

Health Complaints Received by Subject 2016-17

Subject	Grampian NHS Board Area					Sector Total	Rank	Complaints as % of total
	GP & GP Practices	Grampian NHS Board	Total	Rank	Complaints as % of total			
Clinical treatment / Diagnosis	17	53	70	1	64.8%	1017	1	71.9%
Communication / staff attitude / dignity / confidentiality	1	13	14	2	13.0%	106	2	7.5%
Appointments / Admissions (delay / cancellation / waiting lists)	1	6	7	3	6.5%	85	3	6.0%
Policy / administration	1	4	5	4	4.6%	47	4	3.3%
Lists (incl difficulty registering and removal from lists)	3	0	3	5	2.8%	18	7	1.3%
Complaints handling	0	2	2	6=	1.9%	39	5	2.8%
Record Keeping	0	2	2	6=	1.9%	16	8=	1.1%
Other	0	2	2	6=	1.9%	15	8=	1.1%
Nurses / Nursing Care	0	1	1	9=	0.9%	27	6	1.9%
Admission / discharge / transfer procedures	0	1	1	9=	0.9%	12	11	0.8%
Failure to send ambulance / delay in sending ambulance	0	0	0	-	0.0%	10	12	0.7%
Appliances / equipment / premises	0	0	0	-	0.0%	3	13=	0.2%
Continuing care	0	0	0	-	0.0%	3	13=	0.2%
Subject Unknown	0	1	1	-	0.9%	16	-	1.1%
Total	23	85	108	-	100.0%	1414	-	100.0%

Complaints as % of total

7.64%

100.00%

Health Complaints Received by Subject 2015-16

Subject	Grampian NHS Board Area						Total	Rank	Complaints as % of total	Sector Total	Rank	Complaints as % of total
	Grampian NHS Board	Dentists & Dental Practices	GP & GP Practices	Opticians	Pharmacists & Pharmacy Services							
Clinical treatment / Diagnosis	68	0	13	0	0	81	1	67.5%	1,127	1	74.5%	
Communication / staff attitude / dignity / confidentiality	7	1	4	1	1	14	2	11.7%	120	2	7.9%	
Appointments / Admissions (delay / cancellation / waiting lists)	6	0	1	0	0	7	3	5.8%	67	3	4.4%	
Record Keeping	3	0	1	0	0	4	4=	3.3%	19	7	1.3%	
Admission / discharge / transfer procedures	4	0	0	0	0	4	4=	3.3%	14	8	0.9%	
Policy/administration	2	0	1	0	0	3	6=	2.5%	41	4	2.7%	
Nurses / nursing care	3	0	0	0	0	3	6=	2.5%	31	6	2.1%	
Complaints handling	1	0	0	0	0	1	8=	0.8%	39	5	2.6%	
Other	1	0	0	0	0	1	8=	0.8%	12	9	0.8%	
Appliances / equipment / premises	1	0	0	0	0	1	8=	0.8%	3	13=	0.2%	
Lists (incl difficulty registering and removal from lists)	0	0	0	0	0	0	-	0.0%	11	10	0.7%	
Continuing care	0	0	0	0	0	0	-	0.0%	7	11	0.5%	
Failure to send ambulance / delay in sending ambulance	0	0	0	0	0	0	-	0.0%	6	12	0.4%	
Hygiene / cleanliness / infection control	0	0	0	0	0	0	-	0.0%	3	13=	0.2%	
Hotel services - food / laundry etc	0	0	0	0	0	0	-	0.0%	1	15	0.1%	
Subject Unknown	1	0	0	0	0	1	-	0.8%	8	-	0.5%	
Out Of Jurisdiction	0	0	0	0	0	0	-	0.0%	3	-	0.2%	
Total	97	1	20	1	1	120	-	100.0%	1,512	-	100.0%	

Complaints as % of total

7.9%

100.0%

Health Complaints Determined by Outcome 2016-17

Stage	Outcome Group	Grampian NHS Board Area				Sector Total
		GP & GP Practices	Grampian NHS Board	Opticians	Total	
Advice	Not duly made or withdrawn	1	11	0	12	312
	Premature	0	16	0	16	242
	Total	1	27	0	28	554
Early Resolution	Not duly made or withdrawn	1	6	0	7	68
	Out of jurisdiction (discretionary)	0	5	0	5	58
	Out of jurisdiction (non-discretionary)	1	1	0	2	20
	Outcome not achievable	0	4	0	4	47
	Premature	1	2	0	3	54
	Proportionality	2	10	0	12	113
	Total	6	28	0	34	372
Investigation	Fully upheld	3	9	0	12	129
	Some upheld	3	12	0	15	131
	Not upheld	10	7	1	18	235
	Not duly made or withdrawn	0	0	0	0	11
	Outcome not achievable	0	0	0	0	1
	Total	16	28	1	45	507
Total Complaints		23	83	1	107	1,433

