

Health Complaints Received by Subject 2017-18

Subject	Fife NHS Board Area							Sector Total	Rank	Complaints as % of total
	Fife NHS Board	Dentists & Dental Practices	GP & GP Practices	Pharmacists & Pharmacy Services	Total	Rank	Complaints as % of total			
Clinical treatment / diagnosis	38	3	9	0	50	1	68.49%	870	1	62.01%
Communication / staff attitude / dignity / confidentiality	4	0	2	0	6	2	8.22%	112	2	7.98%
Appointments / Admissions (delay / cancellation / waiting lists)	3	0	1	0	4	3=	5.48%	87	3	6.20%
Policy / administration	2	0	1	1	4	3=	5.48%	62	5	4.42%
Admission / discharge / transfer procedures	3	0	1	0	4	5	5.48%	25	7	1.78%
Nurses / nursing care	2	0	0	0	2	6	2.74%	28	6	2.00%
Complaints handling	0	0	0	0	0	-	0.00%	63	4	4.49%
Lists (incl difficulty registering and removal from lists)	0	0	0	0	0	-	0.00%	21	8	1.50%
Failure to send ambulance / delay in sending ambulance	0	0	0	0	0	-	0.00%	10	9	0.71%
Other	0	0	0	0	0	-	0.00%	7	10	0.50%
Record keeping	0	0	0	0	0	-	0.00%	6	11	0.43%
Continuing care	0	0	0	0	0	-	0.00%	4	12	0.29%
Hotel services - food / laundry etc	0	0	0	0	0	-	0.00%	3	13=	0.21%
Hygiene / cleanliness / infection control	0	0	0	0	0	-	0.00%	3	13=	0.21%
Adult Social Work Services (where not covered by HSCP)	0	0	0	0	0	-	0.00%	2	15=	0.14%
Appliances / equipment / premises	0	0	0	0	0	-	0.00%	2	15=	0.14%
Subject unknown	3	0	0	0	3	-	4.11%	94	-	6.70%
Out of jurisdiction	0	0	0	0	0	-	0.00%	4	-	0.29%
<b>Total</b>	<b>55</b>	<b>3</b>	<b>14</b>	<b>1</b>	<b>73</b>		<b>100.00%</b>	<b>1,403</b>		<b>100.00%</b>

Complaints as % of total

5.20%

100.00%

Health Complaints Received by Subject 2016-17

Subject	Fife NHS Board Area							Sector Total	Rank	Complaints as % of total
	Dentists & Dental Practices	Fife NHS Board	GP & GP Practices	Total	Rank	Complaints as % of total				
Clinical treatment / Diagnosis	1	41	7	49	1	74.2%	1017	1	71.9%	
Nurses / Nursing Care	0	4	0	4	2	6.1%	27	6	1.9%	
Appointments / Admissions (delay / cancellation / waiting lists)	0	2	1	3	3=	4.5%	85	3	6.0%	
Policy / administration	0	3	0	3	3=	4.5%	47	4	3.3%	
Complaints handling	0	2	1	3	3=	4.5%	39	5	2.8%	
Communication / staff attitude / dignity / confidentiality	0	2	0	2	6	3.0%	106	2	7.5%	
Other	0	1	0	1	7=	1.5%	15	8=	1.1%	
Lists (incl difficulty registering and removal from lists)	0	0	0	0	-	0.0%	18	7	1.3%	
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%	
Continuing care	0	0	0	0	-	0.0%	3	13=	0.2%	
Subject Unknown	0	1	0	1	-	1.5%	16	-	1.1%	
<b>Total</b>	<b>1</b>	<b>56</b>	<b>9</b>	<b>66</b>		<b>100.0%</b>	<b>1414</b>		<b>100.0%</b>	

