

Health Complaints Received by Subject 2016-17

Subject	Fife NHS Board Area						Sector Total	Rank	Complaints as % of total
	Dentists & Dental Practices	Fife NHS Board	GP & GP Practices	Total	Rank	Complaints as % of total			
Clinical treatment / Diagnosis	1	41	7	49	1	74.2%	1017	1	71.9%
Nurses / Nursing Care	0	4	0	4	2	6.1%	27	6	1.9%
Appointments / Admissions (delay / cancellation / waiting lists)	0	2	1	3	3=	4.5%	85	3	6.0%
Policy / administration	0	3	0	3	3=	4.5%	47	4	3.3%
Complaints handling	0	2	1	3	3=	4.5%	39	5	2.8%
Communication / staff attitude / dignity / confidentiality	0	2	0	2	6	3.0%	106	2	7.5%
Other	0	1	0	1	7=	1.5%	15	8=	1.1%
Lists (incl difficulty registering and removal from lists)	0	0	0	0	-	0.0%	18	7	1.3%
Record Keeping	0	0	0	0	-	0.0%	16	8=	1.1%
Admission / discharge / transfer procedures	0	0	0	0	-	0.0%	12	11	0.8%
Failure to send ambulance / delay in sending ambulance	0	0	0	0	-	0.0%	10	12	0.7%
Appliances / equipment / premises	0	0	0	0	-	0.0%	3	13=	0.2%
Continuing care	0	0	0	0	-	0.0%	3	13=	0.2%
Subject Unknown	0	1	0	1	-	1.5%	16	-	1.1%
<b>Total</b>	<b>1</b>	<b>56</b>	<b>9</b>	<b>66</b>	<b>-</b>	<b>100.0%</b>	<b>1414</b>	<b>-</b>	<b>100.0%</b>

Complaints as % of total 4.67% 100.00%

Health Complaints Received by Subject 2015-16

Subject	Fife NHS Board Area						Sector Total	Rank	Complaints as % of total
	Fife NHS Board	Dentists & Dental Practices	GP & GP Practices	Total	Rank	Complaints as % of total			
Clinical treatment / Diagnosis	34	3	12	49	1	81.7%	1,127	1	74.5%
Communication / staff attitude / dignity / confidentiality	0	0	3	3	2=	5.0%	120	2	7.9%
Nurses / nursing care	3	0	0	3	2=	5.0%	31	6	2.1%
Policy/administration	1	0	1	2	4	3.3%	41	4	2.7%
Appointments / Admissions (delay / cancellation / waiting lists)	1	0	0	1	5=	1.7%	67	3	4.4%
Continuing care	1	0	0	1	5=	1.7%	7	11	0.5%
Appliances / equipment / premises	1	0	0	1	5=	1.7%	3	13=	0.2%
Complaints handling	0	0	0	0	-	0.0%	39	5	2.6%
Record Keeping	0	0	0	0	-	0.0%	19	7	1.3%
Admission / discharge / transfer procedures	0	0	0	0	-	0.0%	14	8	0.9%
Other	0	0	0	0	-	0.0%	12	9	0.8%
Lists (incl difficulty registering and removal from lists)	0	0	0	0	-	0.0%	11	10	0.7%
Failure to send ambulance / delay in sending ambulance	0	0	0	0	-	0.0%	6	12	0.4%
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>41</b>	<b>3</b>	<b>16</b>	<b>60</b>	<b>-</b>	<b>100.0%</b>	<b>1,512</b>	<b>-</b>	<b>100.0%</b>

