

Health Complaints Received by Subject 2017-18

| Subject | Ayrshire & Arran NHS Board Area | | | | | | Sector Total | Rank | Complaints as % of total |
|--|---------------------------------|-----------------------------|-------------------|-----------|------|--------------------------|--------------|------|--------------------------|
| | Ayrshire and Arran NHS Board | Dentists & Dental Practices | GP & GP Practices | Total | Rank | Complaints as % of total | | | |
| Clinical treatment / diagnosis | 48 | 5 | 8 | 61 | 1 | 70.93% | 870 | 1 | 62.01% |
| Complaints handling | 6 | 1 | 0 | 7 | 2 | 8.14% | 63 | 4 | 4.49% |
| Communication / staff attitude / dignity / confidentiality | 2 | 0 | 4 | 6 | 3 | 6.98% | 112 | 2 | 7.98% |
| Appointments / Admissions (delay / cancellation / waiting lists) | 3 | 0 | 1 | 4 | 4 | 4.65% | 87 | 3 | 6.20% |
| Nurses / nursing care | 2 | 0 | 0 | 2 | 5= | 2.33% | 28 | 6 | 2.00% |
| Lists (incl difficulty registering and removal from lists) | 0 | 0 | 2 | 2 | 5= | 2.33% | 21 | 8 | 1.50% |
| Admission / discharge / transfer procedures | 1 | 0 | 0 | 1 | 7= | 1.16% | 25 | 7 | 1.78% |
| Hotel services - food / laundry etc | 1 | 0 | 0 | 1 | 7= | 1.16% | 3 | 13= | 0.21% |
| Policy / administration | 0 | 0 | 0 | 0 | - | 0.00% | 62 | 5 | 4.42% |
| Failure to send ambulance / delay in sending ambulance | 0 | 0 | 0 | 0 | - | 0.00% | 10 | 9 | 0.71% |
| Other | 0 | 0 | 0 | 0 | - | 0.00% | 7 | 10 | 0.50% |
| Record keeping | 0 | 0 | 0 | 0 | - | 0.00% | 6 | 11 | 0.43% |
| Continuing care | 0 | 0 | 0 | 0 | - | 0.00% | 4 | 12 | 0.29% |
| Hygiene / cleanliness / infection control | 0 | 0 | 0 | 0 | - | 0.00% | 3 | 13= | 0.21% |
| Adult Social Work Services (where not covered by HSCP) | 0 | 0 | 0 | 0 | - | 0.00% | 2 | 15= | 0.14% |
| Appliances / equipment / premises | 0 | 0 | 0 | 0 | - | 0.00% | 2 | 15= | 0.14% |
| Subject unknown | 2 | 0 | 0 | 2 | - | 2.33% | 94 | - | 6.70% |
| Out of jurisdiction | 0 | 0 | 0 | 0 | - | 0.00% | 4 | - | 0.29% |
| Total | 65 | 6 | 15 | 86 | | 100.00% | 1,403 | | 100.00% |

Complaints as % of total

6.13%

100.00%

Health Complaints Received by Subject 2016-17

| Subject | Ayrshire & Arran NHS Board Area | | | | | | Sector Total | Rank | Complaints as % of total |
|--|---------------------------------|-----------------------------|-------------------|---------------------------------|-----------|------|--------------|------|--------------------------|
| | Ayrshire and Arran NHS Board | Dentists & Dental Practices | GP & GP Practices | Pharmacists & Pharmacy Services | Total | Rank | | | |
| Clinical treatment / Diagnosis | 60 | 1 | 12 | 1 | 74 | 1 | 1017 | 1 | 71.9% |
| Communication / staff attitude / dignity / confidentiality | 4 | 0 | 2 | 0 | 6 | 2 | 106 | 2 | 7.5% |
| Appointments / Admissions (delay / cancellation / waiting lists) | 4 | 0 | 0 | 0 | 4 | 3 | 85 | 3 | 6.0% |
| Complaints handling | 3 | 0 | 0 | 0 | 3 | 4 | 39 | 5 | 2.8% |
| Policy / administration | 0 | 0 | 1 | 0 | 1 | 5= | 47 | 4 | 3.3% |
| Nurses / Nursing Care | 1 | 0 | 0 | 0 | 1 | 5= | 27 | 6 | 1.9% |
| Lists (incl difficulty registering and removal from lists) | 0 | 0 | 1 | 0 | 1 | 5= | 18 | 7 | 1.3% |
| Record Keeping | 0 | 0 | 0 | 0 | 0 | - | 16 | 8= | 1.1% |
| Other | 0 | 0 | 0 | 0 | 0 | - | 15 | 8= | 1.1% |
| Admission / discharge / transfer procedures | 0 | 0 | 0 | 0 | 0 | - | 12 | 11 | 0.8% |
| Failure to send ambulance / delay in sending ambulance | 0 | 0 | 0 | 0 | 0 | - | 10 | 12 | 0.7% |
| Appliances / equipment / premises | 0 | 0 | 0 | 0 | 0 | - | 3 | 13= | 0.2% |
| Continuing care | 0 | 0 | 0 | 0 | 0 | - | 3 | 13= | 0.2% |
| Subject Unknown | 2 | 0 | 0 | 0 | 2 | - | 16 | - | 1.1% |
| Total | 74 | 1 | 16 | 1 | 92 | | 1414 | | 100.0% |

