

Lothian NHS Board Area										
Subject	Lothian NHS Board	Dentists & Dental Practices	GP & GP Practices	Pharmacists & Pharmacy Services	Total	Rank	Complaints as % of total	Sector Total	Rank	Complaints as % of total
Clinical treatment / diagnosis	112	4	18	0	134	1	60.91%	870	1	62.01%
Communication / staff attitude / dignity / confidentiality	17	1	7	0	25	2	11.36%	112	2	7.98%
Policy / administration	11	1	2	0	14	3	6.36%	62	5	4.42%
Appointments / Admissions (delay / cancellation / waiting lists)	8	1	4	0	13	4	5.91%	87	3	6.20%
Complaints handling	7	1	2	1	11	5	5.00%	63	4	4.49%
Nurses / nursing care	3	0	0	0	3	6=	1.36%	28	6	2.00%
Admission / discharge / transfer procedures	3	0	0	0	3	6=	1.36%	25	7	1.78%
Lists (incl difficulty registering and removal from lists)	0	0	2	0	2	8	0.91%	21	8	1.50%
Record keeping	1	0	0	0	1	9=	0.45%	6	11	0.43%
Hygiene / cleanliness / infection control	1	0	0	0	1	9=	0.45%	3	13=	0.21%
Appliances / equipment / premises	1	0	0	0	1	9=	0.45%	2	15=	0.14%
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%
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%
Adult Social Work Services (where not covered by HSCP)	0	0	0	0	0	-	0.00%	2	15=	0.14%
Subject unknown	9	0	3	0	12	-	5.45%	94	-	6.70%
Out of jurisdiction	0	0	0	0	0	-	0.00%	4	-	0.29%
Total	173	8	38	1	220		100.00%	1,403		100.00%

Complaints as % of total

15.68%

100.00%

Health Complaints Received by Subject 2016-17

Lothian NHS Board Area										
Subject	Dentists & Dental Practices	GP & GP Practices	Lothian NHS Board	Opticians	Total	Rank	Complaints as % of total	Sector Total	Rank	Complaints as % of total
Clinical treatment / Diagnosis	5	16	129	1	150	1	71.4%	1017	1	71.9%
Appointments / Admissions (delay / cancellation / waiting lists)	0	0	14	0	14	2	6.7%	85	3	6.0%
Communication / staff attitude / dignity / confidentiality	0	4	9	0	13	3	6.2%	106	2	7.5%
Policy / administration	1	2	8	0	11	4	5.2%	47	4	3.3%
Nurses / Nursing Care	0	1	6	0	7	5	3.3%	27	6	1.9%
Complaints handling	0	0	5	0	5	6	2.4%	39	5	2.8%
Record Keeping	0	1	3	0	4	7	1.9%	16	8=	1.1%
Admission / discharge / transfer procedures	0	0	2	0	2	8	1.0%	12	11	0.8%
Lists (incl difficulty registering and removal from lists)	1	0	0	0	1	9=	0.5%	18	7	1.3%
Other	0	0	1	0	1	9=	0.5%	15	8=	1.1%
Appliances / equipment / premises	0	0	1	0	1	9=	0.5%	3	13=	0.2%
Failure to send ambulance / delay in sending ambulance	0	0	0	0	0	-	0.0%	10	12	0.7%
Continuing care	0	0	0	0	0	-	0.0%	3	13=	0.2%
Subject Unknown	0	0	1	0	1	-	0.5%	16	-	1.1%
Total	7	24	179	1	210		100.0%	1414		100.0%

Complaints as % of total

14.85%

100.00%

Health Complaints Determined by Outcome 2017-18

Stage	Outcome Group	Lothian NHS Board Area					Sector Total	
		Lothian NHS Board	Dentists & Dental Practices	GP & GP Practices	Opticians	Total		
Advice	Not duly made or withdrawn	39	0	5	0	44	256	
	Out of jurisdiction (non-discretionary)	0	0	0	0	0	2	
	Outcome not achievable	0	0	0	0	0	1	
	Premature	28	1	9	0	38	242	
	Total	67	1	14	0	82	501	
Early Resolution	Not duly made or withdrawn	8	1	3	0	12	62	
	Out of jurisdiction (discretionary)	10	0	1	0	11	52	
	Out of jurisdiction (non-discretionary)	3	0	1	0	4	32	
	Outcome not achievable	2	2	2	0	6	36	
	Premature	10	0	2	0	12	59	
	Proportionality	22	3	10	0	35	195	
	Resolved	4	1	0	0	5	14	
		Total	59	7	19	0	85	450
	Investigation	Fully upheld	5	1	0	0	6	120
Some upheld		13	1	3	0	17	141	
Not upheld		13	1	5	1	20	172	
Not duly made or withdrawn		2	0	0	0	2	6	
Resolved		0	0	0	0	0	1	
		Total	33	3	8	1	45	440
Total Complaints			159	11	41	1	212	1,391

