

Health Complaints Received by Subject 2016-17

| Tayside NHS Board Area | | | | | | | | | |
|--|-----------------------------|-------------------|-------------------|-----------|----------|--------------------------|--------------|----------|--------------------------|
| Subject | Dentists & Dental Practices | GP & GP Practices | Tayside NHS Board | Total | Rank | Complaints as % of total | Sector Total | Rank | Complaints as % of total |
| Clinical treatment / Diagnosis | 2 | 3 | 67 | 72 | 1 | 73.5% | 1017 | 1 | 71.9% |
| Communication / staff attitude / dignity / confidentiality | 0 | 1 | 6 | 7 | 2= | 7.1% | 106 | 2 | 7.5% |
| Complaints handling | 0 | 1 | 6 | 7 | 2= | 7.1% | 39 | 5 | 2.8% |
| Appointments / Admissions (delay / cancellation / waiting lists) | 0 | 0 | 3 | 3 | 4= | 3.1% | 85 | 3 | 6.0% |
| Policy / administration | 0 | 0 | 3 | 3 | 4= | 3.1% | 47 | 4 | 3.3% |
| Admission / discharge / transfer procedures | 0 | 0 | 3 | 3 | 4= | 3.1% | 12 | 11 | 0.8% |
| Nurses / Nursing Care | 0 | 0 | 1 | 1 | 7= | 1.0% | 27 | 6 | 1.9% |
| Lists (incl difficulty registering and removal from lists) | 0 | 1 | 0 | 1 | 7= | 1.0% | 18 | 7 | 1.3% |
| Other | 0 | 0 | 1 | 1 | 7= | 1.0% | 15 | 8= | 1.1% |
| Record Keeping | 0 | 0 | 0 | 0 | - | 0.0% | 16 | 8= | 1.1% |
| 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% |
| Continuing care | 0 | 0 | 0 | 0 | - | 0.0% | 3 | 13= | 0.2% |
| Subject Unknown | 0 | 0 | 0 | 0 | - | 0.0% | 16 | - | 1.1% |
| Total | 2 | 6 | 90 | 98 | - | 100.0% | 1414 | - | 100.0% |

Complaints as % of total

6.93%

100.00%

Health Complaints Received by Subject 2015-16

| Tayside NHS Board Area | | | | | | | | | |
|--|-------------------|-----------------------------|-------------------|------------|----------|--------------------------|--------------|----------|--------------------------|
| Subject | Tayside NHS Board | Dentists & Dental Practices | GP & GP Practices | Total | Rank | Complaints as % of total | Sector Total | Rank | Complaints as % of total |
| Clinical treatment / Diagnosis | 81 | 3 | 7 | 91 | 1 | 72.8% | 1,127 | 1 | 74.5% |
| Communication / staff attitude / dignity / confidentiality | 6 | 0 | 2 | 8 | 2= | 6.4% | 120 | 2 | 7.9% |
| Complaints handling | 8 | 0 | 0 | 8 | 2= | 6.4% | 39 | 5 | 2.6% |
| Appointments / Admissions (delay / cancellation / waiting lists) | 7 | 0 | 0 | 7 | 4 | 5.6% | 67 | 3 | 4.4% |
| Nurses / nursing care | 4 | 0 | 0 | 4 | 5 | 3.2% | 31 | 6 | 2.1% |
| Policy/administration | 2 | 0 | 0 | 2 | 6= | 1.6% | 41 | 4 | 2.7% |
| Admission / discharge / transfer procedures | 2 | 0 | 0 | 2 | 6= | 1.6% | 14 | 8 | 0.9% |
| Record Keeping | 0 | 0 | 1 | 1 | 8= | 0.8% | 19 | 7 | 1.3% |
| Other | 1 | 0 | 0 | 1 | 8= | 0.8% | 12 | 9 | 0.8% |
| Lists (incl difficulty registering and removal from lists) | 0 | 0 | 1 | 1 | 8= | 0.8% | 11 | 10 | 0.7% |
| 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% |
| Hotel services - food / laundry etc | 0 | 0 | 0 | 0 | - | 0.0% | 1 | 15 | 0.1% |
| Subject Unknown | 0 | 0 | 0 | 0 | - | 0.0% | 8 | - | 0.5% |
| Out Of Jurisdiction | 0 | 0 | 0 | 0 | - | 0.0% | 3 | - | 0.2% |
| Total | 111 | 3 | 11 | 125 | - | 100.0% | 1,512 | - | 100.0% |