Complaints as % of total

4.67%

100.00%

Health Complaints Determined by Outcome 2017-18

Stage	Outcome Group	Fife NHS Board Area				Total	Sector Total
		Fife NHS Board	Dentists & Dental Practices	GP & GP Practices	Pharmacists & Pharmacy Services		
Advice	Not duly made or withdrawn	9	0	0	0	9	256
	Out of jurisdiction (non-discretionary)	0	0	0	0	0	2
	Outcome not achievable	0	0	0	0	0	1
	Premature	2	0	1	0	3	242
	<b>Total</b>	<b>11</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>12</b>	<b>501</b>
Early Resolution	Not duly made or withdrawn	2	0	2	0	4	62
	Out of jurisdiction (discretionary)	0	0	1	0	1	52
	Out of jurisdiction (non-discretionary)	1	2	0	0	3	32
	Outcome not achievable	4	1	1	1	7	36
	Premature	3	0	0	0	3	59
	Proportionality	3	0	5	0	8	195
	Resolved	3	0	0	0	3	14
	<b>Total</b>	<b>16</b>	<b>3</b>	<b>9</b>	<b>1</b>	<b>29</b>	<b>450</b>
Investigation	Fully upheld	8	0	2	0	10	120
	Some upheld	10	0	2	0	12	141
	Not upheld	6	0	1	0	7	172
	Not duly made or withdrawn	0	0	0	0	0	6
	Resolved	0	0	0	0	0	1
	<b>Total</b>	<b>24</b>	<b>0</b>	<b>5</b>	<b>0</b>	<b>29</b>	<b>440</b>
<b>Total Complaints</b>		<b>51</b>	<b>3</b>	<b>15</b>	<b>1</b>	<b>70</b>	<b>1,391</b>

<i>Total Premature Complaints</i>	5	0	1	0	6	301
<i>Premature Rate</i>	9.8%	0.0%	6.7%	0.0%	8.6%	21.6%

<i>Total Investigation Decisions</i>	24	0	5	0	29	433
<i>Total Upholds</i>	18	0	4	0	22	261
<i>Uphold Rate</i>	75.0%	-	80.0%	-	75.9%	60.3%

<i>Old Uphold Rate Calculation</i>						
<i>Total Cases 'Fit for SPSO'</i>	24	0	5	0	29	440
<i>Total Upholds</i>	18	0	4	0	22	261
<i>Uphold Rate</i>	75.0%	-	80.0%	-	75.9%	59.3%

Health Complaints Determined by Outcome 2016-17

Stage	Outcome Group	Fife NHS Board Area				Sector Total
		Dentists & Dental Practices	Fife NHS Board	GP & GP Practices	Total	
Advice	Not duly made or withdrawn	0	14	0	14	312
	Premature	0	4	0	4	242
	<b>Total</b>	<b>0</b>	<b>18</b>	<b>0</b>	<b>18</b>	<b>554</b>
Early Resolution	Not duly made or withdrawn	0	1	0	1	68
	Out of jurisdiction (discretionary)	0	3	1	4	58
	Out of jurisdiction (non-discretionary)	0	1	1	2	20
	Outcome not achievable	0	4	2	6	47
	Premature	0	3	0	3	54
	Proportionality	0	4	1	5	113
	Resolved	0	0	1	1	12
<b>Total</b>	<b>0</b>	<b>16</b>	<b>6</b>	<b>22</b>	<b>372</b>	
Investigation	Fully upheld	0	4	2	6	129
	Some upheld	0	5	1	6	131
	Not upheld	1	11	3	15	235
	Not duly made or withdrawn	0	2	1	3	11
	Outcome not achievable	0	0	0	0	1
	<b>Total</b>	<b>1</b>	<b>22</b>	<b>7</b>	<b>30</b>	<b>507</b>
<b>Total Complaints</b>		<b>1</b>	<b>56</b>	<b>13</b>	<b>70</b>	<b>1,433</b>

<i>Total Premature Complaints</i>	0	7	0	7	296
<i>Premature Rate</i>	0.0%	12.5%	0.0%	10.0%	20.7%

<i>Fit for SPSO Total (Investigations)</i>	1	22	7	30	507
<i>Total Cases Upheld / Some Upheld</i>	0	9	3	12	260
<i>Uphold Rate (total upheld / total fit for SPSO)</i>	0.0%	40.9%	42.9%	40.0%	51.3%