

Health Complaints Received by Subject 2016-17

Subject	Greater Glasgow & Clyde							Sector Total	Rank	Complaints as % of total
	Dentists & Dental Practices	GP & GP Practices	Greater Glasgow and Clyde NHS	Pharmacists & Pharmacy Services	Total	Rank	Complaints as % of total			
Clinical treatment / Diagnosis	7	31	215	0	253	1	75.7%	1017	1	71.9%
Appointments / Admissions (delay / cancellation / waiting lists)	0	3	22	0	25	2	7.5%	85	3	6.0%
Communication / staff attitude / dignity / confidentiality	0	4	15	0	19	3	5.7%	106	2	7.5%
Policy / administration	0	1	6	0	7	4	2.1%	47	4	3.3%
Nurses / Nursing Care	0	0	6	0	6	5	1.8%	27	6	1.9%
Record Keeping	0	2	3	0	5	6=	1.5%	16	8=	1.1%
Other	0	0	4	1	5	6=	1.5%	15	8=	1.1%
Complaints handling	1	0	3	0	4	8=	1.2%	39	5	2.8%
Lists (incl difficulty registering and removal from lists)	0	2	0	0	2	10=	0.6%	18	7	1.3%
Admission / discharge / transfer procedures	0	0	2	0	2	10=	0.6%	12	11	0.8%
Appliances / equipment / premises	0	0	1	0	1	12=	0.3%	3	13=	0.2%
Continuing care	0	0	1	0	1	12=	0.3%	3	13=	0.2%
Failure to send ambulance / delay in sending ambulance	0	0	0	0	0	-	0.0%	10	12	0.7%
Subject Unknown	0	0	4	0	4	-	1.2%	16	-	1.1%
Total	8	43	282	1	334	-	100.0%	1414	-	100.0%

Complaints as % of total

23.62%

100.00%

Health Complaints Received by Subject 2015-16

Subject	Greater Glasgow & Clyde NHS Board Area						Sector Total	Rank	Complaints as % of total
	Greater Glasgow and Clyde NHS	Dentists & Dental Practices	GP & GP Practices	Total	Rank	Complaints as % of total			
Clinical treatment / Diagnosis	207	8	24	239	1	81.6%	1,127	1	74.5%
Communication / staff attitude / dignity / confidentiality	15	0	2	17	2	5.8%	120	2	7.9%
Appointments / Admissions (delay / cancellation / waiting lists)	9	0	1	10	3	3.4%	67	3	4.4%
Policy/administration	5	1	1	7	4	2.4%	41	4	2.7%
Nurses / nursing care	6	0	0	6	5	2.0%	31	6	2.1%
Complaints handling	4	0	1	5	6	1.7%	39	5	2.6%
Record Keeping	2	0	1	3	7	1.0%	19	7	1.3%
Admission / discharge / transfer procedures	2	0	0	2	8=	0.7%	14	8	0.9%
Other	2	0	0	2	8=	0.7%	12	9	0.8%
Lists (incl difficulty registering and removal from lists)	0	1	0	1	10=	0.3%	11	10	0.7%
Hotel services - food / laundry etc	1	0	0	1	10=	0.3%	1	15	0.1%
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%
Subject Unknown	0	0	0	0	-	0.0%	8	-	0.5%
Out Of Jurisdiction	0	0	0	0	-	0.0%	3	-	0.2%
Total	253	10	30	293	-	100.0%	1,512	-	100.0%

Complaints as % of total

19.4%

100.0%

Health Complaints Determined by Outcome 2016-17

Stage	Outcome Group	Greater Glasgow & Clyde NHS Board Area					Sector Total
		Dentists & Dental Practices	GP & GP Practices	Greater Glasgow and Clyde NHS Board	Pharmacists & Pharmacy Services	Total	
Advice	Not duly made or withdrawn	0	1	65	0	66	312
	Premature	0	2	43	0	45	242
	Total	0	3	108	0	111	554
Early Resolution	Not duly made or withdrawn	0	3	8	0	11	68
	Out of jurisdiction (discretionary)	1	3	12	0	16	58
	Out of jurisdiction (non-discretionary)	0	2	3	0	5	20
	Outcome not achievable	0	1	6	0	7	47
	Premature	0	2	9	0	11	54
	Proportionality	0	6	21	1	28	113
	Total	1	1	1	0	3	12
Investigation	Fully upheld	1	1	23	0	25	129
	Some upheld	0	4	24	1	29	131
	Not upheld	3	7	51	0	61	235
	Not duly made or withdrawn	0	0	0	0	0	11
	Outcome not achievable	0	0	1	0	1	1
	Total	4	12	99	1	116	507
Total Complaints	6	33	267	2	308	1,433	