Complaints as % of total 4.0% 100.0%

Health Complaints Determined by Outcome 2016-17

Stage	Outcome Group	Fife NHS Board Area				Sector Total
		Dentists & Dental Practices	Fife NHS Board	GP & GP Practices	Total	
Advice	Not duly made or withdrawn	0	14	0	14	312
	Premature	0	4	0	4	242
	<b>Total</b>	<b>0</b>	<b>18</b>	<b>0</b>	<b>18</b>	<b>554</b>
Early Resolution	Not duly made or withdrawn	0	1	0	1	68
	Out of jurisdiction (discretionary)	0	3	1	4	58
	Out of jurisdiction (non-discretionary)	0	1	1	2	20
	Outcome not achievable	0	4	2	6	47
	Premature	0	3	0	3	54
	Proportionality	0	4	1	5	113
	<b>Total</b>	<b>0</b>	<b>16</b>	<b>6</b>	<b>22</b>	<b>372</b>
Investigation	Fully upheld	0	4	2	6	129
	Some upheld	0	5	1	6	131
	Not upheld	1	11	3	15	235
	Not duly made or withdrawn	0	2	1	3	11
	Outcome not achievable	0	0	0	0	1
	<b>Total</b>	<b>1</b>	<b>22</b>	<b>7</b>	<b>30</b>	<b>507</b>
<b>Total Complaints</b>		<b>1</b>	<b>56</b>	<b>13</b>	<b>70</b>	<b>1,433</b>

Total Premature Complaints	0	7	0	7	296
Premature Rate	0.0%	12.5%	0.0%	10.0%	20.7%
Fit for SPSO Total (Investigations)	1	22	7	30	507
Total Cases Upheld / Some Upheld	0	9	3	12	260
Uphold Rate (total upheld / total fit for SPSO)	0.0%	40.9%	42.9%	40.0%	51.3%

Health Complaints Determined by Outcome 2015-16

Stage	Outcome Group	Fife NHS Board Area				Sector Total
		Fife 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	8	1	1	10	348
	Outcome not achievable	0	0	0	0	4
	<b>Total</b>	<b>8</b>	<b>1</b>	<b>1</b>	<b>10</b>	<b>361</b>
Early Resolution 1	Premature	5	0	0	5	301
	Resolved	0	0	0	0	1
	<b>Total</b>	<b>5</b>	<b>0</b>	<b>0</b>	<b>5</b>	<b>302</b>
	Out of jurisdiction (discretionary)	1	0	1	2	41
	Out of jurisdiction (non-discretionary)	1	0	0	1	30
Early Resolution 2	Not duly made or withdrawn	0	0	0	0	70
	Outcome not achievable	4	1	1	6	107
	Premature	0	0	0	0	53
	Resolved	0	0	0	0	16
	<b>Total</b>	<b>4</b>	<b>1</b>	<b>1</b>	<b>6</b>	<b>136</b>
Investigation 1	Fully upheld	0	0	2	9	317
	Some upheld	6	1	2	9	317
	Not upheld	0	0	0	0	14
	Some upheld	0	0	0	0	4
	Not upheld	0	0	2	2	35
Investigation 2	Not duly made or withdrawn	0	0	0	0	3
	Resolved	0	0	0	0	1
	<b>Total</b>	<b>0</b>	<b>0</b>	<b>2</b>	<b>2</b>	<b>57</b>
	Fully upheld	4	1	3	8	115
	Some upheld	3	1	2	6	122
Total Complaints	Not upheld	5	0	2	7	178
	Not duly made or withdrawn	0	1	0	1	9
	Resolved	0	0	0	0	1
	<b>Total</b>	<b>12</b>	<b>3</b>	<b>7</b>	<b>22</b>	<b>425</b>
	Fully upheld	3	0	0	3	35
Investigation 2	Some upheld	0	0	0	0	3
	Not upheld	0	0	0	0	0
	<b>Total</b>	<b>3</b>	<b>0</b>	<b>0</b>	<b>3</b>	<b>38</b>
<b>Total Complaints</b>	<b>34</b>	<b>5</b>	<b>12</b>	<b>51</b>	<b>1508</b>	

Total Premature Complaints	5	0	0	5	354
Premature Rate	14.7%	0.0%	0.0%	9.8%	23.5%
Fit for SPSO Total (ER2, Inv1 & Inv2)	15	3	9	27	520
Total Cases Upheld / Partly Upheld	10	2	5	17	293
Uphold Rate (total upheld / total fit for SPSO)	66.7%	66.7%	55.6%	63.0%	56.3%