

SPSO Annual Statistics - Cases received or reopened in 2009-10 by authority and subject

Health

NHS Board	Ayrshire & Arran				Borders			Dumfries & Galloway			Fife																
	Ayrshire and Arran NHS Board	Ayrshire and Arran NHS Board - Patient Support	FHP 1	FHP 2	FHP 3	FHP 4	Borders NHS Board	FHP 1	FHP 2	FHP 3	FHP 1	FHP 2	Dumfries and Galloway NHS Board	FHP 3	FHP 1	FHP 2	Fife NHS Board	FHP 3	FHP 4	FHP 5	FHP 6	FHP 7	FHP 8	FHP 9	FHP 10	FHP 11	
Primary Case Subject																											
Admission, discharge & transfer procedures							1											-1									
Appliances, equipment & premises																											
Appointments/Admissions (delay, cancellation)	1					1	1	1																			
Clinical treatment / Diagnosis	24	1	1	1	1	1	11					1	5	1	1		15	1	1		2	1	1	1		1	
Communication, staff attitude, dignity, confidence	4				1		3		1							1	3										
Complaints by NHS staff																											
Complaints handling	1																1										
Continuing care																											
Failure to send ambulance/delay in sending ambulance																											
Hygiene, cleanliness & infection control												1					1										
Lists																	1								1		
Lists (incl difficulty registering and removal from lists)																											
Nurses / Nursing Care	1	1					1																				
Other																											
Out Of Jurisdiction																											
Policy/administration	7						1	1				3					5										
Record Keeping																											
Subject Unknown	6						1					4					4										
Total	44	2	1	1	2	2	19	1	1	1	1	1	12	1	1	1	31	1	1	1	2	1	1	1	1		

NHS Board	Forth Valley														Grampian			
	FHP 1	FHP 2	FHP 3	FHP 4	FHP 5	FHP 6	FHP 7	Forth Valley NHS Board	FHP 8	FHP 9	FHP 10	FHP 11	FHP 12	FHP 13	FHP 14	FHP 1	Grampian NHS Board	FHP 2
Primary Case Subject																		
Admission, discharge & transfer procedures																	1	
Appliances, equipment & premises											1						5	
Appointments/Admissions (delay, cancellation, waiting lists)																		
Clinical treatment / Diagnosis					1	1	1	12	1	1		1	1	1	1	1	23	
Communication, staff attitude, dignity, confidential	1							5					1				5	
Complaints by NHS staff																		
Complaints handling	1							1									3	
Continuing care																		
Failure to send ambulance/delay in sending ambulance																		
Hygiene, cleanliness & infection control																	1	
Lists																		
Lists (incl difficulty registering and removal from lists)																		
Nurses / Nursing Care																		
Other																		
Out Of Jurisdiction																		
Policy/administration				1				4								8	1	
Record Keeping								2										
Subject Unknown								2								1		
Total	1	1	1	1	1	1	1	26	1	1	1	1	1	1	1	47	2	

SPSO Annual Statistics - Cases received or reopened in 2009-10 by authority and subject

NHS Board	Greater Glasgow & Clyde																																						
	FHP 1	FHP 2	FHP 3	FHP 4	FHP 5	FHP 6	FHP 7	FHP 8	FHP 9	FHP 10	FHP 11	FHP 12	FHP 13	Greater Glasgow and Clyde NHS Board	Greater Glasgow and Clyde NHS Board - Adult Services Division	FHP 14	FHP 15	FHP 16	FHP 17	FHP 18	FHP 19	FHP 20	FHP 21	FHP 22	FHP 23	FHP 24	FHP 25	FHP 26	FHP 27	FHP 28	FHP 29	FHP 30	FHP 31						
Primary Case Subject																																							
Admission, discharge & transfer procedures														2	2																								
Appliances, equipment & premises														1	1																								
Appointments/Admissions (delay, cancellation, waiting lists)														4	4											1													
Clinical treatment / Diagnosis	1		1	1				1	1	1	2	1	1	47	26	1		1	1	1	1	1	1	1				1											
Communication, staff attitude, dignity, confidentiality			1							1			1	8	3		1						1							1		1							
Complaints by NHS staff																																							
Complaints handling														1	2										1														
Continuing care																																							
Failure to send ambulance/delay in sending ambulance																																							
Hygiene, cleanliness & infection control														1	1																								
Lists														1	1																								
Lists (incl difficulty registering and removal from lists)									1																														
Nurses / Nursing Care														1	2																								
Other																																							
Out Of Jurisdiction																																							
Policy/administration	1	1				1								19	11																								1
Record Keeping														2	2																								
Subject Unknown														9	2																							1	
Total	2	1	2	1	1	1	1	1	1	1	3	1	1	1	96	46	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	2		