Complaints as % of total

8.3%

100.0%

Health Complaints Determined by Outcome 2016-17

| Stage | Outcome Group | Tayside NHS Board Area | | | | Sector Total |
|-------------------------|---|-----------------------------|-------------------|-------------------|--------------|--------------|
| | | Dentists & Dental Practices | GP & GP Practices | Tayside NHS Board | Total | |
| Advice | Not duly made or withdrawn | 0 | 1 | 19 | 20 | 312 |
| | Premature | 0 | 0 | 25 | 25 | 242 |
| | Total | 0 | 1 | 44 | 45 | 554 |
| Early Resolution | Not duly made or withdrawn | 0 | 1 | 4 | 5 | 68 |
| | Out of jurisdiction (discretionary) | 0 | 0 | 4 | 4 | 58 |
| | Out of jurisdiction (non-discretionary) | 0 | 0 | 1 | 1 | 20 |
| | Outcome not achievable | 0 | 0 | 3 | 3 | 47 |
| | Premature | 0 | 1 | 5 | 6 | 54 |
| | Proportionality | 0 | 0 | 6 | 6 | 113 |
| | Total | 0 | 2 | 23 | 25 | 372 |
| Investigation | Fully upheld | 0 | 0 | 9 | 9 | 129 |
| | Some upheld | 2 | 0 | 6 | 8 | 131 |
| | Not upheld | 1 | 3 | 12 | 16 | 235 |
| | Not duly made or withdrawn | 0 | 0 | 2 | 2 | 11 |
| | Total | 3 | 3 | 29 | 35 | 507 |
| Total Complaints | 3 | 6 | 96 | 105 | 1,433 | |

| | | | | | |
|----------------------------|------|-------|-------|-------|-------|
| Total Premature Complaints | 0 | 1 | 30 | 31 | 296 |
| Premature Rate | 0.0% | 16.7% | 31.3% | 29.5% | 20.7% |

| | | | | | |
|---|-------|------|-------|-------|-------|
| Fit for SPSO Total (Investigations) | 3 | 3 | 29 | 35 | 507 |
| Total Cases Upheld / Some Upheld | 2 | 0 | 15 | 17 | 260 |
| Uphold Rate (total upheld / total fit for SPSO) | 66.7% | 0.0% | 51.7% | 48.6% | 51.3% |

Health Complaints Determined by Outcome 2015-16

| Stage | Outcome Group | Tayside NHS Board Area | | | | Sector Total |
|-------------------------|---|------------------------|-----------------------------|-------------------|-------------|--------------|
| | | Tayside NHS Board | Dentists & Dental Practices | GP & GP Practices | Total | |
| Advice | Out of jurisdiction (discretionary) | 2 | 0 | 0 | 2 | 13 |
| | Out of jurisdiction (non-discretionary) | 0 | 0 | 0 | 0 | 4 |
| | Not duly made or withdrawn | 20 | 0 | 1 | 21 | 348 |
| | Outcome not achievable | 0 | 0 | 0 | 0 | 4 |
| | Premature | 27 | 0 | 1 | 28 | 301 |
| | Total | 49 | 0 | 2 | 51 | 671 |
| Early Resolution 1 | Out of jurisdiction (discretionary) | 4 | 0 | 0 | 4 | 41 |
| | Out of jurisdiction (non-discretionary) | 3 | 0 | 0 | 3 | 30 |
| | Not duly made or withdrawn | 4 | 0 | 1 | 5 | 70 |
| | Outcome not achievable | 14 | 0 | 2 | 16 | 107 |
| | Premature | 8 | 0 | 0 | 8 | 53 |
| | Total | 34 | 0 | 3 | 37 | 317 |
| Early Resolution 2 | Fully upheld | 1 | 0 | 1 | 2 | 14 |
| | Some upheld | 1 | 0 | 0 | 1 | 4 |
| | Not upheld | 0 | 1 | 2 | 3 | 35 |
| | Not duly made or withdrawn | 0 | 0 | 0 | 0 | 3 |
| | Resolved | 0 | 0 | 0 | 0 | 1 |
| | Total | 2 | 1 | 3 | 6 | 57 |
| Investigation 1 | Fully upheld | 6 | 0 | 1 | 7 | 115 |
| | Some upheld | 5 | 0 | 1 | 6 | 122 |
| | Not upheld | 17 | 1 | 5 | 23 | 178 |
| | Not duly made or withdrawn | 2 | 0 | 0 | 2 | 9 |
| | Resolved | 0 | 0 | 0 | 0 | 1 |
| | Total | 30 | 1 | 7 | 38 | 425 |
| Investigation 2 | Fully upheld | 0 | 0 | 1 | 1 | 35 |
| | Some upheld | 0 | 0 | 0 | 0 | 3 |
| | Not upheld | 0 | 0 | 0 | 0 | 0 |
| | Total | 0 | 0 | 1 | 1 | 38 |
| Total Complaints | 115 | 2 | 16 | 133 | 1508 | |

