

Health Complaints Received by Subject 2016-17

| Scottish Ambulance Service                                       |                            |           |          |                          |              |          |                          |
|--|----------------------------|-----------|----------|--------------------------|--------------|----------|--------------------------|
| Subject  | Scottish Ambulance Service | Total     | Rank     | Complaints as % of total | Sector Total | Rank     | Complaints as % of total |
| Clinical treatment / Diagnosis                                   | 12                         | 12        | 1        | 44.4%                    | 1017         | 1        | 71.9%                    |
| Failure to send ambulance / delay in sending ambulance           | 10                         | 10        | 2        | 37.0%                    | 10           | 12       | 0.7%                     |
| Admission / discharge / transfer procedures                      | 2                          | 2         | 3        | 7.4%                     | 12           | 11       | 0.8%                     |
| Policy / administration  | 1                          | 1         | 4=       | 3.7%                     | 47           | 4        | 3.3%                     |
| Complaints handling  | 1                          | 1         | 4=       | 3.7%                     | 39           | 5        | 2.8%                     |
| Record Keeping   | 1                          | 1         | 4=       | 3.7%                     | 16           | 8=       | 1.1%                     |
| Communication / staff attitude / dignity / confidentiality       | 0                          | 0         | -        | 0.0%                     | 106          | 2        | 7.5%                     |
| Appointments / Admissions (delay / cancellation / waiting lists) | 0                          | 0         | -        | 0.0%                     | 85           | 3        | 6.0%                     |
| Nurses / Nursing Care  | 0                          | 0         | -        | 0.0%                     | 27           | 6        | 1.9%                     |
| Lists (incl difficulty registering and removal from lists)       | 0                          | 0         | -        | 0.0%                     | 18           | 7        | 1.3%                     |
| Other  | 0                          | 0         | -        | 0.0%                     | 15           | 8=       | 1.1%                     |
| Appliances / equipment / premises                                | 0                          | 0         | -        | 0.0%                     | 3            | 13=      | 0.2%                     |
| Continuing care  | 0                          | 0         | -        | 0.0%                     | 3            | 13=      | 0.2%                     |
| Subject Unknown  | 0                          | 0         | -        | 0.0%                     | 16           | -        | 1.1%                     |
| <b>Total</b>   | <b>27</b>                  | <b>27</b> | <b>-</b> | <b>100.0%</b>            | <b>1414</b>  | <b>-</b> | <b>100.0%</b>            |
| <i>Complaints as % of total</i>                                  |                            | 1.91%     |          | 100.00%                  |              |          |                          |

Health Complaints Received by Subject 2015-16

| Scottish Ambulance Service                                       |                            |          |                          |              |          |                          |
|--|----------------------------|----------|--------------------------|--------------|----------|--------------------------|
| Subject  | Scottish Ambulance Service | Rank     | Complaints as % of total | Sector Total | Rank     | Complaints as % of total |
| Clinical treatment / Diagnosis                                   | 16                         | 1        | 50.0%                    | 1,127        | 1        | 74.5%                    |
| Failure to send ambulance / delay in sending ambulance           | 6                          | 2        | 18.8%                    | 6            | 12       | 0.4%                     |
| Communication / staff attitude / dignity / confidentiality       | 3                          | 3        | 9.4%                     | 120          | 2        | 7.9%                     |
| Complaints handling  | 2                          | 4=       | 6.3%                     | 39           | 5        | 2.6%                     |
| Admission / discharge / transfer procedures                      | 2                          | 4=       | 6.3%                     | 14           | 8        | 0.9%                     |
| Policy/administration  | 1                          | 6=       | 3.1%                     | 41           | 4        | 2.7%                     |
| Record Keeping   | 1                          | 6=       | 3.1%                     | 19           | 7        | 1.3%                     |
| Other  | 1                          | 6=       | 3.1%                     | 12           | 9        | 0.8%                     |
| Appointments / Admissions (delay / cancellation / waiting lists) | 0                          | -        | 0.0%                     | 67           | 3        | 4.4%                     |
| Nurses / nursing care  | 0                          | -        | 0.0%                     | 31           | 6        | 2.1%                     |
| Lists (incl difficulty registering and removal from lists)       | 0                          | -        | 0.0%                     | 11           | 10       | 0.7%                     |
| Continuing care  | 0                          | -        | 0.0%                     | 7            | 11       | 0.5%                     |
| Appliances / equipment / premises                                | 0                          | -        | 0.0%                     | 3            | 13=      | 0.2%                     |
| Hygiene / cleanliness / infection control                        | 0                          | -        | 0.0%                     | 3            | 13=      | 0.2%                     |
| Hotel services - food / laundry etc                              | 0                          | -        | 0.0%                     | 1            | 15       | 0.1%                     |
| Subject Unknown  | 0                          | -        | 0.0%                     | 8            | -        | 0.5%                     |
| Out Of Jurisdiction  | 0                          | -        | 0.0%                     | 3            | -        | 0.2%                     |
| <b>Total</b>   | <b>32</b>                  | <b>-</b> | <b>100.0%</b>            | <b>1,512</b> | <b>-</b> | <b>100.0%</b>            |
| <i>Complaints as % of total</i>                                  |                            | 2.1%     |                          | 100.0%       |          |                          |

