

Health Complaints Received by Subject 2018-19

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	47	2	6	55	1	68.75%	921	1	63.47%
Communication / staff attitude / dignity / confidentiality	8	1	1	10	2	12.50%	118	2	8.13%
Appointments / Admissions (delay / cancellation / waiting lists)	4	1	0	5	3	6.25%	87	3	6.00%
Policy / administration	1	0	1	2	4	2.50%	56	4	3.86%
Complaints handling	1	0	0	1	5=	1.25%	46	5	3.17%
Lists (incl difficulty registering and removal from lists)	0	0	1	1	5=	1.25%	27	7	1.86%
Record keeping	1	0	0	1	5=	1.25%	21	8	1.45%
Continuing care	1	0	0	1	5=	1.25%	5	12=	0.34%
Nurses / nursing care	0	0	0	0	-	0.00%	32	6	2.21%
Admission / discharge / transfer procedures	0	0	0	0	-	0.00%	19	9	1.31%
Failure to send ambulance / delay in sending ambulance	0	0	0	0	-	0.00%	16	10	1.10%
Other	0	0	0	0	-	0.00%	6	11	0.41%
Adult Social Work Services (where not covered by HSCP)	0	0	0	0	-	0.00%	5	12=	0.34%
Appliances / equipment / premises	0	0	0	0	-	0.00%	3	14=	0.21%
Hygiene / cleanliness / infection control	0	0	0	0	-	0.00%	3	14=	0.21%
Hotel services - food / laundry etc	0	0	0	0	-	0.00%	1	16	0.07%
Subject unknown	4	0	0	4	-	5.00%	83	-	5.72%
Out of jurisdiction	0	0	0	0	-	0.00%	2	-	0.14%
Total	67	4	9	80		100.00%	1,451		100.00%
<i>Complaints as % of total</i>				5.5%			100.0%		

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)	1	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%
<i>Complaints as % of total</i>				6.13%			100.00%		

Health Complaints Closed by Outcome 2018-19

Stage	Outcome Group	Ayrshire & Arran NHS Board Area				Sector Total
		Ayrshire and Arran NHS	Dentists & Dental	GP & GP Practices	Total	
Advice	Not duly made or withdrawn	13	0	2	15	260
	Premature	8	0	0	8	174
	Resolved	0	0	0	0	1
	Total	21	0	2	23	435
Early Resolution	Not duly made or withdrawn	2	0	2	4	54
	Out of jurisdiction (discretionary)	1	0	0	1	45
	Out of jurisdiction (non-discretionary)	0	1	1	2	22
	Outcome not achievable	3	0	0	3	35
	Premature	3	0	0	3	55
	Proportionality	13	0	3	16	214
	Resolved	2	1	0	3	17
Total	24	2	6	32	442	
Investigation	Fully upheld	9	1	0	10	162
	Some upheld	5	0	0	5	98
	Not upheld	6	0	1	7	182
	Not duly made or withdrawn	0	0	0	0	11
	Resolved	0	0	0	0	1
	Total	20	1	1	22	454
Total Complaints	65	3	9	77	1,331	
<i>Total Premature Complaints</i>		11	0	0	11	229
<i>Premature Rate</i>		16.9%	0.0%	0.0%	14.3%	17.2%
<i>Total Investigation Decisions</i>		20	1	1	22	442
<i>Total Upholds</i>		14	1	0	15	260
<i>Uphold Rate</i>		70.0%	100.0%	0.0%	68.2%	58.8%

Health Complaints Determined by Outcome 2017-18 (correct stats)

Stage	Outcome Group	Ayrshire & Arran NHS Board Area				Sector Total
		Ayrshire and Arran NHS	Dentists & Dental	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>		19	2	7	28	433
<i>Total Upholds</i>		16	0	2	18	261
<i>Uphold Rate</i>		84.2%	0.0%	28.6%	64.3%	60.3%
<i>Old Uphold Rate Calculation</i>						
<i>Total Cases 'Fit for SPSO'</i>		19	2	7	28	440
<i>Total Upholds</i>		16	0	2	18	261
<i>Uphold Rate</i>		84.2%	0.0%	28.6%	64.3%	59.3%

Health Complaints Determined by Outcome 2017-18 (incorrect stats issued last year)

Stage	Outcome Group	Ayrshire & Arran NHS Board Area				Sector Total
		Ayrshire and Arran NHS Board	Dentists & 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%

Prison Health Care Complaints Received by Authority 2018-19

Subject	Ayrshire and Arran NHS Board	Sector Total
Appointments / Admissions (delay / cancellation / waiting lists)	1	7
Clinical treatment / diagnosis	7	85
Communication / staff attitude / dignity / confidentiality	1	4
Complaints handling	0	5
Continuing care	0	1
Nurses / nursing care	0	1
Other	0	1
Policy / administration	0	3
Total	9	107

Prison Health Care Complaints Closed by Authority 2018-19

Stage	Outcome Group	Ayrshire and Arran NHS Board	Sector Total
Advice	Not duly made or withdrawn	2	20
	Premature	3	47
	Total	5	67
Early Resolution	Not duly made or withdrawn	0	1
	Outcome not achievable	0	1
	Premature	1	2
	Proportionality	1	15
	Resolved	1	1
	Total	3	20
Investigation	Fully upheld	0	0
	Some upheld	1	1
	Not upheld	0	5
	Not duly made or withdrawn	0	4
	Total	1	10
Total Complaints		9	97

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