

Health Complaints Received by Subject 2018-19

Subject	Fife NHS Board Area							Sector Total	Rank	Complaints as % of total
	Fife NHS Board	Dentists & Dental Practices	GP & GP Practices	Pharmacists & Pharmacy Services	Total	Rank	Complaints as % of total			
Clinical treatment / diagnosis	40	3	6	1	50	1	61.73%	921	1	63.47%
Communication / staff attitude / dignity / confidentiality	7	0	3	0	10	2	12.35%	118	2	8.13%
Policy / administration	5	0	2	0	7	3	8.64%	56	4	3.86%
Nurses / nursing care	4	0	0	0	4	4	4.94%	32	6	2.21%
Appointments / Admissions (delay / cancellation / waiting lists)	3	0	0	0	3	5	3.70%	87	3	6.00%
Complaints handling	1	0	0	0	1	6=	1.23%	46	5	3.17%
Lists (incl difficulty registering and removal from lists)	0	0	1	0	1	6=	1.23%	27	7	1.86%
Record keeping	0	0	1	0	1	6=	1.23%	21	8	1.45%
Admission / discharge / transfer procedures	0	0	0	0	0	-	0.00%	19	9	1.31%
Failure to send ambulance / delay in sending ambulance	0	0	0	0	0	-	0.00%	16	10	1.10%
Other	0	0	0	0	0	-	0.00%	6	11	0.41%
Adult Social Work Services (where not covered by HSCP)	0	0	0	0	0	-	0.00%	5	12=	0.34%
Continuing care	0	0	0	0	0	-	0.00%	5	12=	0.34%
Appliances / equipment / premises	0	0	0	0	0	-	0.00%	3	14=	0.21%
Hygiene / cleanliness / infection control	0	0	0	0	0	-	0.00%	3	14=	0.21%
Hotel services - food / laundry etc	0	0	0	0	0	-	0.00%	1	16	0.07%
Subject unknown	4	0	0	0	4	-	4.94%	83	-	5.72%
Out of jurisdiction	0	0	0	0	0	-	0.00%	2	-	0.14%
<b>Total</b>	<b>64</b>	<b>3</b>	<b>13</b>	<b>1</b>	<b>81</b>		<b>100.00%</b>	<b>1,451</b>		<b>100.00%</b>

Complaints as % of total

5.6%

100.0%

Health Complaints Received by Subject 2017-18

Subject	Fife NHS Board Area							Sector Total	Rank	Complaints as % of total
	Fife NHS Board	Dentists & Dental Practices	GP & GP Practices	Pharmacists & Pharmacy Services	Total	Rank	Complaints as % of total			
Clinical treatment / diagnosis	38	3	9	0	50	1	68.49%	870	1	62.01%
Communication / staff attitude / dignity / confidentiality	4	0	2	0	6	2	8.22%	112	2	7.98%
Appointments / Admissions (delay / cancellation / waiting lists)	3	0	1	0	4	3=	5.48%	87	3	6.20%
Policy / administration	2	0	1	1	4	3=	5.48%	62	5	4.42%
Admission / discharge / transfer procedures	3	0	1	0	4	5	5.48%	25	7	1.78%
Nurses / nursing care	2	0	0	0	2	6	2.74%	28	6	2.00%
Complaints handling	0	0	0	0	0	-	0.00%	63	4	4.49%
Lists (incl difficulty registering and removal from lists)	0	0	0	0	0	-	0.00%	21	8	1.50%
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%
Record keeping	0	0	0	0	0	-	0.00%	6	11	0.43%
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%
Hygiene / cleanliness / infection control	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%
Appliances / equipment / premises	0	0	0	0	0	-	0.00%	2	15=	0.14%
Subject unknown	3	0	0	0	3	-	4.11%	94	-	6.70%
Out of jurisdiction	0	0	0	0	0	-	0.00%	4	-	0.29%
<b>Total</b>	<b>55</b>	<b>3</b>	<b>14</b>	<b>1</b>	<b>73</b>		<b>100.00%</b>	<b>1,403</b>		<b>100.00%</b>

