

### Health Complaints Received by Subject 2015-16

Subject	Tayside NHS Board Area						Sector Total	Rank	Complaints as % of total
	Tayside NHS Board	Dentists & Dental Practices	GP & GP Practices	Total	Rank	Complaints as % of total			
Clinical treatment / Diagnosis	81	3	7	91	1	72.8%	1,127	1	74.5%
Communication / staff attitude / dignity / confidentiality	6	0	2	8	2=	6.4%	120	2	7.9%
Complaints handling	8	0	0	8	2=	6.4%	39	5	2.6%
Appointments / Admissions (delay / cancellation / waiting lists)	7	0	0	7	4	5.6%	67	3	4.4%
Nurses / nursing care	4	0	0	4	5	3.2%	31	6	2.1%
Policy/administration	2	0	0	2	6=	1.6%	41	4	2.7%
Admission / discharge / transfer procedures	2	0	0	2	6=	1.6%	14	8	0.9%
Record Keeping	0	0	1	1	8=	0.8%	19	7	1.3%
Other	1	0	0	1	8=	0.8%	12	9	0.8%
Lists (incl difficulty registering and removal from lists)	0	0	1	1	8=	0.8%	11	10	0.7%
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	0	0	0	0	-	0.0%	8	-	0.5%
Out Of Jurisdiction	0	0	0	0	-	0.0%	3	-	0.2%
<b>Total</b>	<b>111</b>	<b>3</b>	<b>11</b>	<b>125</b>	<b>-</b>	<b>100.0%</b>	<b>1,512</b>	<b>-</b>	<b>100.0%</b>

Complaints as % of total

8.3%

100.0%

### Health Complaints Received by Subject 2014-15

Subject	Tayside NHS Board Area						Sector Total	Rank	Complaints as % of total
	Tayside NHS Board	Dentists & Dental Practices	GP & GP Practices	Total	Rank	Complaints as % of total			
Clinical treatment / Diagnosis	91	1	12	104	1	77.0%	1,126	1	73.0%
Communication / staff attitude / dignity / confidentiality	5	0	4	9	2	6.7%	130	2	8.4%
Policy / administration	2	0	2	4	3=	3.0%	49	4	3.2%
Complaints handling	4	0	0	4	3=	3.0%	33	5	2.1%
Appointments / Admissions (delay / cancellation / waiting lists)	2	0	0	2	5=	1.5%	57	3	3.7%
Nurses / Nursing Care	2	0	0	2	5=	1.5%	19	8	1.2%
Admission / discharge / transfer procedures	2	0	0	2	5=	1.5%	14	10=	0.9%
Continuing care	1	0	0	1	8=	0.7%	20	7	1.3%
Appliances / equipment / premises	1	0	0	1	8=	0.7%	4	12	0.3%
Lists (incl difficulty registering and removal from lists)	0	0	0	0	-	0.0%	25	6	1.6%
Record Keeping	0	0	0	0	-	0.0%	16	9	1.0%
Other	0	0	0	0	-	0.0%	14	10=	0.9%
Failure to send ambulance / delay in sending ambulance	0	0	0	0	-	0.0%	3	13	0.2%
Hotel services - food / laundry etc	0	0	0	0	-	0.0%	2	14	0.1%
Hygiene / cleanliness / infection control	0	0	0	0	-	0.0%	1	15	0.1%
Subject Unknown	5	0	0	5	-	3.7%	25	-	1.6%
Out Of Jurisdiction	1	0	0	1	-	0.7%	4	-	0.3%
<b>Total</b>	<b>116</b>	<b>1</b>	<b>18</b>	<b>135</b>	<b>-</b>	<b>100.0%</b>	<b>1,542</b>	<b>-</b>	<b>100.0%</b>

