

Health Complaints Received by Subject 2018-19

Subject	Forth Valley NHS Board Area					Rank	Complaints as % of total	Sector Total	Rank	Complaints as % of total
	Forth Valley NHS Board	Dentists & Dental Practices	GP & GP Practices	Pharmacists & Pharmacy Services	Total					
Clinical treatment / diagnosis	56	0	1	1	58	1	70.73%	921	1	63.47%
Communication / staff attitude / dignity / confidentiality	4	0	1	0	5	2=	6.10%	118	2	8.13%
Appointments / Admissions (delay / cancellation / waiting lists)	3	0	2	0	5	2=	6.10%	87	3	6.00%
Complaints handling	1	0	2	0	3	4=	3.66%	46	5	3.17%
Nurses / nursing care	3	0	0	0	3	4=	3.66%	32	6	2.21%
Policy / administration	1	0	1	0	2	6=	2.44%	56	4	3.86%
Continuing care	2	0	0	0	2	6=	2.44%	5	12=	0.34%
Hygiene / cleanliness / infection control	0	1	0	0	1	8	1.22%	3	14=	0.21%
Lists (incl difficulty registering and removal from lists)	0	0	0	0	0	-	0.00%	27	7	1.86%
Record keeping	0	0	0	0	0	-	0.00%	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%
Appliances / equipment / premises	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	2	1	0	0	3	-	3.66%	83	-	5.72%
Out of jurisdiction	0	0	0	0	0	-	0.00%	2	-	0.14%
Total	72	2	7	1	82		100.00%	1,451		100.00%

Complaints as % of total 5.7% 100.0%

Health Complaints Received by Subject 2017-18

Subject	Forth Valley NHS Board Area					Rank	Complaints as % of total	Sector Total	Rank	Complaints as % of total
	Forth Valley NHS Board	Dentists & Dental Practices	GP & GP Practices	Total						
Clinical treatment / diagnosis	31	1	6	38	1	67.86%	870	1	62.01%	
Appointments / Admissions (delay / cancellation / waiting lists)	2	0	1	3	2=	5.36%	87	3	6.20%	
Complaints handling	3	0	0	3	2=	5.36%	63	4	4.49%	
Communication / staff attitude / dignity / confidentiality	2	0	0	2	4=	3.57%	112	2	7.98%	
Policy / administration	1	0	1	2	4=	3.57%	62	5	4.42%	
Nurses / nursing care	2	0	0	2	4=	3.57%	28	6	2.00%	
Lists (incl difficulty registering and removal from lists)	0	0	1	1	7	1.79%	21	8	1.50%	
Admission / discharge / transfer procedures	0	0	0	0	-	0.00%	25	7	1.78%	
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	3	0	1	4	-	7.14%	94	-	6.70%	
Out of jurisdiction	1	0	0	1	-	1.79%	4	-	0.29%	
Total	45	1	10	56		100.00%	1,403		100.00%	

Health Complaints Closed by Outcome 2018-19

		Forth Valley NHS Board Area					Sector Total
Stage	Outcome Group	Forth Valley NHS Board	Dentists & Dental Practices	GP & GP Practices	Pharmacists & Pharmacy Services	Total	
Advice	Not duly made or withdrawn	17	1	0	0	18	260
	Premature	10	0	0	0	10	174
	Resolved	0	0	0	0	0	1
	Total	27	1	0	0	28	435
Early Resolution	Not duly made or withdrawn	3	0	0	0	3	54
	Out of jurisdiction (discretionary)	2	0	0	0	2	45
	Out of jurisdiction (non-discretionary)	1	0	0	0	1	22
	Outcome not achievable	1	0	0	0	1	35
	Premature	3	1	3	0	7	55
	Proportionality	12	0	3	1	16	214
	Resolved	0	0	0	0	0	17
	Total	22	1	6	1	30	442
Investigation	Fully upheld	1	0	0	0	1	162
	Some upheld	0	0	1	0	1	98
	Not upheld	6	1	1	0	8	182
	Not duly made or withdrawn	2	0	0	0	2	11
	Resolved	0	0	0	0	0	1
	Total	9	1	2	0	12	454
Total Complaints	58	3	8	1	70	1,331	
<i>Total Premature Complaints</i>		13	1	3	0	17	229
<i>Premature Rate</i>		22.4%	33.3%	37.5%	0.0%	24.3%	17.2%
<i>Total Investigation Decisions</i>		7	1	2	0	10	442
<i>Total Upholds</i>		1	0	1	0	2	260
<i>Uphold Rate</i>		14.3%	0.0%	50.0%	-	20.0%	58.8%