NHS Board	Highland					Lanarkshire										
	FHP 1	FHP 2	Highland NHS Board	FHP 3	FHP 4	FHP 1	FHP 2	FHP 3	FHP 4	FHP 5	Lanarkshire NHS Board	FHP 6	FHP 7	FHP 8	FHP 9	FHP 10
Primary Case Subject																
Admission, discharge & transfer procedures			4													
Appliances, equipment & premises																
Appointments/Admissions (delay, cancellation, waiting lists)			2								3			1		
Clinical treatment / Diagnosis	1	1	11	1	1	1					15	1			1	1
Communication, staff attitude, dignity, confidentiality											4					
Complaints by NHS staff																
Complaints handling			3							1	2					
Continuing care																
Failure to send ambulance/delay in sending ambulance																
Hygiene, cleanliness & infection control																
Lists																
Lists (incl difficulty registering and removal from lists)																
Nurses / Nursing Care											2					
Other																
Out Of Jurisdiction																
Policy/administration			9								4		1			
Record Keeping			1													
Subject Unknown			3								7					
Total	1	1	33	1	1	1	1	1	1	1	37	1	1	1	1	1

SPSO Annual Statistics - Cases received or reopened in 2009-10 by authority and subject

Local Authority

Primary Case Subject Group	Aberdeen City Council	Argyll and Bute Council	Cairngorms National Park Authority	Comhairle nan Eilean Siar	Glasgow City Council	Grampian Fire Brigade	Grampian Joint Police Board	Inverclyde Council	Loch Lomond and The Trossachs National Park	North Lanarkshire Council	Perth and Kinross Council	West Lothian Council	A Council Unknown	Aberdeenshire Council	Angus Council	Ayrshire Valuation Joint Board	Blackfornshire Council	Culture and Sport Glasgow	Dumfries and Galloway Council	Dumfries and Galloway Council (Police)	Dumfriesshire and Galloway Council	Argyll and Bute Valuation Joint Board	Dumfries City Council	
Building Control					4			1		1									1					
Consumer protection	1									1														
Economic development																			1					
Education	2	3		4	11					3	2	6	1	2	2				2					1
Environmental Health & Cleansing		3			12						3	5	1						2					
Finance	4				16			4		16	1	1	2	5	1				5					4
Fire & Police Boards						1	1														1			
Housing	11	3			15			2		44	11	21	7	11	5		1		2					11
Land & Property	2	1			3			2		2		4		1			1		1					
Legal & admin	3	4		1	6					1	7	4	1	6	3				7					3
National Park Authorities			2						6															
Other					2					2				1										
Personnel		2		2						1	1	1	1				1	1	1					
Planning	5	6	1	4	5			3	1	7	12	7	2	21	8		1		15					5
Recreation & Leisure					3			3			1		2			1			9	2				1
Roads & Transport	2	2			20					3	1	5	1	2	3				5					1
Social Work	6	9		2	25			3		13	3	5	4	8	4		3		6					8
Subject Unknown or Out Of Jurisdiction	5	1		1	13			4		8	4	2	4			1		2	4					1
Valuation Joint Boards					1											1			1					4
Total	41	34	3	14	136	1	1	22	7	101	46	61	26	58	28	1	9	10	55	1	4	4	35	

