

Health Complaints Received by Subject 2015-16

Subject	Scottish Ambulance Service	Rank	Complaints as % of total	Sector Total	Rank	Complaints as % of total
Clinical treatment / Diagnosis	16	1	50.0%	1,127	1	74.5%
Failure to send ambulance / delay in sending ambulance	6	2	18.8%	6	12	0.4%
Communication / staff attitude / dignity / confidentiality	3	3	9.4%	120	2	7.9%
Complaints handling	2	4=	6.3%	39	5	2.6%
Admission / discharge / transfer procedures	2	4=	6.3%	14	8	0.9%
Policy/administration	1	6=	3.1%	41	4	2.7%
Record Keeping	1	6=	3.1%	19	7	1.3%
Other	1	6=	3.1%	12	9	0.8%
Appointments / Admissions (delay / cancellation / waiting lists)	0	-	0.0%	67	3	4.4%
Nurses / nursing care	0	-	0.0%	31	6	2.1%
Lists (incl difficulty registering and removal from lists)	0	-	0.0%	11	10	0.7%
Continuing care	0	-	0.0%	7	11	0.5%
Appliances / equipment / premises	0	-	0.0%	3	13=	0.2%
Hygiene / cleanliness / infection control	0	-	0.0%	3	13=	0.2%
Hotel services - food / laundry etc	0	-	0.0%	1	15	0.1%
Subject Unknown	0	-	0.0%	8	-	0.5%
Out Of Jurisdiction	0	-	0.0%	3	-	0.2%
Total	32	-	100.0%	1,512	-	100.0%

Complaints as % of total

2.1%

100.0%

Health Complaints Received by Subject 2014-15

Subject	Scottish Ambulance Service	Rank	Complaints as % of total	Sector Total	Rank	Complaints as % of total
Clinical treatment / Diagnosis	12	1	52.2%	1,126	1	73.0%
Communication / staff attitude / dignity / confidentiality	3	2=	13.0%	130	2	8.4%
Failure to send ambulance / delay in sending ambulance	3	2=	13.0%	3	13	0.2%
Policy / administration	1	4=	4.3%	49	4	3.2%
Complaints handling	1	4=	4.3%	33	5	2.1%
Admission / discharge / transfer procedures	1	4=	4.3%	14	10=	0.9%
Appliances / equipment / premises	1	4=	4.3%	4	12	0.3%
Appointments / Admissions (delay / cancellation / waiting lists)	0	-	0.0%	57	3	3.7%
Lists (incl difficulty registering and removal from lists)	0	-	0.0%	25	6	1.6%
Continuing care	0	-	0.0%	20	7	1.3%
Nurses / Nursing Care	0	-	0.0%	19	8	1.2%
Record Keeping	0	-	0.0%	16	9	1.0%
Other	0	-	0.0%	14	10=	0.9%
Hotel services - food / laundry etc	0	-	0.0%	2	14	0.1%
Hygiene / cleanliness / infection control	0	-	0.0%	1	15	0.1%
Subject Unknown	1	-	4.3%	25	-	1.6%
Out Of Jurisdiction	0	-	0.0%	4	-	0.3%
Total	23	-	100.0%	1,542	-	100.0%

Complaints as % of total

1.5%

100.0%

Health Complaints Determined by Outcome 2015-16

Stage	Outcome Group	Scottish Ambulance Service	Sector Total
Advice	Out of jurisdiction (discretionary)	0	13
	Out of jurisdiction (non-discretionary)	0	4
	Not duly made or withdrawn	7	348
	Outcome not achievable	0	4
	Premature	3	301
	Resolved	0	1
	Total	10	671
Early Resolution 1	Out of jurisdiction (discretionary)	1	41
	Out of jurisdiction (non-discretionary)	1	30
	Not duly made or withdrawn	2	70
	Outcome not achievable	5	107
	Premature	3	53
	Resolved	0	16
	Total	12	317
Early Resolution 2	Fully upheld	1	14
	Some upheld	0	4
	Not upheld	1	35
	Not duly made or withdrawn	0	3
	Resolved	0	1
	Total	2	57
Investigation 1	Fully upheld	2	115
	Some upheld	2	122
	Not upheld	2	178
	Not duly made or withdrawn	0	9
	Resolved	0	1
	Total	6	425
	Investigation 2	Fully upheld	1
Some upheld		0	3
Not upheld		0	0
Total		1	38
Total Complaints		31	1508

Total Premature Complaints	6	354
Premature Rate	19.4%	23.5%

Fit for SPSO Total (ER2, Inv1 & Inv2)	9	520
Total Cases Upheld / Partly Upheld	6	293
Uphold Rate (total upheld / total fit for SPSO)	66.7%	56.3%

Health Complaints Determined by Outcome 2014-15

Stage	Outcome Group	Scottish Ambulance Service	Sector Total
Advice	Out of jurisdiction (discretionary)	1	17
	Out of jurisdiction (non-discretionary)	0	8
	Not duly made or withdrawn	5	339
	Outcome not achievable	0	33
	Premature	6	325
	Resolved	0	0
	Total	12	722
	Early Resolution 1	Out of jurisdiction (discretionary)	1
Out of jurisdiction (non-discretionary)		2	22
Not duly made or withdrawn		0	51
Outcome not achievable		0	99
Premature		0	51
Resolved		1	20
Total		4	290
Early Resolution 2	Fully upheld	0	24
	Some upheld	0	3
	Not upheld	1	50
	Not duly made or withdrawn	1	4
	Total	2	81
	Investigation 1	Fully upheld	1
Some upheld		1	85
Not upheld		2	153
Not duly made or withdrawn		0	3
Resolved		0	0
Total		4	354
Investigation 2		Fully upheld	0
	Some upheld	0	3
	Not upheld	0	1
	Total	0	40
Total Complaints	22	1487	

Total Premature Complaints	6	376
Premature Rate	27.3%	25.3%

Fit for SPSO Total (ER2, Inv1 & Inv2)	6	475
Total Cases Upheld / Partly Upheld	2	264
Uphold Rate (total upheld / total fit for SPSO)	33.3%	55.6%