

Health Complaints Received by Subject 2014-5

Subject	Dumfries & Galloway NHS Board Area					Sector Total	Rank	Complaints as % of total
	Dumfries and Galloway NHS Board	GP & GP Practices	Total	Rank	Complaints as % of total			
Clinical treatment / Diagnosis	26	3	29	1	70.7%	1,126	1	73.0%
Policy / administration	4	0	4	2	9.8%	49	4	3.2%
Communication / staff attitude / dignity / confidentiality	3	0	3	3	7.3%	130	2	8.4%
Nurses / Nursing Care	1	1	2	4=	4.9%	19	8	1.2%
Record Keeping	1	1	2	4=	4.9%	16	9	1.0%
Complaints handling	1	0	1	6	2.4%	33	5	2.1%
Appointments / Admissions (delay / cancellation / waiting lists)	0	0	0	-	0.0%	57	3	3.7%
Lists (incl difficulty registering and removal from lists)	0	0	0	-	0.0%	25	6	1.6%
Continuing care	0	0	0	-	0.0%	20	7	1.3%
Other	0	0	0	-	0.0%	14	10=	0.9%
Admission / discharge / transfer procedures	0	0	0	-	0.0%	14	10=	0.9%
Appliances / equipment / premises	0	0	0	-	0.0%	4	12	0.3%
Failure to send ambulance / delay in sending ambulance	0	0	0	-	0.0%	3	13	0.2%
Hotel services - food / laundry etc	0	0	0	-	0.0%	2	14	0.1%
Hygiene / cleanliness / infection control	0	0	0	-	0.0%	1	15	0.1%
Subject Unknown	0	0	0	-	0.0%	25	-	1.6%
Out Of Jurisdiction	0	0	0	-	0.0%	4	-	0.3%
Total	36	5	41	-	100.0%	1,542	-	100.0%

Complaints as % of total

2.7%

100.0%

Health Complaints Received by Subject 2013-14

Subject	Dumfries & Galloway NHS Board Area					Sector Total	Rank	Complaints as % of total
	Dumfries and Galloway NHS Board	GP & GP Practices	Total	Rank	Complaints as % of total			
Clinical treatment / Diagnosis	16	5	21	1	80.8%	913	1	66.2%
Policy/administration	2	1	3	2	11.5%	57	4	4.1%
Communication, staff attitude, dignity, confidentiality	1	0	1	3=	3.8%	128	2	9.3%
Other	1	0	1	3=	3.8%	13	9	0.9%
Appointments/Admissions (delay, cancellation, waiting lists)	0	0	0	-	0.0%	75	3	5.4%
Complaints handling	0	0	0	-	0.0%	43	5	3.1%
Admission, discharge & transfer procedures	0	0	0	-	0.0%	26	6	1.9%
Continuing care	0	0	0	-	0.0%	15	7=	1.1%
Nurses / Nursing Care	0	0	0	-	0.0%	15	7=	1.1%
Lists	0	0	0	-	0.0%	12	10	0.9%
Record Keeping	0	0	0	-	0.0%	10	11	0.7%
Failure to send ambulance/delay in sending ambulance	0	0	0	-	0.0%	9	12	0.7%
Appliances, equipment & premises	0	0	0	-	0.0%	6	13	0.4%
Complaints by NHS staff	0	0	0	-	0.0%	3	14	0.2%
Hygiene, cleanliness & infection control	0	0	0	-	0.0%	2	15	0.1%
Hotel services - food, laundry etc	0	0	0	-	0.0%	1	16=	0.1%
Pre- Contractual or Commercial Matters	0	0	0	-	0.0%	1	16=	0.1%
Subject Unknown	0	0	0	-	0.0%	48	-	3.5%
Out Of Jurisdiction	0	0	0	-	0.0%	2	-	0.1%
Total	20	6	26	-	100.0%	1,379	-	100.0%

Complaints as % of total

1.9%

100.0%

Health Complaints Determined by Outcome 2014-15

Stage	Outcome Group	Dumfries & Galloway NHS Board Area			Sector Total
		Dumfries and Galloway NHS Board	GP & GP Practices	Total	
Advice	Out of jurisdiction (discretionary)	0	0	0	17
	Out of jurisdiction (non-discretionary)	0	0	0	8
	Not duly made or withdrawn	8	0	8	339
	Outcome not achievable	0	0	0	33
	Premature	5	1	6	325
	Resolved	0	0	0	0
	Total	13	1	14	722
Early Resolution 1	Out of jurisdiction (discretionary)	2	1	3	47
	Out of jurisdiction (non-discretionary)	1	0	1	22
	Not duly made or withdrawn	4	0	4	51
	Outcome not achievable	1	0	1	99
	Premature	0	0	0	51
	Resolved	1	0	1	20
	Total	9	1	10	290
Early Resolution 2	Fully upheld	1	0	1	24
	Some upheld	1	0	1	3
	Not upheld	1	0	1	50
	Not duly made or withdrawn	0	0	0	4
	Total	3	0	3	81
Investigation 1	Fully upheld	3	2	5	113
	Some upheld	4	1	5	85
	Not upheld	3	2	5	153
	Not duly made or withdrawn	0	0	0	3
	Resolved	0	0	0	0
	Total	10	5	15	354
Investigation 2	Fully upheld	0	0	0	36
	Some upheld	0	0	0	3
	Not upheld	0	0	0	1
	Total	0	0	0	40
Total Complaints		35	7	42	1487