Complaints as % of total

6.51%

100.00%

Health Complaints Determined by Outcome 2017-18

| Stage | Outcome Group | Ayrshire & Arran NHS Board Area | | | | Sector Total |
|-------------------------|---|---------------------------------|------------------|-------------------|--------------|--------------|
| | | Ayrshire and Arran NHS Board | Dental Practices | GP & GP Practices | Total | |
| Advice | Not duly made or withdrawn | 13 | 0 | 2 | 15 | 256 |
| | Out of jurisdiction (non-discretionary) | 0 | 0 | 0 | 0 | 2 |
| | Outcome not achievable | 0 | 0 | 0 | 0 | 1 |
| | Premature | 17 | 0 | 1 | 18 | 242 |
| | Total | 30 | 0 | 3 | 33 | 501 |
| Early Resolution | Not duly made or withdrawn | 4 | 0 | 2 | 6 | 62 |
| | Out of jurisdiction (discretionary) | 3 | 0 | 0 | 3 | 52 |
| | Out of jurisdiction (non-discretionary) | 1 | 1 | 2 | 4 | 32 |
| | Outcome not achievable | 0 | 0 | 0 | 0 | 36 |
| | Premature | 3 | 0 | 0 | 3 | 59 |
| | Proportionality | 5 | 2 | 1 | 8 | 195 |
| | Resolved | 0 | 0 | 0 | 0 | 14 |
| | Total | 16 | 3 | 5 | 24 | 450 |
| Investigation | Fully upheld | 4 | 0 | 1 | 5 | 120 |
| | Some upheld | 12 | 0 | 1 | 13 | 141 |
| | Not upheld | 3 | 2 | 5 | 10 | 172 |
| | Not duly made or withdrawn | 0 | 0 | 0 | 0 | 6 |
| | Resolved | 0 | 0 | 0 | 0 | 1 |
| | Total | 19 | 2 | 7 | 28 | 440 |
| Total Complaints | 65 | 5 | 15 | 85 | 1,391 | |

| | | | | | |
|-----------------------------------|-------|------|------|-------|-------|
| <i>Total Premature Complaints</i> | 20 | 0 | 1 | 21 | 301 |
| <i>Premature Rate</i> | 30.8% | 0.0% | 6.7% | 24.7% | 21.6% |

| | | | | | |
|--------------------------------------|--------|-------|-------|-------|-------|
| <i>Total Investigation Decisions</i> | 3 | 2 | 5 | 433 | 433 |
| <i>Total Upholds</i> | 3 | 1 | 4 | 261 | 261 |
| <i>Uphold Rate</i> | 100.0% | 50.0% | 80.0% | 60.3% | 60.3% |

| | | | | | |
|------------------------------------|--------|-------|-------|-------|-------|
| <i>Old Uphold Rate Calculation</i> | | | | | |
| <i>Total Cases 'Fit for SPSO'</i> | 3 | 2 | 5 | 440 | 440 |
| <i>Total Upholds</i> | 3 | 1 | 4 | 261 | 261 |
| <i>Uphold Rate</i> | 100.0% | 50.0% | 80.0% | 59.3% | 59.3% |