<i>Total Premature Complaints</i>	38	1	11	0	50	301
<i>Premature Rate</i>	23.9%	9.1%	26.8%	0.0%	23.6%	21.6%

<i>Total Investigation Decisions</i>	31	3	8	1	43	433
<i>Total Upholds</i>	18	2	3	0	23	261
<i>Uphold Rate</i>	58.1%	66.7%	37.5%	0.0%	53.5%	60.3%

Old Uphold Rate Calculation

<i>Total Cases 'Fit for SPSO'</i>	33	3	8	1	45	440
<i>Total Upholds</i>	18	2	3	0	23	261
<i>Uphold Rate</i>	54.5%	66.7%	37.5%	0.0%	51.1%	59.3%

Health Complaints Determined by Outcome 2016-17

Stage	Outcome Group	Lothian NHS Board Area				Sector Total
		Dentists & Dental Practices	GP & GP Practices	Lothian NHS Board	Total	
Advice	Not duly made or withdrawn	0	1	44	45	312
	Premature	0	2	34	36	242
	Total	0	3	78	81	554
Early Resolution	Not duly made or withdrawn	0	1	14	15	68
	Out of jurisdiction (discretionary)	1	0	5	6	58
	Out of jurisdiction (non-discretionary)	0	0	2	2	20
	Outcome not achievable	0	1	7	8	47
	Premature	0	1	10	11	54
	Proportionality	1	3	16	20	113
	Resolved	1	0	0	1	12
	Total	3	6	54	63	372
Investigation	Fully upheld	3	1	19	23	129
	Some upheld	0	2	19	21	131
	Not upheld	6	11	18	35	235
	Not duly made or withdrawn	0	0	1	1	11
	Outcome not achievable	0	0	0	0	1
		Total	9	14	57	80
Total Complaints		12	23	189	224	1,433

<i>Total Premature Complaints</i>	0	3	44	47	
<i>Premature Rate</i>	0.0%	13.0%	23.3%	21.0%	296
					20.7%

<i>Fit for SPSO Total (Investigations)</i>	9	14	57	80	
<i>Total Cases Upheld / Some Upheld</i>	3	3	38	44	507
<i>Uphold Rate (total upheld / total fit for SPSO)</i>	33.3%	21.4%	66.7%	55.0%	260
					51.3%

Prison Health Care Complaints Received by Authority 2017-18

Subject	Lothian NHS Board	Sector Total
Admission / discharge / transfer procedures	0	1
Appointments / Admissions (delay / cancellation / waiting lists)	2	8
Clinical treatment / diagnosis	27	85
Communication / staff attitude / dignity / confidentiality	0	2
Complaints handling	0	2
Nurses / nursing care	0	1
Other	0	1
Total	29	100

Prison Health Complaints Closed by Outcome and Authority 2017-18

Stage	Outcome Group	Lothian NHS Board	Sector Total
Advice	Not duly made or withdrawn	5	24
	Premature	14	39
	Total	19	63
Early Resolution	Not duly made or withdrawn	2	6
	Out of jurisdiction (discretionary)	0	2
	Out of jurisdiction (non-discretionary)	2	5
	Premature	2	3
	Proportionality	2	13
	Total	8	29
Investigation	Fully upheld	0	3
	Some upheld	0	3
	Not upheld	3	10
	Not duly made or withdrawn	0	2
	Total	3	18
Total Complaints		30	110

Prison Health Care Complaints Received by Authority 2016-17

Subject	Lothian	Sector Total
Appointments / Admissions (delay / cancellation / waiting lists)	0	3
Clinical treatment / Diagnosis	37	132
Communication / staff attitude / dignity / confidentiality	0	4
Complaints handling	2	5
Nurses / nursing care	0	1
Policy/administration	1	2
Total Complaints	40	147

Prison Health Complaints Closed by Outcome and Authority 2015-16

Stage	Outcome Group	Lothian	Sector Total
Advice	Not duly made or withdrawn	11	34
	Premature	14	54
	Total	25	88
Early Resolution	Not duly made or withdrawn	4	13
	Out of jurisdiction (non-discretionary)	1	2
	Outcome not achievable	1	3
	Premature	4	12
	Proportionality	2	8
	Resolved	0	2
	Total	12	40
Investigation	Fully upheld	1	5
	Some upheld	1	4
	Not upheld	2	16
	Not duly made or withdrawn	0	1
	Total	4	26
Total Complaints		41	154