

Table 1

Fife NHS Board Area

Complaints Received by Subject		A Dentist or Dental Practice	A GP or General Medical Practice	Fife NHS Board	Fife NHS Board Area Total	Complaints as % of total	Sector Total	Complaints as % of total
2009-10	Admission, discharge & transfer procedures	0	0	1	1	2%	15	2%
	Appliances, equipment & premises	0	0	0	0	0%	1	0%
	Appointments/admissions (delay, cancellation, waiting lists)	0	0	0	0	0%	48	6%
	Clinical treatment/diagnosis	3	6	15	24	56%	413	48%
	Communication, staff attitude, dignity, confidentiality	0	2	3	5	12%	91	11%
	Complaints by NHS staff	0	0	0	0	0%	2	0%
	Complaints handling	0	0	1	1	2%	20	2%
	Continuing care	0	0	0	0	0%	1	0%
	Failure to send ambulance/delay in sending ambulance	0	0	0	0	0%	6	1%
	Hygiene, cleanliness & infection control	0	0	1	1	2%	6	1%
	Lists	0	1	1	2	5%	7	1%
	Lists (incl difficulty registering and removal from lists)	0	0	0	0	0%	1	0%
	Nurses/nursing Care	0	0	0	0	0%	10	1%
	Other	0	0	0	0	0%	2	0%
	Policy/administration	0	0	5	5	12%	156	18%
	Record keeping	0	0	0	0	0%	7	1%
	Out of jurisdiction	0	0	0	0	0%	3	0%
	Subject unknown	0	0	4	4	9%	68	8%
	Total	3	9	31	43		857	
2010-11	Admission, discharge & transfer procedures	0	0	1	1	2%	9	1%
	Appliances, equipment & premises	0	0	0	0	0%	5	1%
	Appointments/Admissions (delay, cancellation, waiting lists)	0	0	1	1	2%	35	4%
	Clinical treatment / Diagnosis	2	8	20	30	52%	402	45%
	Communication, staff attitude, dignity, confidentiality	0	1	3	4	7%	64	7%
	Complaints handling	0	0	2	2	3%	27	3%
	Continuing care	0	0	0	0	0%	3	0%
	Failure to send ambulance/delay in sending ambulance	0	0	0	0	0%	1	0%
	Hotel services - food, laundry etc	0	0	1	1	2%	4	0%
	Hygiene, cleanliness & infection control	0	0	1	1	2%	1	0%
	Lists (incl difficulty registering and removal from lists)	0	1	0	1	2%	20	2%
	Nurses / Nursing Care	0	0	2	2	3%	13	1%
	Other	0	0	1	1	2%	8	1%
	Policy/administration	0	2	6	8	14%	143	16%
	Record Keeping	0	0	0	0	0%	10	1%
	Out Of Jurisdiction	0	0	0	0	0%	1	0%
	Subject Unknown	0	0	6	6	10%	142	16%
Total	2	12	44	58		888		

Table 2

Fife NHS Board Area

Complaints Determined by Outcome		Fife NHS Board Area					Sector Total
		A Dentist or Dental Practice	A GP or General Medical Practice	An Optician or Ophthalmic Services	Fife NHS Board	Fife NHS Board Area	
2009-10	Discontinued before investigation	0	3	0	6	9	176
	Discretionary decision not to pursue	0	0	0	0	0	1
	Other	0	0	0	0	0	7
	Out of jurisdiction	0	0	0	1	1	60
	Premature	0	3	1	10	14	319
	Determined after detailed consideration	2	4	1	12	19	314
	Report issued: fully upheld	0	0	0	1	1	33
	Report issued: not upheld	0	0	0	0	0	9
	Report issued: partially upheld	0	1	0	1	2	32
Total	2	11	2	31	46	951	
2010-11	Premature	0	2	0	15	17	260
	Out of Jurisdiction	0	0	0	3	3	59
	Outcome Not Achievable	0	0	0	1	1	25
	No Decision Reached	1	0	0	13	14	268
	Fully Upheld	0	0	0	0	0	65
	Partly Upheld	0	2	0	2	4	50
	Not Upheld	0	4	0	7	11	113
	Total	1	8	0	41	50	840

Fife NHS Board

Published	Case Ref.	Summary	Overall Report Decision	Recommendation(s)
16/03/2011	200904481	<p>(a) there was a lack of care and compassion by the nursing staff on Ward 14 when Mr A fell four times (upheld);</p> <p>(b) there was a lack of cleanliness in Ward 14 (not upheld);</p> <p>(c) there was a lack of concern from nursing staff in Ward 20 when Mr A's family highlighted that his blood pressure reading appeared high (not upheld);</p> <p>(d) Mr A contracted MRSA twice (not upheld);</p> <p>(e) the Board failed to inform Mr A's family of the rapid decline in his clinical condition or to contact them prior to his death (upheld); and</p> <p>(f) the Board failed to remove a catheter tube from Mr A's body (upheld).</p>	partially upheld	<p>(i) review the circumstances surrounding Mr A's falls with a view to identifying, and rectifying, underperformance in the practical implementation of their falls management and dementia care policies and procedures; and</p> <p>(ii) review the circumstances leading to Mr C's complaint and consider introducing measures to improve communication with patients' families.</p>