

Health Complaints Received by Subject 2017-18

Subject	Greater Glasgow & Clyde NHS Board Area								Sector Total	Rank	Complaints as % of total
	Greater Glasgow and Clyde NHS Board	Dentists & Dental Practices	GP & GP Practices	Opticians	Pharmacists & Pharmacy Services	Total	Rank	Complaints as % of total			
Clinical treatment / diagnosis	148	6	29	0	1	184	1	65.95%	870	1	62.01%
Appointments / Admissions (delay / cancellation / waiting lists)	23	0	0	0	0	23	2	8.24%	87	3	6.20%
Communication / staff attitude / dignity / confidentiality	13	1	5	0	0	19	3	6.81%	112	2	7.98%
Complaints handling	8	0	2	1	0	11	4	3.94%	63	4	4.49%
Policy / administration	7	0	3	0	0	10	5	3.58%	62	5	4.42%
Nurses / nursing care	7	0	0	0	0	7	6	2.51%	28	6	2.00%
Admission / discharge / transfer procedures	5	0	0	0	0	5	7	1.79%	25	7	1.78%
Lists (incl difficulty registering and removal from lists)	0	0	3	0	0	3	8	1.08%	21	8	1.50%
Other	2	0	0	0	0	2	9	0.72%	7	10	0.50%
Record keeping	1	0	0	0	0	1	10=	0.36%	6	11	0.43%
Continuing care	1	0	0	0	0	1	10=	0.36%	4	12	0.29%
Hotel services - food / laundry etc	1	0	0	0	0	1	10=	0.36%	3	13=	0.21%
Failure to send ambulance / delay in sending	0	0	0	0	0	0	-	0.00%	10	9	0.71%
Hygiene / cleanliness / infection control	0	0	0	0	0	0	-	0.00%	3	13=	0.21%
Adult Social Work Services (where not covered by)	0	0	0	0	0	0	-	0.00%	2	15=	0.14%
Appliances / equipment / premises	0	0	0	0	0	0	-	0.00%	2	15=	0.14%
Subject unknown	12	0	0	0	0	12	-	4.30%	94	-	6.70%
Out of jurisdiction	0	0	0	0	0	0	-	0.00%	4	-	0.29%
Total	228	7	42	1	1	279		100.00%	1,403		100.00%

Complaints as % of total

19.89%

100.00%

Subject	Greater Glasgow & Clyde							Sector Total	Rank	Complaints as % of total
	Dentists & Dental Practices	GP & GP Practices	Greater Glasgow and Clyde NHS Board	Pharmacists & Pharmacy Services	Total	Rank	Complaints as % of total			
Clinical treatment / Diagnosis	7	31	215	0	253	1	75.7%	1017	1	71.9%
Appointments / Admissions (delay / cancellation / waiting lists)	0	3	22	0	25	2	7.5%	85	3	6.0%
Communication / staff attitude / dignity / confidentiality	0	4	15	0	19	3	5.7%	106	2	7.5%
Policy / administration	0	1	6	0	7	4	2.1%	47	4	3.3%
Nurses / Nursing Care	0	0	6	0	6	5	1.8%	27	6	1.9%
Record Keeping	0	2	3	0	5	6=	1.5%	16	8=	1.1%
Other	0	0	4	1	5	6=	1.5%	15	8=	1.1%
Complaints handling	1	0	3	0	4	8=	1.2%	39	5	2.8%
Lists (incl difficulty registering and removal from lists)	0	2	0	0	2	10=	0.6%	18	7	1.3%
Admission / discharge / transfer procedures	0	0	2	0	2	10=	0.6%	12	11	0.8%
Appliances / equipment / premises	0	0	1	0	1	12=	0.3%	3	13=	0.2%
Continuing care	0	0	1	0	1	12=	0.3%	3	13=	0.2%
Failure to send ambulance / delay in sending ambulance	0	0	0	0	0	-	0.0%	10	12	0.7%
Subject Unknown	0	0	4	0	4	-	1.2%	16	-	1.1%
Total	8	43	282	1	334		100.0%	1414		100.0%

Complaints as % of total

23.62%

100.00%

Health Complaints Determined by Outcome 2017-18

Stage	Outcome Group	Greater Glasgow & Clyde NHS Board Area					Total	Sector Total	
		Greater Glasgow and Clyde NHS Board	Dentists & Dental Practices	GP & GP Practices	Opticians	Pharmacists & Pharmacy Services			
Advice	Not duly made or withdrawn	42	0	0	0	0	42	256	
	Out of jurisdiction (non-discretionary)	0	0	0	0	0	0	2	
	Outcome not achievable	0	0	0	0	0	0	1	
	Premature	30	0	5	0	0	35	242	
	Total	72	0	5	0	0	77	501	
Early Resolution	Not duly made or withdrawn	11	1	1	0	0	13	62	
	Out of jurisdiction (discretionary)	9	0	0	0	0	9	52	
	Out of jurisdiction (non-discretionary)	1	3	3	0	0	7	32	
	Outcome not achievable	9	0	0	0	0	9	36	
	Premature	9	1	1	0	0	11	59	
	Proportionality	37	1	12	1	1	52	195	
	Resolved	1	0	0	0	0	1	14	
	Total	77	6	17	1	1	102	450	
	Investigation	Fully upheld	30	0	2	0	0	32	120
		Some upheld	35	1	0	0	0	36	141
Not upheld		25	3	20	0	0	48	172	
Not duly made or withdrawn		0	0	0	0	0	0	6	
Resolved		0	0	0	0	0	0	1	
Total		90	4	22	0	0	116	440	
Total Complaints		239	10	44	1	1	295	1,391	