Total Premature Complaints	1	18	0	19	296
Premature Rate	4.3%	21.7%	0.0%	17.8%	20.7%

Fit for SPSO Total (Investigations)	16	28	1	45	507
Total Cases Upheld / Some Upheld	6	21	0	27	260
Uphold Rate (total upheld / total fit for SPSO)	37.5%	75.0%	0.0%	60.0%	51.3%

Health Complaints Determined by Outcome 2015-16

Stage	Outcome Group	Grampian NHS Board Area				Sector Total	
		Grampian NHS Board	Dentists & Dental Practices	GP & GP Practices	Pharmacists & Pharmacy Services		
Advice	Out of jurisdiction (discretionary)	1	0	0	0	1	13
	Out of jurisdiction (non-discretionary)	0	0	0	0	0	4
	Not duly made or withdrawn	26	0	0	0	26	348
	Outcome not achievable	0	0	0	0	0	4
	Premature	16	0	3	0	19	301
	Total	43	0	3	0	46	671
Early Resolution 1	Out of jurisdiction (discretionary)	2	0	1	0	3	41
	Out of jurisdiction (non-discretionary)	3	0	1	0	4	30
	Not duly made or withdrawn	4	0	0	1	5	70
	Outcome not achievable	8	1	5	0	14	107
	Premature	5	0	0	0	5	53
	Total	23	1	7	1	32	317
Early Resolution 2	Fully upheld	0	0	0	0	0	14
	Some upheld	1	0	0	0	1	4
	Not upheld	1	0	1	0	2	35
	Not duly made or withdrawn	0	0	0	0	0	3
	Resolved	0	0	0	0	0	1
	Total	2	0	1	0	3	57
Investigation 1	Fully upheld	8	0	1	0	9	115
	Some upheld	12	0	0	0	12	122
	Not upheld	13	1	4	0	18	178
	Not duly made or withdrawn	0	0	0	0	0	9
	Resolved	0	0	0	0	0	1
	Total	33	1	5	0	39	425
Investigation 2	Fully upheld	2	0	0	0	2	35
	Some upheld	0	0	0	0	0	3
	Not upheld	0	0	0	0	0	0
	Total	2	0	0	0	2	38
Total Complaints	103	2	16	1	122	1508	

Total Premature Complaints	21	0	3	0	24	354
Premature Rate	20.4%	0.0%	18.8%	0.0%	19.7%	23.5%

Fit for SPSO Total (ER2, Inv1 & Inv2)	37	1	6	0	44	520
Total Cases Upheld / Partly Upheld	23	0	1	0	24	293
Uphold Rate (total upheld / total fit for SPSO)	62.2%	0.0%	16.7%	-	54.5%	56.3%

Prison Health Care Complaints Received by Authority 2016-17

Subject	Grampian	Sector Total
Appointments / Admissions (delay / cancellation / waiting lists)	2	3
Clinical treatment / Diagnosis	8	132
Communication / staff attitude / dignity / confidentiality	0	4
Complaints handling	1	5
Nurses / nursing care	1	1
Policy/administration	0	2
Total Complaints	12	147

Prison Health Care Complaints Received by Authority 2015-16

Subject	Grampian	Sector Total
Admission / discharge / transfer procedures	0	2
Appointments / Admissions (delay / cancellation / waiting lists)	0	3
Clinical treatment / Diagnosis	11	125
Communication / staff attitude / dignity / confidentiality	0	1
Complaints handling	0	3
Nurses / nursing care	0	2
Policy/administration	0	1
Total Complaints	11	137

Prison Health Complaints Closed by Outcome and Authority 2015-16

Stage	Outcome Group	Grampian	Sector Total
Advice	Not duly made or withdrawn	1	34
	Premature	6	54
	Total	7	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	2	8
	Resolved	0	2
Total	3	40	
Investigation	Fully upheld	1	5
	Some upheld	1	4
	Not upheld	0	16
	Not duly made or withdrawn	0	1
	Total	2	26
Total Complaints		12	154

Prison Health Complaints Closed by Outcome and Authority 2015-16

Stage	Outcome Group	Grampian	Sector Total
Advice	Not duly made or withdrawn	3	39
	Premature	5	44
	Resolved	0	1
	Total	8	84
Early Resolution 1	Not duly made or withdrawn	0	5
	Out of jurisdiction (non-discretionary)	0	4
	Outcome not achievable	0	3
	Premature	1	5
	Resolved	0	1
	Total	1	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	1	4
	Not upheld	0	12
	Not duly made or withdrawn	0	2
	Total	1	24
Total Complaints		10	138