

Health Complaints Received by Subject 2018-19

Subject	Dumfries & Galloway NHS Board Area						Sector Total	Rank	Complaints as % of total
	Dumfries and Galloway NHS Board	Dentists & Dental Practices	GP & GP Practices	Total	Rank	Complaints as % of total			
Clinical treatment / diagnosis	26	0	2	28	1	68.29%	921	1	63.47%
Communication / staff attitude / dignity / confidentiality	3	0	0	3	2=	7.32%	118	2	8.13%
Nurses / nursing care	3	0	0	3	2=	7.32%	32	6	2.21%
Appointments / Admissions (delay / cancellation / waiting lists)	2	0	0	2	4=	4.88%	87	3	6.00%
Lists (incl difficulty registering and removal from lists)	0	1	1	2	4=	4.88%	27	7	1.86%
Policy / administration	1	0	0	1	6=	2.44%	56	4	3.86%
Complaints handling	1	0	0	1	6=	2.44%	46	5	3.17%
Record keeping	0	0	0	0	-	0.00%	21	8	1.45%
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%
Continuing care	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	1	0	0	1	-	2.44%	83	-	5.72%
Out of jurisdiction	0	0	0	0	-	0.00%	2	-	0.14%
Total	37	1	3	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	Dumfries & Galloway NHS Board Area						Sector Total	Rank	Complaints as % of total
	Dumfries and Galloway NHS Board	Dentists & Dental Practices	GP & GP Practices	Total	Rank	Complaints as % of total			
Clinical treatment / diagnosis	35	2	1	38	1	82.61%	870	1	62.01%
Appointments / Admissions (delay / cancellation / waiting lists)	2	0	0	2	2	4.35%	87	3	6.20%
Communication / staff attitude / dignity / confidentiality	1	0	0	1	3=	2.17%	112	2	7.98%
Policy / administration	1	0	0	1	3=	2.17%	62	5	4.42%
Nurses / nursing care	1	0	0	1	3=	2.17%	28	6	2.00%
Admission / discharge / transfer procedures	1	0	0	1	3=	2.17%	25	7	1.78%
Complaints handling	0	0	0	0	-	0.00%	63	4	4.49%
Lists (incl difficulty registering and removal from lists)	0	0	0	0	-	0.00%	21	8	1.50%
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%
Hotel services - food / laundry etc	0	0	0	0	-	0.00%	3	13=	0.21%
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	-	4.35%	94	-	6.70%
Out of jurisdiction	0	0	0	0	-	0.00%	4	-	0.29%
Total	43	2	1	46		100.00%	1,403		100.00%
<i>Complaints as % of total</i>				3.28%			100.00%		

Health Complaints Closed by Outcome 2018-19

		Dumfries & Galloway NHS Board Area				
Stage	Outcome Group	Dumfries and Galloway NHS Board	Dentists & Dental Practices	GP & GP Practices	Total	Sector Total
Advice	Not duly made or withdrawn	4	0	0	4	260
	Premature	2	0	0	2	174
	Resolved	0	0	0	0	1
	Total	6	0	0	6	435
Early Resolution	Not duly made or withdrawn	1	0	0	1	54
	Out of jurisdiction (discretionary)	1	0	0	1	45
	Out of jurisdiction (non-discretionary)	0	0	0	0	22
	Outcome not achievable	1	0	0	1	35
	Premature	2	0	0	2	55
	Proportionality	11	1	0	12	214
	Resolved	0	0	0	0	17
Total	16	1	0	17	442	
Investigation	Fully upheld	10	1	1	12	162
	Some upheld	5	0	0	5	98
	Not upheld	8	0	2	10	182
	Not duly made or withdrawn	0	0	0	0	11
	Resolved	0	0	0	0	1
	Total	23	1	3	27	454
Total Complaints		45	2	3	50	1,331
<i>Total Premature Complaints</i>		4	0	0	4	229
<i>Premature Rate</i>		8.9%	0.0%	0.0%	8.0%	17.2%
<i>Total Investigation Decisions</i>		23	1	3	27	442
<i>Total Upholds</i>		15	1	1	17	260
<i>Uphold Rate</i>		65.2%	100.0%	33.3%	63.0%	58.8%

Health Complaints Determined by Outcome 2017-18

		Dumfries & Galloway NHS Board Area				
Stage	Outcome Group	Dentists & Dental Practices	Dumfries and Galloway NHS Board	GP & GP Practices	Total	Sector Total
Advice	Not duly made or withdrawn	0	2	0	2	256
	Out of jurisdiction (non-discretionary)	0	0	0	0	2
	Outcome not achievable	0	0	0	0	1
	Premature	0	7	0	7	242
	Total	0	9	0	9	501
Early Resolution	Not duly made or withdrawn	0	0	0	0	62
	Out of jurisdiction (discretionary)	0	1	0	1	52
	Out of jurisdiction (non-discretionary)	1	0	0	1	32
	Outcome not achievable	0	0	0	0	36
	Premature	0	3	0	3	59
	Proportionality	0	6	0	6	195
	Resolved	0	1	0	1	14
Total	1	11	0	12	450	
Investigation	Fully upheld	1	3	0	4	120
	Some upheld	0	5	0	5	141
	Not upheld	0	2	1	3	172
	Not duly made or withdrawn	0	1	0	1	6
	Resolved	0	0	0	0	1
	Total	1	11	1	13	440
Total Complaints		2	31	1	34	1,391
<i>Total Premature Complaints</i>		0	10	0	10	301
<i>Premature Rate</i>		0.0%	32.3%	0.0%	29.4%	21.6%
<i>Total Investigation Decisions</i>		1	10	1	12	433
<i>Total Upholds</i>		1	8	0	9	261
<i>Uphold Rate</i>		100.0%	80.0%	0.0%	75.0%	60.3%
<i>Old Uphold Rate Calculation</i>						
<i>Total Cases 'Fit for SPSO'</i>		1	11	1	13	440
<i>Total Upholds</i>		1	8	0	9	261
<i>Uphold Rate</i>		100.0%	72.7%	0.0%	69.2%	59.3%

Prison Health Care Complaints Received by Authority 2018-19

Subject	Dumfries and Galloway NHS Board	Sector Total
Appointments / Admissions (delay / cancellation / waiting lists)	0	7
Clinical treatment / diagnosis	0	85
Communication / staff attitude / dignity / confidentiality	1	4
Complaints handling	0	5
Continuing care	0	1
Nurses / nursing care	1	1
Other	0	1
Policy / administration	0	3
Total	2	107

Prison Health Care Complaints Closed by Authority 2018-19

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

Prison Health Care Complaints Received by Authority 2017-18

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

Prison Health Complaints Closed by Outcome and Authority 2017-18

Stage	Outcome Group	Dumfries and Galloway NHS Board	Sector Total
Advice	Not duly made or withdrawn	0	24
	Premature	0	39
	Total	0	63
Early Resolution	Not duly made or withdrawn	0	6
	Out of jurisdiction (discretionary)	0	2
	Out of jurisdiction (non-discretionary)	0	5
	Premature	0	3
	Proportionality	2	13
	Total	2	29
Investigation	Fully upheld	0	3
	Some upheld	0	3
	Not upheld	0	10
	Not duly made or	1	2
	Total	1	18
Total Complaints		3	110