

Health Complaints Received by Subject 2014-5

Subject	Fife NHS Board Area						Complaints as % of total	Sector Total	Rank	Complaints as % of total
	Fife NHS Board	Dentists & Dental Practices	GP & GP Practices	Pharmacists & Pharmacy Services	Total	Rank				
Clinical treatment / Diagnosis	28	3	13	0	44	1	68.8%	1,126	1	73.0%
Communication / staff attitude / dignity / confidentiality	3	2	0	0	5	2	7.8%	130	2	8.4%
Appointments / Admissions (delay / cancellation / waiting lists)	1	1	2	0	4	3	6.3%	57	3	3.7%
Policy / administration	3	0	0	0	3	4=	4.7%	49	4	3.2%
Record Keeping	1	0	1	1	3	4=	4.7%	16	9	1.0%
Lists (incl difficulty registering and removal from lists)	0	0	2	0	2	6	3.1%	25	6	1.6%
Continuing care	1	0	0	0	1	7=	1.6%	20	7	1.3%
Other	0	0	1	0	1	7=	1.6%	14	10=	0.9%
Complaints handling	0	0	0	0	0	-	0.0%	33	5	2.1%
Nurses / Nursing Care	0	0	0	0	0	-	0.0%	19	8	1.2%
Admission / discharge / transfer procedures	0	0	0	0	0	-	0.0%	14	10=	0.9%
Appliances / equipment / premises	0	0	0	0	0	-	0.0%	4	12	0.3%
Failure to send ambulance / delay in sending ambulance	0	0	0	0	0	-	0.0%	3	13	0.2%
Hotel services - food / laundry etc	0	0	0	0	0	-	0.0%	2	14	0.1%
Hygiene / cleanliness / infection control	0	0	0	0	0	-	0.0%	1	15	0.1%
Subject Unknown	0	0	1	0	1	-	1.6%	25	-	1.6%
Out Of Jurisdiction	0	0	0	0	0	-	0.0%	4	-	0.3%
Total	37	6	20	1	64	-	100.0%	1,542	-	100.0%

Complaints as % of total

4.2%

100.0%

Health Complaints Received by Subject 2013-14

Subject	Fife NHS Board Area						Complaints as % of total	Sector Total	Rank	Complaints as % of total
	Fife NHS Board	Dentists & Dental Practices	GP & GP Practices	Pharmacists & Pharmacy Services	Total	Rank				
Clinical treatment / Diagnosis	27	2	12	0	41	1	70.7%	913	1	66.2%
Communication, staff attitude, dignity, confidentiality	6	1	0	0	7	2	12.1%	128	2	9.3%
Appointments/Admissions (delay, cancellation, waiting lists)	0	1	2	0	3	3	5.2%	75	3	5.4%
Complaints handling	1	0	1	0	2	4=	3.4%	43	5	3.1%
Continuing care	2	0	0	0	2	4=	3.4%	15	7=	1.1%
Other	0	0	1	0	1	6=	1.7%	13	9	0.9%
Lists	0	0	1	0	1	6=	1.7%	12	10	0.9%
Appliances, equipment & premises	1	0	0	0	1	6=	1.7%	6	13	0.4%
Policy/administration	0	0	0	0	0	-	0.0%	57	4	4.1%
Admission, discharge & transfer procedures	0	0	0	0	0	-	0.0%	26	6	1.9%
Nurses / Nursing Care	0	0	0	0	0	-	0.0%	15	7=	1.1%
Record Keeping	0	0	0	0	0	-	0.0%	10	11	0.7%
Failure to send ambulance/delay in sending ambulance	0	0	0	0	0	-	0.0%	9	12	0.7%
Complaints by NHS staff	0	0	0	0	0	-	0.0%	3	14	0.2%
Hygiene, cleanliness & infection control	0	0	0	0	0	-	0.0%	2	15	0.1%
Hotel services - food, laundry etc	0	0	0	0	0	-	0.0%	1	16=	0.1%
Pre- Contractual or Commercial Matters	0	0	0	0	0	-	0.0%	1	16=	0.1%
Subject Unknown	0	0	0	0	0	-	0.0%	48	-	3.5%
Out Of Jurisdiction	0	0	0	0	0	-	0.0%	2	-	0.1%
Total	37	4	17	0	58	-	100.0%	1,379	-	100.0%