| | | | | | |
|----------------------------|-------|------|------|-------|-------|
| Total Premature Complaints | 35 | 0 | 1 | 36 | 354 |
| Premature Rate | 30.4% | 0.0% | 6.3% | 27.1% | 23.5% |

| | | | | | |
|---|-------|------|-------|-------|-------|
| Fit for SPSO Total (ER2, Inv1 & Inv2) | 32 | 2 | 11 | 45 | 520 |
| Total Cases Upheld / Partly Upheld | 13 | 0 | 4 | 17 | 293 |
| Uphold Rate (total upheld / total fit for SPSO) | 40.6% | 0.0% | 36.4% | 37.8% | 56.3% |

Prison Health Care Complaints Received by Authority 2016-17

| Subject | Tayside | Sector Total |
|--|-----------|--------------|
| Appointments / Admissions (delay / cancellation / waiting lists) | 0 | 3 |
| Clinical treatment / Diagnosis | 15 | 132 |
| Communication / staff attitude / dignity / confidentiality | 0 | 4 |
| Complaints handling | 0 | 5 |
| Nurses / nursing care | 0 | 1 |
| Policy/administration | 1 | 2 |
| Total Complaints | 16 | 147 |

Prison Health Care Complaints Received by Authority 2015-16

| Subject | Tayside | Sector Total |
|--|-----------|--------------|
| Admission / discharge / transfer procedures | 1 | 2 |
| Appointments / Admissions (delay / cancellation / waiting lists) | 1 | 3 |
| Clinical treatment / Diagnosis | 10 | 125 |
| Communication / staff attitude / dignity / confidentiality | 0 | 1 |
| Complaints handling | 2 | 3 |
| Nurses / nursing care | 0 | 2 |
| Policy/administration | 0 | 1 |
| Total Complaints | 14 | 137 |

Prison Health Complaints Closed by Outcome and Authority 2015-16

| Stage | Outcome Group | Tayside | Sector Total |
|-------------------------|---|-----------|--------------|
| Advice | Not duly made or withdrawn | 4 | 34 |
| | Premature | 6 | 54 |
| | Total | 10 | 88 |
| Early Resolution | Not duly made or withdrawn | 2 | 13 |
| | Out of jurisdiction (non-discretionary) | 0 | 2 |
| | Outcome not achievable | 0 | 3 |
| | Premature | 1 | 12 |
| | Proportionality | 2 | 8 |
| | Resolved | 0 | 2 |
| Total | 5 | 40 | |
| Investigation | Fully upheld | 1 | 5 |
| | Some upheld | 0 | 4 |
| | Not upheld | 1 | 16 |
| | Not duly made or withdrawn | 1 | 1 |
| | Total | 3 | 26 |
| Total Complaints | | 18 | 154 |

Prison Health Complaints Closed by Outcome and Authority 2015-16

| Stage | Outcome Group | Tayside | Sector Total |
|----------------------------|---|--------------|--------------|
| Advice | Not duly made or withdrawn | 4 | 39 |
| | Premature | 4 | 44 |
| | Resolved | 0 | 1 |
| | Total | 8 | 84 |
| Early Resolution 1 | Not duly made or withdrawn | 1 | 5 |
| | Out of jurisdiction (non-discretionary) | 1 | 4 |
| | Outcome not achievable | 0 | 3 |
| | Premature | 0 | 5 |
| | Resolved | 0 | 1 |
| | Total | 2 | 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 |
| Some upheld | | 1 | 4 |
| Not upheld | | 3 | 12 |
| Not duly made or withdrawn | | 1 | 2 |
| Total | | 5 | 24 |
| Total Complaints | | 15 | 138 |