**Health Complaints Determined by Outcome 2016-17**

| Stage                   | Outcome Group                           | Ambulance Service | Sector Total |
|-------------------------|---|-------------------|--------------|
| Advice                  | Not duly made or withdrawn              | 12                | 312          |
|                         | Premature                               | 5                 | 242          |
|                         | <b>Total</b>                            | <b>17</b>         | <b>554</b>   |
| Early Resolution        | Not duly made or withdrawn              | 1                 | 68           |
|                         | Out of jurisdiction (discretionary)     | 1                 | 58           |
|                         | Out of jurisdiction (non-discretionary) | 0                 | 20           |
|                         | Outcome not achievable                  | 0                 | 47           |
|                         | Premature                               | 1                 | 54           |
|                         | Proportionality                         | 2                 | 113          |
|                         | Resolved                                | 0                 | 12           |
| <b>Total</b>            | <b>5</b>                                | <b>372</b>        |              |
| Investigation           | Fully upheld                            | 3                 | 129          |
|                         | Some upheld                             | 0                 | 131          |
|                         | Not upheld                              | 3                 | 235          |
|                         | Not duly made or withdrawn              | 0                 | 11           |
|                         | Outcome not achievable                  | 0                 | 1            |
| <b>Total</b>            | <b>6</b>                                | <b>507</b>        |              |
| <b>Total Complaints</b> |   | <b>28</b>         | <b>1,433</b> |

|   |       |       |
|---|-------|-------|
| Total Premature Complaints                      | 6     | 296   |
| Premature Rate                                  | 21.4% | 20.7% |
| Fit for SPSO Total (Investigations)             | 6     | 507   |
| Total Cases Upheld / Some Upheld                | 3     | 260   |
| Uphold Rate (total upheld / total fit for SPSO) | 50.0% | 51.3% |

**Health Complaints Determined by Outcome 2015-16**

| Stage                   | Outcome Group                           | Ambulance Service | Sector Total |
|-------------------------|---|-------------------|--------------|
|                         | Out of jurisdiction (non-discretionary) | 0                 | 4            |
|                         | Not duly made or withdrawn              | 7                 | 348          |
|                         | Outcome not achievable                  | 0                 | 4            |
|                         | Premature                               | 3                 | 301          |
|                         | Resolved                                | 0                 | 1            |
|                         | <b>Total</b>                            | <b>10</b>         | <b>671</b>   |
| Early Resolution 1      | Out of jurisdiction (discretionary)     | 1                 | 41           |
|                         | Out of jurisdiction (non-discretionary) | 1                 | 30           |
|                         | Not duly made or withdrawn              | 2                 | 70           |
|                         | Outcome not achievable                  | 5                 | 107          |
|                         | Premature                               | 3                 | 53           |
|                         | Resolved                                | 0                 | 16           |
| <b>Total</b>            | <b>12</b>                               | <b>317</b>        |              |
| Early Resolution 2      | Fully upheld                            | 1                 | 14           |
|                         | Some upheld                             | 0                 | 4            |
|                         | Not upheld                              | 1                 | 35           |
|                         | Not duly made or withdrawn              | 0                 | 3            |
|                         | Resolved                                | 0                 | 1            |
|                         | <b>Total</b>                            | <b>2</b>          | <b>57</b>    |
| Investigation 1         | Fully upheld                            | 2                 | 115          |
|                         | Some upheld                             | 2                 | 122          |
|                         | Not upheld                              | 2                 | 178          |
|                         | Not duly made or withdrawn              | 0                 | 9            |
|                         | Resolved                                | 0                 | 1            |
|                         | <b>Total</b>                            | <b>6</b>          | <b>425</b>   |
| Investigation 2         | Fully upheld                            | 1                 | 35           |
|                         | Some upheld                             | 0                 | 3            |
|                         | Not upheld                              | 0                 | 0            |
| <b>Total</b>            | <b>1</b>                                | <b>38</b>         |              |
| <b>Total Complaints</b> |   | <b>31</b>         | <b>1508</b>  |

|   |       |       |
|---|-------|-------|
| Total Premature Complaints                      | 6     | 354   |
| Premature Rate                                  | 19.4% | 23.5% |
| Fit for SPSO Total (ER2, Inv1 & Inv2)           | 9     | 520   |
| Total Cases Upheld / Partly Upheld              | 6     | 293   |
| Uphold Rate (total upheld / total fit for SPSO) | 66.7% | 56.3% |