Complaints as % of total

4.2%

100.0%

Health Complaints Determined by Outcome 2014-15

Stage	Outcome Group	Fife NHS Board Area					Sector Total
		Fife NHS Board	Dentists & Dental Practices	GP & GP Practices	Pharmacists & Pharmacy Services	Total	
Advice	Out of jurisdiction (discretionary)	0	0	0	0	0	17
	Out of jurisdiction (non-discretionary)	0	0	0	0	0	8
	Not duly made or withdrawn	7	0	3	0	10	339
	Outcome not achievable	0	1	3	0	4	33
	Premature	6	0	1	0	7	325
	Resolved	0	0	0	0	0	0
	Total	13	1	7	0	21	722
Early Resolution 1	Out of jurisdiction (discretionary)	3	1	0	0	4	47
	Out of jurisdiction (non-discretionary)	1	0	2	0	3	22
	Not duly made or withdrawn	2	0	1	1	4	51
	Outcome not achievable	2	0	3	0	5	99
	Premature	1	0	0	0	1	51
	Resolved	0	1	0	0	1	20
	Total	9	2	6	1	18	290
Early Resolution 2	Fully upheld	0	0	0	0	0	24
	Some upheld	0	0	0	0	0	3
	Not upheld	0	0	0	0	0	50
	Not duly made or withdrawn	0	0	0	0	0	4
	Total	0	0	0	0	0	81
Investigation 1	Fully upheld	5	0	4	0	9	113
	Some upheld	1	1	3	0	5	85
	Not upheld	5	0	2	0	7	153
	Not duly made or withdrawn	0	0	0	0	0	3
	Resolved	0	0	0	0	0	0
	Total	11	1	9	0	21	354
Investigation 2	Fully upheld	1	0	0	0	1	36
	Some upheld	0	0	0	0	0	3
	Not upheld	0	0	0	0	0	1
	Total	1	0	0	0	1	40
Total Complaints	34	4	22	1	61	1487	

Total Premature Complaints	7	0	1	0	8	376
Premature Rate	20.6%	0.0%	4.5%	0.0%	13.1%	25.3%

Fit for SPSO Total (ER2, Inv1 & Inv2)	12	1	9	0	22	475
Total Cases Upheld / Partly Upheld	7	1	7	0	15	264
Uphold Rate (total upheld / total fit for SPSO)	58.3%	100.0%	77.8%	-	68.2%	55.6%

Health Complaints Determined by Outcome 2013-14

Stage	Outcome Group	Fife NHS Board Area					Sector Total
		Fife NHS Board	Dentists & Dental Practices	GP & GP Practices	Pharmacists & Pharmacy Services	Total	
Advice	Out of jurisdiction (discretionary)	0	0	0	0	0	25
	Out of jurisdiction (non-discretionary)	0	0	0	0	0	19
	Not duly made or withdrawn	4	0	2	0	6	331
	Outcome not achievable	1	0	1	0	2	66
	Premature	9	0	2	0	11	297
	Resolved	0	0	0	0	0	2
	Total	14	0	5	0	19	740
Early Resolution 1	Out of jurisdiction (discretionary)	1	0	0	0	1	26
	Out of jurisdiction (non-discretionary)	0	0	0	1	1	15
	Not duly made or withdrawn	4	1	2	0	7	49
	Outcome not achievable	2	0	0	0	2	37
	Premature	1	0	0	0	1	53
	Resolved	1	0	0	0	1	18
	Total	9	1	2	1	13	198
Early Resolution 2	Fully upheld	2	0	0	0	2	17
	Some upheld	0	0	0	0	0	4
	Not upheld	0	0	2	0	2	42
	Not duly made or withdrawn	1	0	0	0	1	7
	Total	3	0	2	0	5	70
Investigation 1	Fully upheld	4	0	0	0	4	73
	Some upheld	1	0	1	0	2	82
	Not upheld	3	2	6	0	11	115
	Not duly made or withdrawn	0	0	0	0	0	7
	Resolved	0	0	0	0	0	1
	Total	8	2	7	0	17	278
Investigation 2	Fully upheld	1	0	1	0	2	27
	Some upheld	1	0	0	0	1	11
	Not upheld	0	0	0	0	0	0
	Total	2	0	1	0	3	38
Total Complaints	36	3	17	1	57	1324	

Total Premature Complaints	10	0	2	0	12	350
Premature Rate	27.8%	0.0%	11.8%	0.0%	21.1%	26.4%

Fit for SPSO Total (ER2, Inv1 & Inv2)	13	2	10	0	25	386
Total Cases Upheld / Partly Upheld	9	0	2	0	11	214
Uphold Rate (total upheld / total fit for SPSO)	69.2%	0.0%	20.0%	-	44.0%	55.4%

Prison Health Care Complaints Received by Authority 2014-15

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

Prison Health Complaints Closed by Outcome and Authority 2014-15

Stage	Outcome Group	Fife NHS Board	Sector Total
Advice	Not duly made or withdrawn	0	38
	Outcome not achievable	0	1
	Premature	0	50
	Total	0	89
Early Resolution 1	Out of jurisdiction (discretionary)	1	5
	Not duly made or withdrawn	0	9
	Outcome not achievable	0	5
	Premature	0	7
	Resolved	0	1
Total	1	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	0	6
	Not upheld	0	10
	Total	0	21
Total Complaints	1	154	

Notes

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

There were no prison health cases at all in 2013-14 for the Fife area