

### Health Complaints Received by Subject 2015-16

Subject	Grampian NHS Board Area						Total	Rank	Complaints as % of total	Sector Total	Rank	Complaints as % of total
	Grampian NHS Board	Dentists & Dental Practices	GP & GP Practices	Opticians	Pharmacists & Pharmacy Services							
Clinical treatment / Diagnosis	68	0	13	0	0	81	1	67.5%	1,127	1	74.5%	
Communication / staff attitude / dignity / confidentiality	7	1	4	1	1	14	2	11.7%	120	2	7.9%	
Appointments / Admissions (delay / cancellation / waiting lists)	6	0	1	0	0	7	3	5.8%	67	3	4.4%	
Record Keeping	3	0	1	0	0	4	4=	3.3%	19	7	1.3%	
Admission / discharge / transfer procedures	4	0	0	0	0	4	4=	3.3%	14	8	0.9%	
Policy/administration	2	0	1	0	0	3	6=	2.5%	41	4	2.7%	
Nurses / nursing care	3	0	0	0	0	3	6=	2.5%	31	6	2.1%	
Complaints handling	1	0	0	0	0	1	8=	0.8%	39	5	2.6%	
Other	1	0	0	0	0	1	8=	0.8%	12	9	0.8%	
Appliances / equipment / premises	1	0	0	0	0	1	8=	0.8%	3	13=	0.2%	
Lists (incl difficulty registering and removal from lists)	0	0	0	0	0	0	-	0.0%	11	10	0.7%	
Continuing care	0	0	0	0	0	0	-	0.0%	7	11	0.5%	
Failure to send ambulance / delay in sending ambulance	0	0	0	0	0	0	-	0.0%	6	12	0.4%	
Hygiene / cleanliness / infection control	0	0	0	0	0	0	-	0.0%	3	13=	0.2%	
Hotel services - food / laundry etc	0	0	0	0	0	0	-	0.0%	1	15	0.1%	
Subject Unknown	1	0	0	0	0	1	-	0.8%	8	-	0.5%	
Out Of Jurisdiction	0	0	0	0	0	0	-	0.0%	3	-	0.2%	
<b>Total</b>	<b>97</b>	<b>1</b>	<b>20</b>	<b>1</b>	<b>1</b>	<b>120</b>	<b>-</b>	<b>100.0%</b>	<b>1,512</b>	<b>-</b>	<b>100.0%</b>	

Complaints as % of total

7.9%

100.0%

### Health Complaints Received by Subject 2014-15

Subject	Grampian NHS Board Area						Sector Total	Rank	Complaints as % of total
	Grampian NHS Board	Dentists & Dental Practices	GP & GP Practices	Total	Rank				
Clinical treatment / Diagnosis	78	3	8	89	1	69.0%	1,126	1	73.0%
Communication / staff attitude / dignity / confidentiality	8	0	3	11	2	8.5%	130	2	8.4%
Appointments / Admissions (delay / cancellation / waiting lists)	9	0	1	10	3	7.8%	57	3	3.7%
Policy / administration	4	0	2	6	4	4.7%	49	4	3.2%
Complaints handling	4	0	1	5	5	3.9%	33	5	2.1%
Continuing care	4	0	0	4	6	3.1%	20	7	1.3%
Nurses / Nursing Care	2	0	0	2	7	1.6%	19	8	1.2%
Record Keeping	0	0	1	1	8	0.8%	16	9	1.0%
Lists (incl difficulty registering and removal from lists)	0	0	0	0	-	0.0%	25	6	1.6%
Other	0	0	0	0	-	0.0%	14	10=	0.9%
Admission / discharge / transfer procedures	0	0	0	0	-	0.0%	14	10=	0.9%
Appliances / equipment / premises	0	0	0	0	-	0.0%	4	12	0.3%
Failure to send ambulance / delay in sending ambulance	0	0	0	0	-	0.0%	3	13	0.2%
Hotel services - food / laundry etc	0	0	0	0	-	0.0%	2	14	0.1%
Hygiene / cleanliness / infection control	0	0	0	0	-	0.0%	1	15	0.1%
Subject Unknown	1	0	0	1	-	0.8%	25	-	1.6%
Out Of Jurisdiction	0	0	0	0	-	0.0%	4	-	0.3%
<b>Total</b>	<b>110</b>	<b>3</b>	<b>16</b>	<b>129</b>	<b>-</b>	<b>100.0%</b>	<b>1,542</b>	<b>-</b>	<b>100.0%</b>

Complaints as % of total

8.4%

100.0%