Primary Case Subject Group	East Ayrshire Council	East Dumfriesshire Council	East Lothian Council	East Renfrewshire Council	Falkirk Council	Fife Council	Lanarkshire Valuation Joint Board	Lothian Valuation Joint Board	Midlothian Council	North Ayrshire Council	Orkney Islands Council	Perth and Kinross Council	Renfrewshire Council	Scottish Borders Council	Shetland Islands Council	South Ayrshire Council	South Lanarkshire Council	Stirling Council	The City of Edinburgh Council	The Highland Council	The Moray Council	West Dumfriesshire Council	
Building Control	1	2	2		1	2											2		18			1	
Consumer protection						2				1		1											
Economic development								1															
Education	2	2		3	4	8						2	2			5	7	2	8	5	4	1	
Environmental Health & Cleansing	2	2			5	3		2				5	2		2	8	1	9	3				1
Finance	2	1	1			6		2	2			4	2	1	4	7	1	38	7	1	5		
Fire & Police Boards																							
Housing	21	8	11	5	20	35			5	11	1	19	2	3	8	48	3	58	15	5	10		
Land & Property		1	1		2	2		2	1	1			1			3		2					
Legal & admin	5		1		2	4			2			1	2	2	4	4	1	11	2	2	1		
National Park Authorities																							
Other					2			1									1	2					
Personnel					2	1			1		1	1	1			1			4	1			2
Planning	4	7	3	2	4	26			8	4		6	8			4	14	1	28	26	11	5	
Recreation & Leisure		2	1	2	1			1	1			1	1			33	3		3	1	1		
Roads & Transport	3		1		2	9		1				3	4			7	1	8	4	4	2		
Social Work	9	3	2	2	6	10		1	3	1	4	4			4	13	5	13	13	1	6		
Subject Unknown or Out Of Jurisdiction	1	4	2			11		4	5			8	2	1	3	9	4	11	6				4
Valuation Joint Boards							10	1		1													
Total	50	32	25	14	49	121	10	1	28	33	3	55	33	7	68	126	21	211	83	30	37		

SPSO Annual Statistics - Cases received or reopened in 2009-10 by authority and subject

Scottish Further and Higher Education

Primary Case Subject	Scottish Higher Education Authority															
	A University Unknown (HE)	Edinburgh Napier University	Glasgow Caledonian University	Heriot-Watt University	Napier University	The Robert Gordon University	UHI Millennium Institute	University of Aberdeen	University of Aberdeen Dundee	University of Dundee	University of Edinburgh	University of Glasgow	University of St Andrews	University of Stirling	University of Strathclyde	University of the West of Scotland
Academic appeal/exam results/degree classification			1			1										
Accommodation																
Admissions			1													
Complaints handling										2						
Facilities																
Grants/allowances/bursaries							1									
Other	1															
Personnel matters							1				1					
Policy/administration		2	4	1		4			2	2		2	2	1		
Student discipline									1							
Subject Unknown			1			1										
Teaching and supervision			2		1			1		2	1					
Total	1	2	9	1	1	9	1	2	1	6	7	4	4	6	3	1

Primary Case Subject	Scottish Further Education Authority																						
	A College Unknown (FE)	Aberdeen College of Further Education	Adam Smith College	Angus College of Further Education	Cardonald College	Cumbernauld College	Dumfries College	Edinburgh's Triford College	Forth Valley College of Further and Higher Education	Glasgow Metropolitan College	Glasgow School of Art	James Watt College of Further and Higher Education	Jewel & Esk Valley College	Kilmarnock College	Langside College	Newbattle Abbey College	North Glasgow College	Perth College	Reid Kerr College	South Lanarkshire College	Stevenson College	Stow College	
Academic appeal/exam results/degree classification	1																						
Accommodation																							
Admissions							1														1		
Complaints handling								1	1											1		1	
Facilities					1																		
Grants/allowances/bursaries	1			1		1													1				1
Other																							
Personnel matters											1						1						
Policy/administration	1	1							2		1	1		1		1					2	1	
Student discipline																1							
Subject Unknown																							
Teaching and supervision			1															1					
Total	3	1	1	1	1	1	2	1	3	1	3	1	1	1	1	1	1	1	2	1	3	2	

SPSO Annual Statistics - Cases received or reopened in 2009-10 by authority and subject

Other

	Herefordshire County Council	A Eddy Unknown
Primary Case Subject		
Out Of Jurisdiction		4
Policy/administration	1	
Subject Unknown		32
Total	1	36