Health Complaints Determined by Outcome 2016-17

| Stage | Outcome Group | Ayrshire & Arran NHS Board Area | | | | Sector Total |
|-------------------------|---|---------------------------------|-------------------|---------------------------------|--------------|--------------|
| | | Ayrshire and Arran NHS Board | GP & GP Practices | Pharmacists & Pharmacy Services | Total | |
| Advice | Not duly made or withdrawn | 19 | 0 | 0 | 19 | 312 |
| | Premature | 21 | 2 | 0 | 23 | 242 |
| | Total | 40 | 2 | 0 | 42 | 554 |
| | Total | 19 | 0 | 0 | 19 | 312 |
| Early Resolution | Not duly made or withdrawn | 3 | 1 | 0 | 4 | 68 |
| | Out of jurisdiction | 2 | 0 | 0 | 2 | 58 |
| | Out of jurisdiction (non-discretionary) | 0 | 0 | 0 | 0 | 20 |
| | Outcome not achievable | 2 | 1 | 0 | 3 | 47 |
| | Premature | 3 | 1 | 1 | 5 | 54 |
| | Proportionality | 2 | 3 | 0 | 5 | 113 |
| | Resolved | 0 | 1 | 0 | 1 | 12 |
| | Total | 12 | 7 | 1 | 20 | 372 |
| Investigation | Fully upheld | 6 | 0 | 0 | 6 | 129 |
| | Some upheld | 9 | 2 | 0 | 11 | 131 |
| | Not upheld | 9 | 6 | 0 | 15 | 235 |
| | Not duly made or withdrawn | 0 | 0 | 0 | 0 | 11 |
| | Outcome not achievable | 0 | 0 | 0 | 0 | 1 |
| | Total | 24 | 8 | 0 | 32 | 507 |
| Total Complaints | 76 | 17 | 1 | 94 | 1,433 | |

| | | | | | |
|-----------------------------------|-------|-------|--------|-------|-------|
| <i>Total Premature Complaints</i> | 24 | 3 | 1 | 28 | 296 |
| <i>Premature Rate</i> | 31.6% | 17.6% | 100.0% | 29.8% | 20.7% |

| | | | | | |
|--|-------|-------|---|-------|-------|
| <i>Fit for SPSO Total (Investigations)</i> | 24 | 8 | 0 | 32 | 507 |
| <i>Total Cases Upheld / Some Upheld</i> | 15 | 2 | 0 | 17 | 260 |
| <i>Uphold Rate (total upheld / total fit for SPSO)</i> | 62.5% | 25.0% | - | 53.1% | 51.3% |

Prison Health Care Complaints Received by Authority 2017-18

| Subject | Ayrshire and Arran NHS Board | Sector Total |
|--|------------------------------|--------------|
| Admission / discharge / transfer procedures | 0 | 1 |
| Appointments / Admissions (delay / cancellation / waiting lists) | 2 | 8 |
| Clinical treatment / diagnosis | 11 | 85 |
| Communication / staff attitude / dignity / confidentiality | 0 | 2 |
| Complaints handling | 0 | 2 |
| Nurses / nursing care | 0 | 1 |
| Other | 0 | 1 |
| Total | 13 | 100 |

Prison Health Complaints Closed by Outcome and Authority 2017-18

| Stage | Outcome Group | Ayrshire and Arran NHS Board | Sector Total |
|-------------------------|---|------------------------------|--------------|
| Advice | Not duly made or withdrawn | 3 | 24 |
| | Premature | 6 | 39 |
| | Total | 9 | 63 |
| Early Resolution | Not duly made or withdrawn | 1 | 6 |
| | Out of jurisdiction (discretionary) | 0 | 2 |
| | Out of jurisdiction (non-discretionary) | 1 | 5 |
| | Premature | 0 | 3 |
| | Proportionality | 1 | 13 |
| | Total | 3 | 29 |
| Investigation | Fully upheld | 0 | 3 |
| | Some upheld | 1 | 3 |
| | Not upheld | 1 | 10 |
| | Not duly made or withdrawn | 0 | 2 |
| | Total | 2 | 18 |
| Total Complaints | | 14 | 110 |

Prison Health Care Complaints Received by Authority 2016-17

| Subject | Ayrshire and Arran NHS Board | Sector Total |
|--|------------------------------|--------------|
| Appointments / Admissions (delay / cancellation / waiting lists) | 0 | 3 |
| Clinical treatment / Diagnosis | 10 | 132 |
| Communication / staff attitude / dignity / confidentiality | 0 | 4 |
| Complaints handling | 1 | 5 |
| Nurses / nursing care | 0 | 1 |
| Policy/administration | 0 | 2 |
| Total Complaints | 11 | 147 |

Prison Health Complaints Closed by Outcome and Authority 2016-17

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