% | 0.0% | 24.2% | 34.5% | 23.5% |
| Fit for SPSO Total (ER2, Inv1 & Inv2) | 51 | 3 | 13 | 67 | 520 |
| Total Cases Upheld / Partly Upheld | 32 | 2 | 3 | 37 | 293 |
| Uphold Rate (total upheld / total fit for SPSO) | 62.7% | 66.7% | 23.1% | 55.2% | 56.3% |

Health Complaints Determined by Outcome 2014-15

| Stage | Outcome Group | Lothian NHS Board Area | | | | Total | Sector Total |
|-------------------------|---|------------------------|-----------------------------|-------------------|---------------------------------|-------------|--------------|
| | | Lothian NHS Board | Dentists & Dental Practices | GP & GP Practices | Pharmacists & Pharmacy Services | | |
| Advice | Out of jurisdiction (discretionary) | 1 | 0 | 0 | 0 | 1 | 17 |
| | Out of jurisdiction (non-discretionary) | 0 | 0 | 1 | 0 | 1 | 8 |
| | Not duly made or withdrawn | 40 | 0 | 3 | 1 | 44 | 339 |
| | Outcome not achievable | 1 | 0 | 5 | 0 | 6 | 33 |
| | Premature | 42 | 0 | 4 | 0 | 46 | 325 |
| | Resolved | 0 | 0 | 0 | 0 | 0 | 0 |
| | Total | 84 | 0 | 13 | 1 | 98 | 722 |
| Early Resolution 1 | Out of jurisdiction (discretionary) | 4 | 1 | 1 | 0 | 6 | 47 |
| | Out of jurisdiction (non-discretionary) | 2 | 0 | 1 | 0 | 3 | 22 |
| | Not duly made or withdrawn | 8 | 0 | 2 | 0 | 10 | 51 |
| | Outcome not achievable | 11 | 3 | 3 | 0 | 17 | 99 |
| | Premature | 5 | 0 | 1 | 0 | 6 | 51 |
| | Resolved | 0 | 0 | 2 | 0 | 2 | 20 |
| | Total | 30 | 4 | 10 | 0 | 44 | 290 |
| Early Resolution 2 | Fully upheld | 1 | 0 | 1 | 0 | 2 | 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 |
| | Total | 5 | 0 | 2 | 0 | 7 | 81 |
| Investigation 1 | Fully upheld | 11 | 1 | 1 | 0 | 13 | 113 |
| | Some upheld | 11 | 0 | 3 | 0 | 14 | 85 |
| | Not upheld | 21 | 1 | 7 | 0 | 29 | 153 |
| | Not duly made or withdrawn | 0 | 0 | 1 | 0 | 1 | 3 |
| | Resolved | 0 | 0 | 0 | 0 | 0 | 0 |
| | Total | 43 | 2 | 12 | 0 | 57 | 354 |
| Investigation 2 | Fully upheld | 9 | 0 | 2 | 0 | 11 | 36 |
| | Some upheld | 1 | 0 | 0 | 0 | 1 | 3 |
| | Not upheld | 0 | 0 | 0 | 0 | 0 | 1 |
| | Total | 10 | 0 | 2 | 0 | 12 | 40 |
| Total Complaints | 172 | 6 | 39 | 1 | 218 | 1487 | |

| | | | | | | |
|---|-------|-------|-------|------|-------|-------|
| Total Premature Complaints | 47 | 0 | 5 | 0 | 52 | 376 |
| Premature Rate | 27.3% | 0.0% | 12.8% | 0.0% | 23.9% | 25.3% |
| Fit for SPSO Total (ER2, Inv1 & Inv2) | 58 | 2 | 16 | 0 | 76 | 475 |
| Total Cases Upheld / Partly Upheld | 33 | 1 | 7 | 0 | 41 | 264 |
| Uphold Rate (total upheld / total fit for SPSO) | 56.9% | 50.0% | 43.8% | - | 53.9% | 55.6% |

Prison Health Care Complaints Received by Authority 2015-16

| Subject | Lothian NHS Board | Sector Total |
|--|-------------------|--------------|
| Admission / discharge / transfer procedures | 0 | 2 |
| Appointments / Admissions (delay / cancellation / waiting lists) | 0 | 3 |
| Clinical treatment / Diagnosis | 24 | 125 |
| Communication / staff attitude / dignity / confidentiality | 1 | 1 |
| Complaints handling | 0 | 3 |
| Nurses / nursing care | 1 | 2 |
| Policy/administration | 0 | 1 |
| Total Complaints | 26 | 137 |

Prison Health Complaints Closed by Outcome and Authority 2015-16

| Stage | Outcome Group | Lothian NHS Board | Sector Total |
|-------------------------|---|-------------------|--------------|
| Advice | Not duly made or withdrawn | 5 | 39 |
| | Premature | 14 | 44 |
| | Resolved | 0 | 1 |
| | Total | 19 | 84 |
| Early Resolution 1 | Not duly made or withdrawn | 1 | 5 |
| | Out of jurisdiction (non-discretionary) | 1 | 4 |
| | Outcome not achievable | 0 | 3 |
| | Premature | 0 | 5 |
| | Resolved | 0 | 1 |
| | Total | 2 | 18 |
| Early Resolution 2 | Fully upheld | 0 | 1 |
| | Some upheld | 1 | 1 |
| | Not upheld | 1 | 9 |
| | Not duly made or withdrawn | 1 | 1 |
| | Total | 3 | 12 |
| Investigation 1 | Fully upheld | 1 | 6 |
| | Some upheld | 1 | 4 |
| | Not upheld | 0 | 12 |
| | Not duly made or withdrawn | 0 | 2 |
| | Total | 2 | 24 |
| Total Complaints | 26 | 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 | Lothian NHS Board | Sector Total |
|--|-------------------|--------------|
| Admission / discharge / transfer procedures | 0 | 1 |
| Appointments / Admissions (delay / cancellation / waiting lists) | 0 | 2 |
| Clinical treatment / Diagnosis | 37 | 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 | 37 | 157 |

Prison Health Complaints Closed by Outcome and Authority 2014-15

| Stage | Outcome Group | Lothian NHS Board | Sector Total |
|-------------------------|-------------------------------------|-------------------|--------------|
| Advice | Not duly made or withdrawn | 10 | 38 |
| | Outcome not achievable | 0 | 1 |
| | Premature | 15 | 50 |
| | Total | 25 | 89 |
| | Resolved | 0 | 0 |
| Early Resolution 1 | Out of jurisdiction (discretionary) | 0 | 5 |
| | Not duly made or withdrawn | 1 | 9 |
| | Outcome not achievable | 0 | 5 |
| | Premature | 1 | 7 |
| | Resolved | 0 | 1 |
| | Total | 2 | 27 |
| Early Resolution 2 | Fully upheld | 1 | 3 |
| | Not upheld | 2 | 13 |
| | Not duly made or withdrawn | 0 | 1 |
| | Total | 3 | 17 |
| Investigation 1 | Fully upheld | 0 | 5 |
| | Some upheld | 3 | 6 |
| | Not upheld | 2 | 10 |
| | Total | 5 | 21 |
| Total Complaints | 35 | 154 | |

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