

Health Complaints Received by Subject 2016-17

Ayrshire & Arran NHS Board Area										
Subject	Ayrshire and Arran NHS Board	Dentists & Dental Practices	GP & GP Practices	Pharmacists & Pharmacy Services	Total	Rank	Complaints as % of total	Sector Total	Rank	Complaints as % of total
Clinical treatment / Diagnosis	60	1	12	1	74	1	80.4%	1017	1	71.9%
Communication / staff attitude / dignity / confidentiality	4	0	2	0	6	2	6.5%	106	2	7.5%
Appointments / Admissions (delay / cancellation / waiting lists)	4	0	0	0	4	3	4.3%	85	3	6.0%
Complaints handling	3	0	0	0	3	4	3.3%	39	5	2.8%
Policy / administration	0	0	1	0	1	5=	1.1%	47	4	3.3%
Nurses / Nursing Care	1	0	0	0	1	5=	1.1%	27	6	1.9%
Lists (incl difficulty registering and removal from lists)	0	0	1	0	1	5=	1.1%	18	7	1.3%
Record Keeping	0	0	0	0	0	-	0.0%	16	8=	1.1%
Other	0	0	0	0	0	-	0.0%	15	8=	1.1%
Admission / discharge / transfer procedures	0	0	0	0	0	-	0.0%	12	11	0.8%
Failure to send ambulance / delay in sending ambulance	0	0	0	0	0	-	0.0%	10	12	0.7%
Appliances / equipment / premises	0	0	0	0	0	-	0.0%	3	13=	0.2%
Continuing care	0	0	0	0	0	-	0.0%	3	13=	0.2%
Subject Unknown	2	0	0	0	2	-	2.2%	16	-	1.1%
Total	74	1	16	1	92	-	100.0%	1414	-	100.0%

Complaints as % of total

6.51%

100.00%

Health Complaints Received by Subject 2015-16

Ayrshire & Arran NHS Board Area								
Subject	Ayrshire and Arran NHS Board	GP & GP Practices	Total	Rank	Complaints as % of total	Sector Total	Rank	Complaints as % of total
Clinical treatment / Diagnosis	70	6	76	1	77.6%	1,127	1	74.5%
Communication / staff attitude / dignity / confidentiality	6	1	7	2=	7.1%	120	2	7.9%
Appointments / Admissions (delay / cancellation / waiting lists)	6	1	7	2=	7.1%	67	3	4.4%
Record Keeping	1	1	2	4=	2.0%	19	7	1.3%
Admission / discharge / transfer procedures	2	0	2	4=	2.0%	14	8	0.9%
Hygiene / cleanliness / infection control	2	0	2	4=	2.0%	3	13=	0.2%
Complaints handling	1	0	1	7=	1.0%	39	5	2.6%
Nurses / nursing care	1	0	1	7=	1.0%	31	6	2.1%
Policy/administration	0	0	0	-	0.0%	41	4	2.7%
Other	0	0	0	-	0.0%	12	9	0.8%
Lists (incl difficulty registering and removal from lists)	0	0	0	-	0.0%	11	10	0.7%
Continuing care	0	0	0	-	0.0%	7	11	0.5%
Failure to send ambulance / delay in sending ambulance	0	0	0	-	0.0%	6	12	0.4%
Appliances / equipment / premises	0	0	0	-	0.0%	3	13=	0.2%
Hotel services - food / laundry etc	0	0	0	-	0.0%	1	15	0.1%
Subject Unknown	0	0	0	-	0.0%	8	-	0.5%
Out Of Jurisdiction	0	0	0	-	0.0%	3	-	0.2%
Total	89	9	98	-	100.0%	1,512	-	100.0%

Complaints as % of total

6.48%

100.0%

Health Complaints Determined by Outcome 2016-17

Stage	Outcome Group	Ayrshire & Arran			Sector Total	
		Ayrshire and Arran NHS Board	GP & GP Practices	Pharmacists & Pharmacy Services		
Advice	Not duly made or withdrawn	19	0	0	19	312
	Premature	21	2	0	23	242
	Total	40	2	0	42	554
Early Resolution	Not duly made or withdrawn	3	1	0	4	68
	Out of jurisdiction (discretionary)	2	0	0	2	58
	Out of jurisdiction (non-discretionary)	0	0	0	0	20
	Outcome not achievable	2	1	0	3	47
	Premature	3	1	1	5	54
	Proportionality	2	3	0	5	113
	Resolved	0	1	0	1	12
	Total	12	7	1	20	372
Investigation	Fully upheld	6	0	0	6	129
	Some upheld	9	2	0	11	131
	Not upheld	9	6	0	15	235
	Not duly made or withdrawn	0	0	0	0	11
	Outcome not achievable	0	0	0	0	1
	Total	24	8	0	32	507
Total Complaints		76	17	1	94	1,433

