

Health Complaints Received by Subject 2018-19

Highland NHS Board Area									
Subject	Highland NHS Board	Dentists & Dental Practices	GP & GP Practices	Total	Rank	Complaints as % of total	Sector Total	Rank	Complaints as % of total
Clinical treatment / diagnosis	50	3	14	67	1	62.04%	921	1	63.47%
Communication / staff attitude / dignity / confidentiality	6	0	2	8	2	7.41%	118	2	8.13%
Appointments / Admissions (delay / cancellation / waiting lists)	7	0	0	7	3=	6.48%	87	3	6.00%
Policy / administration	6	1	0	7	3=	6.48%	56	4	3.86%
Adult Social Work Services (where not covered by HSCP)	5	0	0	5	5	4.63%	5	12=	0.34%
Nurses / nursing care	4	0	0	4	6	3.70%	32	6	2.21%
Complaints handling	3	0	0	3	7	2.78%	46	5	3.17%
Lists (incl difficulty registering and removal from lists)	1	0	0	1	8=	0.93%	27	7	1.86%
Hygiene / cleanliness / infection control	0	1	0	1	8=	0.93%	3	14=	0.21%
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%
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%
Hotel services - food / laundry etc	0	0	0	0	-	0.00%	1	16	0.07%
Subject unknown	4	0	0	4	-	3.70%	83	-	5.72%
Out of jurisdiction	1	0	0	1	-	0.93%	2	-	0.14%
Total	87	5	16	108		100.00%	1,451		100.00%

Complaints as % of total 7.4% 100.0%

Health Complaints Received by Subject 2017-18

Highland NHS Board Area									
Subject	Highland NHS Board	Dentists & Dental Practices	GP & GP Practices	Total	Rank	Complaints as % of total	Sector Total	Rank	Complaints as % of total
Clinical treatment / diagnosis	44	2	8	54	1	57.45%	870	1	62.01%
Communication / staff attitude / dignity / confidentiality	9	0	3	12	2	12.77%	112	2	7.98%
Complaints handling	5	0	1	6	3	6.38%	63	4	4.49%
Appointments / Admissions (delay / cancellation / waiting lists)	5	0	0	5	4=	5.32%	87	3	6.20%
Policy / administration	3	1	1	5	4=	5.32%	62	5	4.42%
Continuing care	3	0	0	3	6	3.19%	4	12	0.29%
Nurses / nursing care	2	0	0	2	7=	2.13%	28	6	2.00%
Adult Social Work Services (where not covered by HSCP)	2	0	0	2	7=	2.13%	2	15=	0.14%
Admission / discharge / transfer procedures	1	0	0	1	9=	1.06%	25	7	1.78%
Record keeping	0	0	1	1	9=	1.06%	6	11	0.43%
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%
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%
Appliances / equipment / premises	0	0	0	0	-	0.00%	2	15=	0.14%
Subject unknown	3	0	0	3	-	3.19%	94	-	6.70%
Out of jurisdiction	0	0	0	0	-	0.00%	4	-	0.29%
Total	77	3	14	94		100.00%	1,403		100.00%

Complaints as % of total 6.70% 100.0%

Health Complaints Closed by Outcome 2018-19

Stage	Outcome Group	Highland NHS Board Area				Sector Total
		Highland NHS Board	Dentists & Dental Practices	GP & GP Practices	Total	
Advice	Not duly made or withdrawn	9	0	0	9	260
	Premature	6	0	1	7	174
	Resolved	0	0	0	0	1
	Total	15	0	1	16	435
Early Resolution	Not duly made or withdrawn	6	2	0	8	54
	Out of jurisdiction (discretionary)	2	0	1	3	45
	Out of jurisdiction (non-discretionary)	1	1	0	2	22
	Outcome not achievable	4	1	0	5	35
	Premature	1	0	1	2	55
	Proportionality	13	0	0	13	214
	Resolved	2	0	0	2	17
	Total	29	4	2	35	442
Investigation	Fully upheld	8	0	0	8	162
	Some upheld	6	0	0	6	98
	Not upheld	16	2	7	25	182
	Not duly made or withdrawn	1	0	1	2	11
	Resolved	0	0	0	0	1
	Total	31	2	8	41	454
Total Complaints	75	6	11	92	1,331	
<i>Total Premature Complaints</i>		7	0	2	9	229
<i>Premature Rate</i>		9.3%	0.0%	18.2%	9.8%	17.2%
<i>Total Investigation Decisions</i>		30	2	7	39	442
<i>Total Upholds</i>		14	0	0	14	260
<i>Uphold Rate</i>		46.7%	0.0%	0.0%	35.9%	58.8%

Health Complaints Determined by Outcome 2017-18

Stage	Outcome Group	Highland NHS Board Area				Sector Total
		Highland NHS Board	Dentists & Dental Practices	GP & GP Practices	Total	
Advice	Not duly made or withdrawn	6	0	0	6	256
	Out of jurisdiction (non-discretionary)	0	0	0	0	2
	Outcome not achievable	0	0	0	0	1
	Premature	4	0	1	5	242
	Total	10	0	1	11	501
Early Resolution	Not duly made or withdrawn	5	0	0	5	62
	Out of jurisdiction (discretionary)	6	0	2	8	52
	Out of jurisdiction (non-discretionary)	3	0	2	5	32
	Outcome not achievable	2	0	1	3	36
	Premature	7	0	0	7	59
	Proportionality	13	0	5	18	195
	Resolved	0	0	0	0	14
	Total	36	0	10	46	450
Investigation	Fully upheld	3	0	0	3	120
	Some upheld	8	0	1	9	141
	Not upheld	10	1	1	12	172
	Not duly made or withdrawn	1	0	0	1	6
	Resolved	0	0	0	0	1
	Total	22	1	2	25	440
Total Complaints	68	1	13	82	1,391	
<i>Total Premature Complaints</i>		11	0	1	12	301
<i>Premature Rate</i>		16.2%	0.0%	7.7%	14.6%	21.6%
<i>Total Investigation Decisions</i>		21	1	2	24	433
<i>Total Upholds</i>		11	0	1	12	261
<i>Uphold Rate</i>		52.4%	0.0%	50.0%	50.0%	60.3%
<i>Old Uphold Rate Calculation</i>						
<i>Total Cases 'Fit for SPSO'</i>		22	1	2	25	440
<i>Total Upholds</i>		11	0	1	12	261
<i>Uphold Rate</i>		50.0%	0.0%	50.0%	48.0%	59.3%

Prison Health Care Complaints Received by Authority 2018-19

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

Prison Health Care Complaints Closed by Authority 2018-19

Stage	Outcome Group	Highland 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	0	15
	Resolved	0	1
	Total	0	20
Investigation	Fully upheld	0	0
	Some upheld	0	1
	Not upheld	2	5
	Not duly made or withdrawn	0	4
	Total	2	10
Total Complaints		2	97

Prison Health Care Complaints Received by Authority 2017-18

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

Prison Health Complaints Closed by Outcome and Authority 2017-18

No prison health complaints determined in 2017-18.