

### Health Complaints Received by Subject 2017-18

Subject	NHS Health Scotland			Sector Total	Rank	Complaints as % of total
	NHS Health Scotland	Rank	Complaints as % of total			
Clinical treatment / diagnosis	0	-	0.00%	870	1	62.01%
Communication / staff attitude / dignity / confidentiality	0	-	0.00%	112	2	7.98%
Appointments / Admissions (delay / cancellation / waiting lists)	0	-	0.00%	87	3	6.20%
Complaints handling	0	-	0.00%	63	4	4.49%
Policy / administration	0	-	0.00%	62	5	4.42%
Nurses / nursing care	0	-	0.00%	28	6	2.00%
Admission / discharge / transfer procedures	0	-	0.00%	25	7	1.78%
Lists (incl difficulty registering and removal from lists)	0	-	0.00%	21	8	1.50%
Failure to send ambulance / delay in sending ambulance	0	-	0.00%	10	9	0.71%
Other	0	-	0.00%	7	10	0.50%
Record keeping	0	-	0.00%	6	11	0.43%
Continuing care	0	-	0.00%	4	12	0.29%
Hotel services - food / laundry etc	0	-	0.00%	3	13=	0.21%
Hygiene / cleanliness / infection control	0	-	0.00%	3	13=	0.21%
Adult Social Work Services (where not covered by HSCP)	0	-	0.00%	2	15=	0.14%
Appliances / equipment / premises	0	-	0.00%	2	15=	0.14%
Subject unknown	0	-	0.00%	94	-	6.70%
Out of jurisdiction	1	-	100.00%	4	-	0.29%
<b>Total</b>	<b>1</b>		<b>100.00%</b>	<b>1,403</b>		<b>100.00%</b>
<i>Complaints as % of total</i>			<i>0.07%</i>			<i>100.00%</i>

### Health Complaints Received by Subject 2016-17

There were no complaints about NHS Health Scotland to SPSO in 2016-17.

**Health Complaints Determined by Outcome 2017-18**

		<b>NHS Health Scotland</b>	
Stage	Outcome Group	NHS Health Scotland	Sector Total
Advice	Out of jurisdiction (non-discretionary)	1	2
	Outcome not achievable	0	1
	Premature	0	242
	<b>Total</b>	<b>1</b>	<b>501</b>
Early Resolution	Not duly made or withdrawn	0	62
	Out of jurisdiction (discretionary)	0	52
	Out of jurisdiction (non-discretionary)	0	32
	Outcome not achievable	0	36
	Premature	0	59
	Proportionality	0	195
	Resolved	0	14
	<b>Total</b>	<b>0</b>	<b>450</b>
Investigation	Fully upheld	0	120
	Some upheld	0	141
	Not upheld	0	172
	Not duly made or withdrawn	0	6
	Resolved	0	1
	<b>Total</b>	<b>0</b>	<b>440</b>
<b>Total Complaints</b>		<b>1</b>	<b>1,391</b>

<i>Total Premature Complaints</i>	0	301
<i>Premature Rate</i>	0.0%	21.6%

<i>Total Investigation Decisions</i>	0	433
<i>Total Upholds</i>	0	261
<i>Uphold Rate</i>	-	60.3%

*Old Uphold Rate Calculation*

<i>Total Cases 'Fit for SPSO'</i>	0	440
<i>Total Upholds</i>	0	261
<i>Uphold Rate</i>	-	59.3%

**Health Complaints Determined by Outcome 2016-17**

There were no complaints about NHS Health Scotland to SPSO in 2016-7