Total Premature Complaints	24	3	1	28	296
Premature Rate	31.6%	17.6%	100.0%	29.8%	20.7%
Fit for SPSO Total (Investigations)	24	8	0	32	507
Total Cases Upheld / Some Upheld	15	2	0	17	260
Uphold Rate (total upheld / total fit for SPSO)	62.5%	25.0%	-	53.1%	51.3%

Health Complaints Determined by Outcome 2015-16

Stage	Outcome Group	Ayrshire & Arran NHS Board Area				Sector Total
		Ayrshire and Arran 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	16	0	0	16	348
	Outcome not achievable	1	0	0	1	4
	Premature	21	0	1	22	301
	Resolved	0	0	0	0	1
	Total	38	0	1	39	671
Early Resolution 1	Out of jurisdiction (discretionary)	3	0	1	4	41
	Out of jurisdiction (non-discretionary)	3	0	0	3	30
	Not duly made or withdrawn	3	0	0	3	70
	Outcome not achievable	8	0	3	11	107
	Premature	3	0	0	3	53
	Resolved	1	0	0	1	16
Total	21	0	4	25	317	
Early Resolution 2	Fully upheld	1	0	0	1	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	1	3	57
Investigation 1	Fully upheld	8	0	2	10	115
	Some upheld	9	0	0	9	122
	Not upheld	13	2	5	20	178
	Not duly made or withdrawn	2	0	0	2	9
	Resolved	1	0	0	1	1
	Total	33	2	7	42	425
Investigation 2	Fully upheld	0	0	0	0	35
	Some upheld	0	0	0	0	3
	Not upheld	0	0	0	0	0
	Total	0	0	0	0	38
Total Complaints	94	2	13	109	1508	

Total Premature Complaints	24	0	1	25	354
Premature Rate	25.5%	0.0%	7.7%	22.9%	23.5%
Fit for SPSO Total (ER2, Inv1 & Inv2)	35	2	8	45	520
Total Cases Upheld / Partly Upheld	18	0	2	20	293
Uphold Rate (total upheld / total fit for SPSO)	51.4%	0.0%	25.0%	44.4%	56.3%

Prison Health Care Complaints Received by Authority 2016-17

Subject	Ayrshire and Arran NHS Board	Sector Total
Appointments / Admissions (delay / cancellation / waiting lists)	0	3
Clinical treatment / Diagnosis	10	132
Communication / staff attitude / dignity / confidentiality	0	4
Complaints handling	1	5
Nurses / nursing care	0	1
Policy/administration	0	2
Total Complaints	11	147

Prison Health Care Complaints Received by Authority 2015-16

Subject	Ayrshire and Arran NHS Board	Sector Total
Admission / discharge / transfer procedures	0	2
Appointments / Admissions (delay / cancellation / waiting lists)	1	3
Clinical treatment / Diagnosis	12	125
Communication / staff attitude / dignity / confidentiality	0	1
Complaints handling	0	3
Nurses / nursing care	0	2
Policy/administration	0	1
Total Complaints	13	137

Prison Health Complaints Closed by Outcome and Authority 2015-16

Stage	Outcome Group	Ayrshire and Arran NHS Board	Sector Total
Advice	Not duly made or withdrawn	3	34
	Premature	5	54
	Total	8	88
Early Resolution	Not duly made or withdrawn	0	13
	Out of jurisdiction (non-discretionary)	0	2
	Outcome not achievable	0	3
	Premature	1	12
	Proportionality	0	8
	Resolved	0	2
Total	1	40	
Investigation	Fully upheld	0	5
	Some upheld	1	4
	Not upheld	0	16
	Not duly made or withdrawn	0	1
	Total	1	26
Total Complaints		10	154

Prison Health Complaints Closed by Outcome and Authority 2015-16

Stage	Outcome Group	Ayrshire and Arran NHS Board	Sector Total
Advice	Not duly made or withdrawn	4	39
	Premature	7	44
	Resolved	0	1
	Total	11	84
Early Resolution 1	Not duly made or withdrawn	0	5
	Out of jurisdiction (non-discretionary)	1	4
	Outcome not achievable	0	3
	Premature	1	5
	Resolved	0	1
	Total	2	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	2	12
	Not duly made or withdrawn	0	2
	Total	2	24
Total Complaints		15	138