Complaints as % of total

8.8%

100.0%

Health Complaints Determined by Outcome 2015-16

Stage	Outcome Group	Tayside NHS Board Area				Sector Total
		Tayside NHS Board	Dentists & Dental Practices	GP & GP Practices	Total	
Advice	Out of jurisdiction (discretionary)	2	0	0	2	13
	Out of jurisdiction (non-discretionary)	0	0	0	0	4
	Not duly made or withdrawn	20	0	1	21	348
	Outcome not achievable	0	0	0	0	4
	Premature	27	0	1	28	301
	Resolved	0	0	0	0	1
	<b>Total</b>	<b>49</b>	<b>0</b>	<b>2</b>	<b>51</b>	<b>671</b>
Early Resolution 1	Out of jurisdiction (discretionary)	4	0	0	4	41
	Out of jurisdiction (non-discretionary)	3	0	0	3	30
	Not duly made or withdrawn	4	0	1	5	70
	Outcome not achievable	14	0	2	16	107
	Premature	8	0	0	8	53
	Resolved	1	0	0	1	16
	<b>Total</b>	<b>34</b>	<b>0</b>	<b>3</b>	<b>37</b>	<b>317</b>
Early Resolution 2	Fully upheld	1	0	1	2	14
	Some upheld	1	0	0	1	4
	Not upheld	0	1	2	3	35
	Not duly made or withdrawn	0	0	0	0	3
	Resolved	0	0	0	0	1
	<b>Total</b>	<b>2</b>	<b>1</b>	<b>3</b>	<b>6</b>	<b>57</b>
Investigation 1	Fully upheld	6	0	1	7	115
	Some upheld	5	0	1	6	122
	Not upheld	17	1	5	23	178
	Not duly made or withdrawn	2	0	0	2	9
	Resolved	0	0	0	0	1
	<b>Total</b>	<b>30</b>	<b>1</b>	<b>7</b>	<b>38</b>	<b>425</b>
Investigation 2	Fully upheld	0	0	1	1	35
	Some upheld	0	0	0	0	3
	Not upheld	0	0	0	0	0
	<b>Total</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>1</b>	<b>38</b>
<b>Total Complaints</b>	<b>115</b>	<b>2</b>	<b>16</b>	<b>133</b>	<b>1508</b>	

Total Premature Complaints	35	0	1	36	354
Premature Rate	30.4%	0.0%	6.3%	27.1%	23.5%
Fit for SPSO Total (ER2, Inv1 & Inv2)	32	2	11	45	520
Total Cases Upheld / Partly Upheld	13	0	4	17	293
Uphold Rate (total upheld / total fit for SPSO)	40.6%	0.0%	36.4%	37.8%	56.3%

Health Complaints Determined by Outcome 2014-15

Stage	Outcome Group	Tayside NHS Board Area				Sector Total
		Tayside NHS Board	Dentists & Dental Practices	GP & GP Practices	Total	
Advice	Out of jurisdiction (discretionary)	0	0	0	0	17
	Out of jurisdiction (non-discretionary)	1	0	1	2	8
	Not duly made or withdrawn	37	0	0	37	339
	Outcome not achievable	0	0	2	2	33
	Premature	29	0	0	29	325
	Resolved	0	0	0	0	0
	<b>Total</b>	<b>67</b>	<b>0</b>	<b>3</b>	<b>70</b>	<b>722</b>
Early Resolution 1	Out of jurisdiction (discretionary)	3	0	1	4	47
	Out of jurisdiction (non-discretionary)	0	0	0	0	22
	Not duly made or withdrawn	1	0	0	1	51
	Outcome not achievable	5	0	4	9	99
	Premature	2	0	0	2	51
	Resolved	4	0	0	4	20
	<b>Total</b>	<b>15</b>	<b>0</b>	<b>5</b>	<b>20</b>	<b>290</b>
Early Resolution 2	Fully upheld	1	0	0	1	24
	Some upheld	1	0	0	1	3
	Not upheld	5	0	1	6	50
	Not duly made or withdrawn	1	0	0	1	4
	<b>Total</b>	<b>8</b>	<b>0</b>	<b>1</b>	<b>9</b>	<b>81</b>
Investigation 1	Fully upheld	13	1	3	17	113
	Some upheld	3	0	0	3	85
	Not upheld	11	0	0	11	153
	Not duly made or withdrawn	1	0	0	1	3
	Resolved	0	0	0	0	0
	<b>Total</b>	<b>28</b>	<b>1</b>	<b>3</b>	<b>32</b>	<b>354</b>
Investigation 2	Fully upheld	1	0	1	2	36
	Some upheld	0	0	0	0	3
	Not upheld	0	0	0	0	1
	<b>Total</b>	<b>1</b>	<b>0</b>	<b>1</b>	<b>2</b>	<b>40</b>
<b>Total Complaints</b>	<b>119</b>	<b>1</b>	<b>13</b>	<b>133</b>	<b>1487</b>	