Complaints as % of total

5.20%

100.00%

Health Complaints Closed by Outcome 2018-19

Stage	Outcome Group	Fife NHS Board Area				Total	Sector Total
		Fife NHS Board	Dentists & Dental Practices	GP & GP Practices	Pharmacists & Pharmacy Services		
Advice	Not duly made or withdrawn	10	0	1	0	11	260
	Premature	4	0	1	0	5	174
	Resolved	0	0	0	0	0	1
	<b>Total</b>	<b>14</b>	<b>0</b>	<b>2</b>	<b>0</b>	<b>16</b>	<b>435</b>
Early Resolution	Not duly made or withdrawn	3	1	1	0	5	54
	Out of jurisdiction (discretionary)	3	0	0	0	3	45
	Out of jurisdiction (non-discretionary)	1	0	0	0	1	22
	Outcome not achievable	0	0	0	0	0	35
	Premature	3	0	0	0	3	55
	Proportionality	7	0	4	1	12	214
	Resolved	0	0	0	0	0	17
	<b>Total</b>	<b>17</b>	<b>1</b>	<b>5</b>	<b>1</b>	<b>24</b>	<b>442</b>
Investigation	Fully upheld	6	0	3	0	9	162
	Some upheld	9	0	0	0	9	98
	Not upheld	7	2	1	0	10	182
	Not duly made or withdrawn	0	0	0	0	0	11
	Resolved	0	0	0	0	0	1
	<b>Total</b>	<b>22</b>	<b>2</b>	<b>4</b>	<b>0</b>	<b>28</b>	<b>454</b>
<b>Total Complaints</b>	<b>53</b>	<b>3</b>	<b>11</b>	<b>1</b>	<b>68</b>	<b>1,331</b>	
<i>Total Premature Complaints</i>		7	0	1	0	8	229
<i>Premature Rate</i>		13.2%	0.0%	9.1%	0.0%	11.8%	17.2%
<i>Total Investigation Decisions</i>		22	2	4	0	28	442
<i>Total Upholds</i>		15	0	3	0	18	260
<i>Uphold Rate</i>		68.2%	0.0%	75.0%	-	64.3%	58.8%

Health Complaints Determined by Outcome 2017-18

Stage	Outcome Group	Fife NHS Board Area				Total	Sector Total
		Fife NHS Board	Dentists & Dental Practices	GP & GP Practices	Pharmacists & Pharmacy Services		
Advice	Not duly made or withdrawn	9	0	0	0	9	256
	Out of jurisdiction (non-discretionary)	0	0	0	0	0	2
	Outcome not achievable	0	0	0	0	0	1
	Premature	2	0	1	0	3	242
	<b>Total</b>	<b>11</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>12</b>	<b>501</b>
Early Resolution	Not duly made or withdrawn	2	0	2	0	4	62
	Out of jurisdiction (discretionary)	0	0	1	0	1	52
	Out of jurisdiction (non-discretionary)	1	2	0	0	3	32
	Outcome not achievable	4	1	1	1	7	36
	Premature	3	0	0	0	3	59
	Proportionality	3	0	5	0	8	195
	Resolved	3	0	0	0	3	14
	<b>Total</b>	<b>16</b>	<b>3</b>	<b>9</b>	<b>1</b>	<b>29</b>	<b>450</b>
Investigation	Fully upheld	8	0	2	0	10	120
	Some upheld	10	0	2	0	12	141
	Not upheld	6	0	1	0	7	172
	Not duly made or withdrawn	0	0	0	0	0	6
	Resolved	0	0	0	0	0	1
	<b>Total</b>	<b>24</b>	<b>0</b>	<b>5</b>	<b>0</b>	<b>29</b>	<b>440</b>
<b>Total Complaints</b>	<b>51</b>	<b>3</b>	<b>15</b>	<b>1</b>	<b>70</b>	<b>1,391</b>	
<i>Total Premature Complaints</i>		5	0	1	0	6	301
<i>Premature Rate</i>		9.8%	0.0%	6.7%	0.0%	8.6%	21.6%
<i>Total Investigation Decisions</i>		24	0	5	0	29	433
<i>Total Upholds</i>		18	0	4	0	22	261
<i>Uphold Rate</i>		75.0%	-	80.0%	-	75.9%	60.3%
<i>Old Uphold Rate Calculation</i>							
<i>Total Cases 'Fit for SPSO'</i>		24	0	5	0	29	440
<i>Total Upholds</i>		18	0	4	0	22	261
<i>Uphold Rate</i>		75.0%	-	80.0%	-	75.9%	59.3%