

Health Complaints Received by Subject 2016-17

Highland NHS Board Area									
Subject	Dentists & Dental Practices	GP & GP Practices	Highland NHS Board	Total	Rank	Complaints as % of total	Sector Total	Rank	Complaints as % of total
Clinical treatment / Diagnosis	6	6	55	67	1	63.8%	1017	1	71.9%
Communication / staff attitude / dignity / confidentiality	2	1	7	10	2	9.5%	106	2	7.5%
Appointments / Admissions (delay / cancellation / waiting lists)	0	0	9	9	3=	8.6%	85	3	6.0%
Policy / administration	0	1	8	9	3=	8.6%	47	4	3.3%
Complaints handling	1	0	3	4	5	3.8%	39	5	2.8%
Other	0	0	2	2	6=	1.9%	15	8=	1.1%
Continuing care	0	0	2	2	6=	1.9%	3	13=	0.2%
Lists (incl difficulty registering and removal from lists)	0	1	0	1	8=	1.0%	18	7	1.3%
Nurses / Nursing Care	0	0	0	0	-	0.0%	27	6	1.9%
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%
Subject Unknown	0	0	1	1	-	1.0%	16	-	1.1%
Total	9	9	87	105	-	100.0%	1414	-	100.0%

Complaints as % of total

7.43%

100.00%

Health Complaints Received by Subject 2015-16

Highland NHS Board Area									
Subject	Highland NHS Board	Dentists & Dental Practices	GP & GP Practices	Total	Rank	Complaints as % of total	Sector Total	Rank	Complaints as % of total
Clinical treatment / Diagnosis	70	4	15	89	1	73.6%	1,127	1	74.5%
Appointments / Admissions (delay / cancellation / waiting lists)	7	0	2	9	2	7.4%	67	3	4.4%
Communication / staff attitude / dignity / confidentiality	2	0	3	5	3=	4.1%	120	2	7.9%
Policy/administration	5	0	0	5	3=	4.1%	41	4	2.7%
Complaints handling	2	0	1	3	5=	2.5%	39	5	2.6%
Nurses / nursing care	3	0	0	3	5=	2.5%	31	6	2.1%
Other	2	0	0	2	7	1.7%	12	9	0.8%
Record Keeping	1	0	0	1	8=	0.8%	19	7	1.3%
Continuing care	1	0	0	1	8=	0.8%	7	11	0.5%
Admission / discharge / transfer procedures	0	0	0	0	-	0.0%	14	8	0.9%
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%
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	2	0	0	2	-	1.7%	8	-	0.5%
Out Of Jurisdiction	1	0	0	1	-	0.8%	3	-	0.2%
Total	96	4	21	121	-	100.0%	1,512	-	100.0%

Complaints as % of total

8.0%

100.0%

Health Complaints Determined by Outcome 2016-17

Stage	Outcome Group	Highland NHS Board Area				Sector Total
		Dentists & Dental Practices	GP & GP Practices	Highland NHS Board	Total	
Advice	Not duly made or withdrawn	0	1	20	21	312
	Premature	0	0	14	14	242
	Total	0	1	34	35	554
Early Resolution	Not duly made or withdrawn	1	2	5	8	68
	Out of jurisdiction (discretionary)	1	0	6	7	58
	Out of jurisdiction (non-discretionary)	0	0	4	4	20
	Outcome not achievable	0	0	4	4	47
	Premature	1	0	5	6	54
	Proportionality	0	1	7	8	113
	Resolved	0	0	0	0	12
	Total	3	3	31	37	372
Investigation	Fully upheld	1	2	13	16	129
	Some upheld	1	1	11	13	131
	Not upheld	4	9	10	23	235
	Not duly made or withdrawn	0	0	0	0	11
	Outcome not achievable	0	0	0	0	1
	Total	6	12	34	52	507
Total Complaints		9	16	99	124	1,433

Total Premature Complaints	1	0	19	20	296
Premature Rate	11.1%	0.0%	19.2%	16.1%	20.7%
Fit for SPSO Total (Investigations)	6	12	34	52	507
Total Cases Upheld / Some Upheld	2	3	24	29	260
Uphold Rate (total upheld / total fit for SPSO)	33.3%	25.0%	70.6%	55.8%	51.3%

Health Complaints Determined by Outcome 2015-16

Stage	Outcome Group	Highland NHS Board Area				Sector Total
		Highland NHS Board	Dentists & Dental Practices	GP & GP Practices	Total	
Advice	Out of jurisdiction (discretionary)	0	1	0	1	13
	Out of jurisdiction (non-discretionary)	2	0	0	2	4
	Not duly made or withdrawn	23	0	0	23	348
	Outcome not achievable	0	0	0	0	4
	Premature	20	0	1	21	301
	Resolved	0	0	0	0	1
	Total	45	1	1	47	671
Early Resolution 1	Out of jurisdiction (discretionary)	2	1	1	4	41
	Out of jurisdiction (non-discretionary)	3	1	1	5	30
	Not duly made or withdrawn	4	0	1	5	70
	Outcome not achievable	5	1	1	7	107
	Premature	4	0	1	5	53
	Resolved	1	0	1	2	16
	Total	19	3	6	28	317
Early Resolution 2	Fully upheld	1	0	1	2	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	2	4	57
Investigation 1	Fully upheld	3	0	1	4	115
	Some upheld	14	0	0	14	122
	Not upheld	8	0	4	12	178
	Not duly made or withdrawn	1	0	0	1	9
	Resolved	0	0	0	0	1
	Total	26	0	5	31	425
Investigation 2	Fully upheld	2	0	1	3	35
	Some upheld	1	0	0	1	3
	Not upheld	0	0	0	0	0
	Total	3	0	1	4	38
Total Complaints		95	4	15	114	1508

Total Premature Complaints	24	0	2	26	354
Premature Rate	25.3%	0.0%	13.3%	22.8%	23.5%
Fit for SPSO Total (ER2, Inv1 & Inv2)	31	0	8	39	520
Total Cases Upheld / Partly Upheld	21	0	3	24	293
Uphold Rate (total upheld / total fit for SPSO)	67.7%	-	37.5%	61.5%	56.3%