Total Premature Complaints	31	0	0	31	376
Premature Rate	26.1%	0.0%	0.0%	23.3%	25.3%
Fit for SPSO Total (ER2, Inv1 & Inv2)	37	1	5	43	475
Total Cases Upheld / Partly Upheld	19	1	4	24	264
Uphold Rate (total upheld / total fit for SPSO)	51.4%	100.0%	80.0%	55.8%	55.6%

### Prison Health Care Complaints Received by Authority 2015-16

Subject	Tayside NHS Board	Sector Total
Admission / discharge / transfer procedures	1	2
Appointments / Admissions (delay / cancellation / waiting lists)	1	3
Clinical treatment / Diagnosis	10	125
Communication / staff attitude / dignity / confidentiality	0	1
Complaints handling	2	3
Nurses / nursing care	0	2
Policy/administration	0	1
<b>Total Complaints</b>	<b>14</b>	<b>137</b>

### Prison Health Complaints Closed by Outcome and Authority 2015-16

Stage	Outcome Group	Tayside NHS Board	Sector Total
Advice	Not duly made or withdrawn	4	39
	Premature	4	44
	Resolved	0	1
	<b>Total</b>	<b>8</b>	<b>84</b>
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
	<b>Total</b>	<b>2</b>	<b>18</b>
Early Resolution 2	Fully upheld	0	1
	Some upheld	0	1
	Not upheld	0	9
	Not duly made or withdrawn	0	1
	<b>Total</b>	<b>0</b>	<b>12</b>
Investigation 1	Fully upheld	0	6
	Some upheld	1	4
	Not upheld	3	12
	Not duly made or withdrawn	1	2
	<b>Total</b>	<b>5</b>	<b>24</b>
<b>Total Complaints</b>	<b>15</b>	<b>138</b>	

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

### Prison Health Care Complaints Received by Authority 2014-15

Subject	Tayside NHS Board	Sector Total
Admission / discharge / transfer procedures	0	1
Appointments / Admissions (delay / cancellation / waiting lists)	1	2
Clinical treatment / Diagnosis	15	139
Communication / staff attitude / dignity / confidentiality	0	6
Complaints handling	0	5
Nurses / Nursing Care	0	1
Policy / administration	1	2
Record Keeping	0	1
<b>Total Complaints</b>	<b>17</b>	<b>157</b>

### Prison Health Complaints Closed by Outcome and Authority 2014-15

Stage	Outcome Group	Tayside NHS Board	Sector Total
Advice	Not duly made or withdrawn	5	38
	Outcome not achievable	0	1
	Premature	6	50
	<b>Total</b>	<b>11</b>	<b>89</b>
	Early Resolution 1	Out of jurisdiction (discretionary)	0
Not duly made or withdrawn		0	9
Outcome not achievable		1	5
Premature		1	7
Resolved		1	1
<b>Total</b>		<b>3</b>	<b>27</b>
Early Resolution 2		Fully upheld	0
	Not upheld	0	13
	Not duly made or withdrawn	1	1
	<b>Total</b>	<b>1</b>	<b>17</b>
Investigation 1	Fully upheld	0	5
	Some upheld	0	6
	Not upheld	1	10
	<b>Total</b>	<b>1</b>	<b>21</b>
<b>Total Complaints</b>	<b>16</b>	<b>154</b>	

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