

Health Complaints Received by Subject 2016-17

Subject	The State Hospital				Sector Total	Rank	Complaints as % of total
	The State Hospital Board for Scotland	Total	Rank	Complaints as % of total			
Clinical treatment / Diagnosis	2	2	1	50.0%	1017	1	71.9%
Communication / staff attitude / dignity / confidentiality	1	1	2=	25.0%	106	2	7.5%
Other	1	1	2=	25.0%	15	8=	1.1%
Appointments / Admissions (delay / cancellation / waiting lists)	0	0	-	0.0%	85	3	6.0%
Policy / administration	0	0	-	0.0%	47	4	3.3%
Complaints handling	0	0	-	0.0%	39	5	2.8%
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%
Record Keeping	0	0	-	0.0%	16	8=	1.1%
Admission / discharge / transfer procedures	0	0	-	0.0%	12	11	0.8%
Failure to send ambulance / delay in sending ambulance	0	0	-	0.0%	10	12	0.7%
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>4</b>	<b>4</b>	<b>-</b>	<b>100.0%</b>	<b>1414</b>	<b>-</b>	<b>100.0%</b>

Complaints as % of total

0.28%

100.00%

Health Complaints Received by Subject 2015-16

Subject	The State Hospital			Sector Total	Rank	Complaints as % of total
	The State Hospital Board for Scotland	Rank	Complaints as % of total			
Admission / discharge / transfer procedures	1	1	100.0%	14	8	0.9%
Clinical treatment / Diagnosis	0	-	0.0%	1,127	1	74.5%
Communication / staff attitude / dignity / confidentiality	0	-	0.0%	120	2	7.9%
Appointments / Admissions (delay / cancellation / waiting lists)	0	-	0.0%	67	3	4.4%
Policy/administration	0	-	0.0%	41	4	2.7%
Complaints handling	0	-	0.0%	39	5	2.6%
Nurses / nursing care	0	-	0.0%	31	6	2.1%
Record Keeping	0	-	0.0%	19	7	1.3%
Other	0	-	0.0%	12	9	0.8%
Lists (incl difficulty registering and removal from lists)	0	-	0.0%	11	10	0.7%
Continuing care	0	-	0.0%	7	11	0.5%
Failure to send ambulance / delay in sending ambulance	0	-	0.0%	6	12	0.4%
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>1</b>	<b>-</b>	<b>100.0%</b>	<b>1,512</b>	<b>-</b>	<b>100.0%</b>

Complaints as % of total

0.07%

100.00%

Health Complaints Determined by Outcome 2016-17

Stage	Outcome Group	The State Hospital Board for Scotland	Sector Total
Advice	Not duly made or withdrawn	2	312
	Premature	0	242
	<b>Total</b>	<b>2</b>	<b>554</b>
Early Resolution	Not duly made or withdrawn	0	68
	Out of jurisdiction (discretionary)	0	58
	Out of jurisdiction (non-discretionary)	0	20
	Outcome not achievable	0	47
	Premature	0	54
	Proportionality	1	113
	Resolved	0	12
<b>Total</b>	<b>1</b>	<b>372</b>	
Investigation	Fully upheld	0	129
	Some upheld	0	131
	Not upheld	1	235
	Not duly made or withdrawn	0	11
	Outcome not achievable	0	1
	<b>Total</b>	<b>1</b>	<b>507</b>
<b>Total Complaints</b>		<b>4</b>	<b>1,433</b>

Total Premature Complaints	0	296
Premature Rate	0.0%	20.7%

Fit for SPSO Total (Investigations)	1	507
Total Cases Upheld / Some Upheld	0	260
Uphold Rate (total upheld / total fit for SPSO)	0.0%	51.3%

Health Complaints Determined by Outcome 2015-16

There were no complaints closed for the State Hospital Board in 2015-16.