Total Premature Complaints	5	1	6	376
Premature Rate	14.3%	14.3%	14.3%	25.3%

Fit for SPSO Total (ER2, Inv1 & Inv2)	13	5	18	475
Total Cases Upheld / Partly Upheld	9	3	12	264
Uphold Rate (total upheld / total fit for SPSO)	69.2%	60.0%	66.7%	55.6%

Health Complaints Determined by Outcome 2013-14

Stage	Outcome Group	Dumfries & Galloway NHS Board Area			Sector Total
		Dumfries and Galloway NHS Board	GP & GP Practices	Total	
Advice	Out of jurisdiction (discretionary)	0	0	0	25
	Out of jurisdiction (non-discretionary)	0	0	0	19
	Not duly made or withdrawn	4	0	4	331
	Outcome not achievable	0	1	1	66
	Premature	3	0	3	297
	Resolved	0	0	0	2
	Total	7	1	8	740
Early Resolution 1	Out of jurisdiction (discretionary)	2	0	2	26
	Out of jurisdiction (non-discretionary)	0	0	0	15
	Not duly made or withdrawn	1	0	1	49
	Outcome not achievable	1	1	2	37
	Premature	0	0	0	53
	Resolved	0	0	0	18
	Total	4	1	5	198
Early Resolution 2	Fully upheld	0	0	0	17
	Some upheld	1	0	1	4
	Not upheld	0	0	0	42
	Not duly made or withdrawn	0	0	0	7
	Total	1	0	1	70
Investigation 1	Fully upheld	2	0	2	73
	Some upheld	2	0	2	82
	Not upheld	0	0	0	115
	Not duly made or withdrawn	1	0	1	7
	Resolved	0	0	0	1
	Total	5	0	5	278
Investigation 2	Fully upheld	0	0	0	27
	Some upheld	0	0	0	11
	Not upheld	0	0	0	0
	Total	0	0	0	38
Total Complaints		17	2	19	1324

Total Premature Complaints	3	0	3	350
Premature Rate	17.6%	0.0%	15.8%	26.4%

Fit for SPSO Total (ER2, Inv1 & Inv2)	6	0	6	386
Total Cases Upheld / Partly Upheld	5	0	5	214
Uphold Rate (total upheld / total fit for SPSO)	83.3%	-	83.3%	55.4%

Prison Health Care Complaints Received by Authority 2014-15

Subject	Dumfries and Galloway NHS Board	Sector Total
Admission / discharge / transfer procedures	0	1
Appointments / Admissions (delay / cancellation / waiting lists)	0	2
Clinical treatment / Diagnosis	7	139
Communication / staff attitude / dignity / confidentiality	1	6
Complaints handling	0	5
Nurses / Nursing Care	0	1
Policy / administration	0	2
Record Keeping	0	1
Total Complaints	8	157

Prison Health Complaints Closed by Outcome and Authority 2014-15

Stage	Outcome Group	Dumfries and Galloway NHS Board	Sector Total
Advice	Not duly made or withdrawn	1	38
	Outcome not achievable	0	1
	Premature	1	50
	Total	2	89
Early Resolution 1	Out of jurisdiction (discretionary)	0	5
	Not duly made or withdrawn	3	9
	Outcome not achievable	1	5
	Premature	0	7
	Resolved	0	1
Total	4	27	
Early Resolution 2	Fully upheld	0	3
	Not upheld	0	13
	Not duly made or withdrawn	0	1
	Total	0	17
Investigation 1	Fully upheld	0	5
	Some upheld	1	6
	Not upheld	1	10
	Total	2	21
Total Complaints	8	154	

Note - there were no prison health cases closed at Investigation 2 in 2014-15

Prison Health Care Received by Authority 2013-14

Subject	Dumfries and Galloway NHS Board	Sector Total
Appointments/Admissions (delay, cancellation, waiting lists)	0	8
Clinical treatment / Diagnosis	3	104
Communication, staff attitude, dignity, confidentiality	1	6
Complaints handling	0	8
Nurses / Nursing Care	0	1
Policy/administration	0	2
Total Complaints	4	129

Prison Health Complaints Closed by Outcome and Authority 2013-14

Stage	Outcome Group	Dumfries and Galloway NHS Board	Sector Total
Advice	Out of jurisdiction (discretionary)	0	1
	Out of jurisdiction (non-discretionary)	0	1
	Not duly made or withdrawn	0	34
	Outcome not achievable	0	4
	Premature	1	36
	Total	1	76
Early Resolution 1	Out of jurisdiction (discretionary)	1	1
	Not duly made or withdrawn	0	5
	Outcome not achievable	0	1
	Premature	0	6
	Resolved	0	1
Total	1	14	
Early Resolution 2	Fully upheld	0	2
	Not upheld	0	8
	Not duly made or withdrawn	0	1
	Total	0	11
Investigation 1	Fully upheld	0	9
	Some upheld	0	3
	Not upheld	0	4
	Not duly made or withdrawn	1	2
	Total	1	18
Investigation 2	Fully upheld	0	3
	Total	0	3
Total Complaints	3	122	