<i>Total Premature Complaints</i>	39	1	6	0	0	46	301
<i>Premature Rate</i>	16.3%	10.0%	13.6%	0.0%	0.0%	15.6%	21.6%

<i>Total Investigation Decisions</i>	90	4	22	0	0	116	433
<i>Total Upholds</i>	65	1	2	0	0	68	261
<i>Uphold Rate</i>	72.2%	25.0%	9.1%	-	-	58.6%	60.3%

Old Uphold Rate Calculation

<i>Total Cases 'Fit for SPSO'</i>	90	4	22	0	0	116	440
<i>Total Upholds</i>	65	1	2	0	0	68	261
<i>Uphold Rate</i>	72.2%	25.0%	9.1%	-	-	58.6%	59.3%

Health Complaints Determined by Outcome 2016-17

Stage	Outcome Group	Greater Glasgow & Clyde NHS Board Area					Total	Sector Total	
		Dentists & Dental Practices	GP & GP Practices	Greater Glasgow and Clyde NHS Board	Pharmacists & Pharmacy Services				
Advice	Not duly made or withdrawn	0	1	65	0	0	66	312	
	Premature	0	2	43	0	0	45	242	
	Total	0	3	108	0	0	111	554	
	Early Resolution	Not duly made or withdrawn	0	3	8	0	0	11	68
Out of jurisdiction (discretionary)		1	3	12	0	0	16	58	
Out of jurisdiction (non-discretionary)		0	2	3	0	0	5	20	
Outcome not achievable		0	1	6	0	0	7	47	
Premature		0	2	9	0	0	11	54	
Proportionality		0	6	21	1	0	28	113	
Resolved		1	1	1	0	0	3	12	
Total		2	18	60	1	0	81	372	
Investigation		Fully upheld	1	1	23	0	0	25	129
		Some upheld	0	4	24	1	0	29	131
	Not upheld	3	7	51	0	0	61	235	
	Not duly made or withdrawn	0	0	0	0	0	0	11	
	Outcome not achievable	0	0	1	0	0	1	1	
	Total	4	12	99	1	0	116	507	
Total Complaints	6	33	267	2	0	308	1,433		

<i>Total Premature Complaints</i>	0	4	52	0	0	56	296
<i>Premature Rate</i>	0.0%	12.1%	19.5%	0.0%	0.0%	18.2%	20.7%

<i>Fit for SPSO Total (Investigations)</i>	4	12	99	1	0	116	507
<i>Total Cases Upheld / Some Upheld</i>	1	5	47	1	0	54	260
<i>Uphold Rate (total upheld / total fit for SPSO)</i>	25.0%	41.7%	47.5%	100.0%	0.0%	46.6%	51.3%

Prison Health Care Complaints Received by Authority 2017-18

Subject	Greater Glasgow and Clyde NHS Board	Sector Total
Admission / discharge / transfer procedures	1	1
Appointments / Admissions (delay / cancellation / waiting lists)	1	8
Clinical treatment / diagnosis	20	85
Communication / staff attitude / dignity / confidentiality	0	2
Complaints handling	0	2
Nurses / nursing care	1	1
Other	1	1
Total	24	100

Prison Health Care Complaints Received by Authority 2016-17

Subject	Greater Glasgow & Clyde	Sector Total
Appointments / Admissions (delay / cancellation / waiting lists)	1	3
Clinical treatment / Diagnosis	38	132
Communication / staff attitude / dignity / confidentiality	1	4
Complaints handling	0	5
Nurses / nursing care	0	1
Policy/administration	0	2
Total Complaints	40	147

Prison Health Complaints Closed by Outcome and Authority 2017-18

Stage	Outcome Group	Greater Glasgow and Clyde NHS Board	Sector Total
Advice	Not duly made or withdrawn	10	24
	Premature	8	39
	Total	18	63
	Early Resolution	Not duly made or withdrawn	1
Early Resolution	Out of jurisdiction (discretionary)	1	2
	Out of jurisdiction (non-discretionary)	1	5
	Premature	0	3
	Proportionality	1	13
	Total	4	29
	Investigation	Fully upheld	1
Investigation	Some upheld	1	3
	Not upheld	5	10
	Not duly made or withdrawn	0	2
	Total	7	18
	Total Complaints		29

Prison Health Complaints Closed by Outcome and Authority 2016-17

Stage	Outcome Group	Greater Glasgow & Clyde	Sector Total
Advice	Not duly made or withdrawn	10	34
	Premature	17	54
	Total	27	88
Early Resolution	Not duly made or withdrawn	1	13
	Out of jurisdiction (non-discretionary)	1	2
	Outcome not achievable	0	3
	Premature	2	12
	Proportionality	1	8
	Resolved	1	2
Total	6	40	
Investigation	Fully upheld	1	5
	Some upheld	1	4
	Not upheld	7	16
	Not duly made or withdrawn	0	1
	Total	9	26
Total Complaints		42	154