

Health Complaints Received by Subject 2018-19

Subject	Borders NHS Board Area				Complaints as % of total	Sector Total	Rank	Complaints as % of total
	Borders NHS Board	GP & GP Practices	Total	Rank				
Clinical treatment / diagnosis	21	4	25	1	60.98%	921	1	63.47%
Communication / staff attitude / dignity / confidentiality	2	2	4	2	9.76%	118	2	8.13%
Appointments / Admissions (delay / cancellation / waiting lists)	3	0	3	3	7.32%	87	3	6.00%
Admission / discharge / transfer procedures	2	0	2	4	4.88%	19	9	1.31%
Policy / administration	1	0	1	5=	2.44%	56	4	3.86%
Complaints handling	1	0	1	5=	2.44%	46	5	3.17%
Nurses / nursing care	1	0	1	5=	2.44%	32	6	2.21%
Record keeping	1	0	1	5=	2.44%	21	8	1.45%
Continuing care	1	0	1	5=	2.44%	5	12=	0.34%
Lists (incl difficulty registering and removal from lists)	0	0	0	-	0.00%	27	7	1.86%
Failure to send ambulance / delay in sending ambulance	0	0	0	-	0.00%	16	10	1.10%
Other	0	0	0	-	0.00%	6	11	0.41%
Adult Social Work Services (where not covered by HSCP)	0	0	0	-	0.00%	5	12=	0.34%
Appliances / equipment / premises	0	0	0	-	0.00%	3	14=	0.21%
Hygiene / cleanliness / infection control	0	0	0	-	0.00%	3	14=	0.21%
Hotel services - food / laundry etc	0	0	0	-	0.00%	1	16	0.07%
Subject unknown	2	0	2	-	4.88%	83	-	5.72%
Out of jurisdiction	0	0	0	-	0.00%	2	-	0.14%
Total	35	6	41		100.00%	1,451		100.00%
<i>Complaints as % of total</i>			2.8%			100.0%		

Health Complaints Received by Subject 2017-18

Subject	Borders NHS Board Area				Complaints as % of total	Sector Total	Rank	Complaints as % of total
	Borders NHS Board	GP & GP Practices	Total	Rank				
Clinical treatment / diagnosis	8	2	10	1	66.67%	870	1	62.01%
Nurses / nursing care	2	0	2	2	13.33%	28	6	2.00%
Appointments / Admissions (delay / cancellation / waiting lists)	0	1	1	3=	6.67%	87	3	6.20%
Policy / administration	1	0	1	3=	6.67%	62	5	4.42%
Record keeping	1	0	1	3=	6.67%	6	11	0.43%
Communication / staff attitude / dignity / confidentiality	0	0	0	-	0.00%	112	2	7.98%
Complaints handling	0	0	0	-	0.00%	63	4	4.49%
Admission / discharge / transfer procedures	0	0	0	-	0.00%	25	7	1.78%
Lists (incl difficulty registering and removal from lists)	0	0	0	-	0.00%	21	8	1.50%
Failure to send ambulance / delay in sending ambulance	0	0	0	-	0.00%	10	9	0.71%
Other	0	0	0	-	0.00%	7	10	0.50%
Continuing care	0	0	0	-	0.00%	4	12	0.29%
Hotel services - food / laundry etc	0	0	0	-	0.00%	3	13=	0.21%
Hygiene / cleanliness / infection control	0	0	0	-	0.00%	3	13=	0.21%
Adult Social Work Services (where not covered by HSCP)	0	0	0	-	0.00%	2	15=	0.14%
Appliances / equipment / premises	0	0	0	-	0.00%	2	15=	0.14%
Subject unknown	0	0	0	-	0.00%	94	-	6.70%
Out of jurisdiction	0	0	0	-	0.00%	4	-	0.29%
Total	12	3	15		100.00%	1,403		100.00%
<i>Complaints as % of total</i>			1.07%			100.00%		

Health Complaints Closed by Outcome 2018-19

Stage	Outcome Group	Borders NHS Board Area			Sector Total
		Borders NHS Board	GP & GP Practices	Total	
Advice	Not duly made or withdrawn	6	0	6	260
	Premature	1	0	1	174
	Resolved	0	0	0	1
	Total	7	0	7	435
Early Resolution	Not duly made or withdrawn	2	0	2	54
	Out of jurisdiction (discretionary)	1	0	1	45
	Out of jurisdiction (non-discretionary)	0	0	0	22
	Outcome not achievable	1	0	1	35
	Premature	2	0	2	55
	Proportionality	3	3	6	214
	Resolved	0	0	0	17
Total	9	3	12	442	
Investigation	Fully upheld	4	0	4	162
	Some upheld	0	1	1	98
	Not upheld	2	1	3	182
	Not duly made or withdrawn	1	0	1	11
	Resolved	0	0	0	1
	Total	7	2	9	454
Total Complaints		23	5	28	1,331

<i>Total Premature Complaints</i>	3	0	3	229
<i>Premature Rate</i>	13.0%	0.0%	10.7%	17.2%
<i>Total Investigation Decisions</i>	6	2	8	442
<i>Total Upholds</i>	4	1	5	260
<i>Uphold Rate</i>	66.7%	50.0%	62.5%	58.8%

Health Complaints Determined by Outcome 2017-18

Stage	Outcome Group	Borders NHS Board Area			Sector Total
		Borders NHS Board	GP & GP Practices	Total	
Advice	Not duly made or withdrawn	1	0	1	256
	Out of jurisdiction (non-discretionary)	0	0	0	2
	Outcome not achievable	0	0	0	1
	Premature	1	0	1	242
	Total	2	0	2	501
Early Resolution	Not duly made or withdrawn	0	0	0	62
	Out of jurisdiction (discretionary)	0	0	0	52
	Out of jurisdiction (non-discretionary)	0	0	0	32
	Outcome not achievable	0	0	0	36
	Premature	1	1	2	59
	Proportionality	0	1	1	195
	Resolved	1	0	1	14
Total	2	2	4	450	
Investigation	Fully upheld	1	0	1	120
	Some upheld	1	0	1	141
	Not upheld	3	1	4	172
	Not duly made or withdrawn	0	0	0	6
	Resolved	1	0	1	1
	Total	6	1	7	440
Total Complaints		10	3	13	1,391

<i>Total Premature Complaints</i>	2	1	3	301
<i>Premature Rate</i>	20.0%	33.3%	23.1%	21.6%
<i>Total Investigation Decisions</i>	5	1	6	433
<i>Total Upholds</i>	2	0	2	261
<i>Uphold Rate</i>	40.0%	0.0%	33.3%	60.3%

<i>Old Uphold Rate Calculation</i>				
<i>Total Cases 'Fit for SPSO'</i>	6	1	7	440
<i>Total Upholds</i>	2	0	2	261
<i>Uphold Rate</i>	33.3%	0.0%	28.6%	59.3%