Total Premature Complaints	0	4	52	0	56	296
Premature Rate	0.0%	12.1%	19.5%	0.0%	18.2%	20.7%
Fit for SPSO Total (Investigations)	4	12	99	1	116	507
Total Cases Upheld / Some Upheld	1	5	47	1	54	260
Uphold Rate (total upheld / total fit for SPSO)	25.0%	41.7%	47.5%	100.0%	46.6%	51.3%

Health Complaints Determined by Outcome 2015-16

Stage	Outcome Group	Greater Glasgow & Clyde NHS Board Area				Sector Total
		Greater Glasgow and Clyde NHS Board	Dentists & Dental Practices	GP & GP Practices	Total	
Advice	Out of jurisdiction (discretionary)	3	0	2	5	13
	Out of jurisdiction (non-discretionary)	0	0	0	0	4
	Not duly made or withdrawn	67	1	0	68	348
	Outcome not achievable	0	0	0	0	4
	Total	70	1	2	73	369
Early Resolution 1	Out of jurisdiction (discretionary)	6	1	2	9	41
	Out of jurisdiction (non-discretionary)	7	0	2	9	30
	Not duly made or withdrawn	13	1	4	18	70
	Outcome not achievable	16	0	2	18	107
	Total	42	1	8	51	249
Early Resolution 2	Fully upheld	2	0	2	4	14
	Some upheld	0	1	0	1	4
	Not upheld	7	0	4	11	35
	Not duly made or withdrawn	1	0	0	1	3
	Total	10	1	6	17	57
Investigation 1	Fully upheld	20	0	5	25	115
	Some upheld	19	4	4	27	122
	Not upheld	29	2	9	40	178
	Not duly made or withdrawn	1	0	0	1	9
	Total	69	6	18	93	425
Investigation 2	Fully upheld	6	0	2	8	35
	Some upheld	0	0	0	0	3
	Not upheld	0	0	0	0	0
	Total	6	0	2	8	38
Total Complaints	248	12	41	301	1508	

Total Premature Complaints	46	1	2	49	354
Premature Rate	18.5%	8.3%	4.9%	16.3%	23.5%
Fit for SPSO Total (ER2, Inv1 & Inv2)	85	8	26	119	520
Total Cases Upheld / Partly Upheld	47	5	13	65	293
Uphold Rate (total upheld / total fit for SPSO)	55.3%	62.5%	50.0%	54.6%	56.3%

Prison Health Care Complaints Received by Authority 2016-17

Subject	Greater Glasgow & Clyde	Sector Total
Appointments / Admissions (delay / cancellation / waiting lists)	1	3
Clinical treatment / Diagnosis	38	132
Communication / staff attitude / dignity / confidentiality	1	4
Complaints handling	0	5
Nurses / nursing care	0	1
Policy/administration	0	2
Total Complaints	40	147

Prison Health Care Complaints Received by Authority 2015-16

Subject	Greater Glasgow & Clyde	Sector Total
Admission / discharge / transfer procedures	0	2
Appointments / Admissions (delay / cancellation / waiting lists)	1	3
Clinical treatment / Diagnosis	37	125
Communication / staff attitude / dignity / confidentiality	0	1
Complaints handling	1	3
Nurses / nursing care	1	2
Policy/administration	0	1
Total Complaints	40	137

Prison Health Complaints Closed by Outcome and Authority 2015-16

Stage	Outcome Group	Greater Glasgow & Clyde	Sector Total
Advice	Not duly made or withdrawn	10	34
	Premature	17	54
	Total	27	88
Early Resolution	Not duly made or withdrawn	1	13
	Out of jurisdiction (non-discretionary)	1	2
	Outcome not achievable	0	3
	Premature	2	12
	Proportionality	1	8
	Resolved	1	2
	Total	6	40
Investigation	Fully upheld	1	5
	Some upheld	1	4
	Not upheld	7	16
	Not duly made or withdrawn	0	1
	Total	9	26
Total Complaints		42	154

Prison Health Complaints Closed by Outcome and Authority 2015-16

Stage	Outcome Group	Greater Glasgow & Clyde	Sector Total
Advice	Not duly made or withdrawn	13	39
	Premature	11	44
	Resolved	1	1
	Total	25	84
Early Resolution 1	Not duly made or withdrawn	1	5
	Out of jurisdiction (non-discretionary)	1	4
	Outcome not achievable	3	3
	Premature	0	5
	Resolved	1	1
	Total	6	18
Early Resolution 2	Fully upheld	0	1
	Some upheld	0	1
	Not upheld	4	9
	Not duly made or withdrawn	0	1
	Total	4	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		37	138