Health Complaints Determined by Outcome 2017-18

		Forth Valley NHS Board Area					Sector Total
Stage	Outcome Group	Forth Valley NHS Board	Dentists & Dental Practices	GP & GP Practices	Total	Total	
Advice	Not duly made or withdrawn	6	0	1	0	7	256
	Out of jurisdiction (non-discretionary)	0	0	0	0	0	2
	Outcome not achievable	0	0	0	0	0	1
	Premature	17	0	2	0	19	242
	Total	23	0	3	0	26	501
Early Resolution	Not duly made or withdrawn	0	0	0	0	0	62
	Out of jurisdiction (discretionary)	2	0	0	0	2	52
	Out of jurisdiction (non-discretionary)	2	0	0	0	2	32
	Outcome not achievable	2	0	0	0	2	36
	Premature	0	0	0	0	0	59
	Proportionality	9	0	3	0	12	195
	Resolved	0	0	0	0	0	14
	Total	15	0	3	0	18	450
Investigation	Fully upheld	5	4	2	0	11	120
	Some upheld	6	0	0	0	6	141
	Not upheld	3	0	1	0	4	172
	Not duly made or withdrawn	1	0	0	0	1	6
	Resolved	0	0	0	0	0	1
	Total	15	4	3	0	22	440
Total Complaints	53	4	9	0	66	1,391	
<i>Total Premature Complaints</i>		17	0	2	0	19	301
<i>Premature Rate</i>		32.1%	0.0%	22.2%	0.0%	28.8%	21.6%
<i>Total Investigation Decisions</i>		14	4	3	0	21	433
<i>Total Upholds</i>		11	4	2	0	17	261
<i>Uphold Rate</i>		78.6%	100.0%	66.7%	0.0%	81.0%	60.3%
<i>Old Uphold Rate Calculation</i>							
<i>Total Cases 'Fit for SPSO'</i>		15	4	3	0	22	440
<i>Total Upholds</i>		11	4	2	0	17	261
<i>Uphold Rate</i>		73.3%	100.0%	66.7%	0.0%	77.3%	59.3%

Prison Health Care Complaints Received by Authority 2018-19

Subject	Forth Valley NHS Board	Sector Total
Appointments / Admissions (delay / cancellation / waiting lists)	1	7
Clinical treatment / diagnosis	26	85
Communication / staff attitude / dignity / confidentiality	1	4
Complaints handling	0	5
Continuing care	1	1
Nurses / nursing care	0	1
Other	0	1
Policy / administration	0	3
Total	29	107

Prison Health Care Complaints Closed by Authority 2018-19

Stage	Outcome Group	Forth Valley NHS Board	Sector Total
Advice	Not duly made or withdrawn	5	20
	Premature	4	47
	Total	9	67
Early Resolution	Not duly made or withdrawn	0	1
	Outcome not achievable	0	1
	Premature	1	2
	Proportionality	6	15
	Resolved	0	1
	Total	7	20
Investigation	Fully upheld	0	0
	Some upheld	0	1
	Not upheld	2	5
	Not duly made or withdrawn	2	4
	Total	4	10
Total Complaints		20	97

Prison Health Care Complaints Received by Authority 2017-18

Subject	Forth Valley NHS Board	Sector Total
Admission / discharge / transfer procedures	0	1
Appointments / Admissions (delay / cancellation / waiting lists)	1	8
Clinical treatment / diagnosis	8	85
Communication / staff attitude / dignity / confidentiality	1	2
Complaints handling	1	2
Nurses / nursing care	0	1
Other	0	1
Total	11	100

Prison Health Complaints Closed by Outcome and Authority 2017-18

Stage	Outcome Group	Forth Valley NHS Board	Sector Total
Advice	Not duly made or withdrawn	0	24
	Premature	5	39
	Total	5	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	5	13
	Total	5	29
Investigation	Fully upheld	1	3
	Some upheld	0	3
	Not upheld	0	10
	Not duly made or withdrawn	1	2
	Total	2	18
Total Complaints		12	110