

Health Complaints Received by Subject 2016-17

Subject	Forth Valley NHS Board Area						Sector Total	Rank	Complaints as % of total
	Dentists & Dental Practices	Forth Valley NHS Board	GP & GP Practices	Total	Rank	Complaints as % of total			
Clinical treatment / Diagnosis	5	42	6	53	1	73.6%	1017	1	71.9%
Communication / staff attitude / dignity / confidentiality	0	7	0	7	2	9.7%	106	2	7.5%
Complaints handling	1	3	0	4	3	5.6%	39	5	2.8%
Nurses / Nursing Care	0	3	0	3	4	4.2%	27	6	1.9%
Appointments / Admissions (delay / cancellation / waiting lists)	0	0	1	1	6=	1.4%	85	3	6.0%
Admission / discharge / transfer procedures	0	1	0	1	6=	1.4%	12	11	0.8%
Appliances / equipment / premises	0	1	0	1	6=	1.4%	3	13=	0.2%
Policy / administration	0	0	0	0	-	0.0%	47	4	3.3%
Lists (incl difficulty registering and removal from lists)	0	0	0	0	-	0.0%	18	7	1.3%
Record Keeping	0	0	0	0	-	0.0%	16	8=	1.1%
Other	0	0	0	0	-	0.0%	15	8=	1.1%
Failure to send ambulance / delay in sending ambulance	0	0	0	0	-	0.0%	10	12	0.7%
Continuing care	0	0	0	0	-	0.0%	3	13=	0.2%
Subject Unknown	0	2	0	2	-	2.8%	16	-	1.1%
Total	6	59	7	72	-	100.0%	1414	-	100.0%

Complaints as % of total 5.09% 100.00%

Health Complaints Received by Subject 2015-16

Subject	Forth Valley NHS Board Area						Sector Total	Rank	Complaints as % of total
	Forth Valley NHS Board	GP & GP Practices	Pharmacists & Pharmacy	Total	Rank	Complaints as % of total			
Clinical treatment / Diagnosis	67	10	1	78	1	85.7%	1,127	1	74.5%
Policy/administration	3	0	0	3	2	3.3%	41	4	2.7%
Communication / staff attitude / dignity / confidentiality	2	0	0	2	3=	2.2%	120	2	7.9%
Appointments / Admissions (delay / cancellation / waiting lists)	1	1	0	2	3=	2.2%	67	3	4.4%
Complaints handling	2	0	0	2	3=	2.2%	39	5	2.6%
Nurses / nursing care	2	0	0	2	3=	2.2%	31	6	2.1%
Other	1	0	0	1	7	1.1%	12	9	0.8%
Record Keeping	0	0	0	0	-	0.0%	19	7	1.3%
Admission / discharge / transfer procedures	0	0	0	0	-	0.0%	14	8	0.9%
Lists (incl difficulty registering and removal from lists)	0	0	0	0	-	0.0%	11	10	0.7%
Continuing care	0	0	0	0	-	0.0%	7	11	0.5%
Failure to send ambulance / delay in sending ambulance	0	0	0	0	-	0.0%	6	12	0.4%
Appliances / equipment / premises	0	0	0	0	-	0.0%	3	13=	0.2%
Hygiene / cleanliness / infection control	0	0	0	0	-	0.0%	3	13=	0.2%
Hotel services - food / laundry etc	0	0	0	0	-	0.0%	1	15	0.1%
Subject Unknown	0	0	0	0	-	0.0%	8	-	0.5%
Out Of Jurisdiction	1	0	0	1	-	1.1%	3	-	0.2%
Total	79	11	1	91	-	100.0%	1,512	-	100.0%

Complaints as % of total 6.0% 100.0%

Health Complaints Determined by Outcome 2016-17

Stage	Outcome Group	Forth Valley NHS Board Area				Sector Total
		Dentists & Dental Practices	Forth Valley NHS Board	GP & GP Practices	Total	
Advice	Not duly made or withdrawn	0	16	1	17	312
	Premature	0	8	1	9	242
	Total	0	24	2	26	554
Early Resolution	Not duly made or withdrawn	0	6	0	6	68
	Out of jurisdiction (discretionary)	0	4	1	5	58
	Out of jurisdiction (non-discretionary)	0	0	0	0	20
	Outcome not achievable	2	2	0	4	47
	Premature	0	0	0	0	54
	Proportionality	0	5	0	5	113
	Resolved	0	1	1	2	12
	Total	2	18	2	22	372
Investigation	Fully upheld	0	9	1	10	129
	Some upheld	0	3	0	3	131
	Not upheld	1	10	5	16	235
	Not duly made or withdrawn	0	2	0	2	11
	Outcome not achievable	0	0	0	0	1
	Total	1	24	6	31	507
Total Complaints		3	66	10	79	1,433

Total Premature Complaints	0	8	1	9	296
Premature Rate	0.0%	12.1%	10.0%	11.4%	20.7%
Fit for SPSO Total (Investigations)	1	24	6	31	507
Total Cases Upheld / Some Upheld	0	12	1	13	260
Uphold Rate (total upheld / total fit for SPSO)	0.0%	50.0%	16.7%	41.9%	51.3%

Health Complaints Determined by Outcome 2015-16

Stage	Outcome Group	Forth Valley NHS Board Area				Total	Sector Total	
		Forth Valley NHS Board	Dentists & Dental Practices	GP & GP Practices	Pharmacists & Pharmacy Services			
Advice	Out of jurisdiction (discretionary)	2	0	0	0	2	13	
	Out of jurisdiction (non-discretionary)	0	0	0	0	0	4	
	Not duly made or withdrawn	16	0	1	0	17	348	
	Outcome not achievable	1	0	0	0	1	4	
	Premature	11	0	0	0	11	301	
	Resolved	0	0	0	0	0	1	
	Total	30	0	1	0	31	671	
	Early Resolution 1	Out of jurisdiction (discretionary)	4	0	0	0	4	41
		Out of jurisdiction (non-discretionary)	1	0	0	0	1	30
		Not duly made or withdrawn	1	0	0	0	1	70
Outcome not achievable		3	0	3	1	7	107	
Total		9	0	3	1	13	178	
Early Resolution 2	Fully upheld	1	0	0	0	1	14	
	Some upheld	0	0	0	0	0	4	
	Not upheld	4	0	0	0	4	35	
	Not duly made or withdrawn	0	0	0	0	0	3	
	Resolved	0	0	0	0	0	1	
	Total	5	0	0	0	5	57	
	Investigation 1	Fully upheld	12	0	1	0	13	115
Some upheld		6	0	0	0	6	122	
Not upheld		9	1	2	0	12	178	
Not duly made or withdrawn		1	0	0	0	1	9	
Resolved		0	0	0	0	0	1	
Total		28	1	3	0	32	425	
Investigation 2	Fully upheld	0	0	0	0	0	35	
	Some upheld	0	0	0	0	0	3	
	Not upheld	0	0	0	0	0	0	
	Total	0	0	0	0	0	38	
Total Complaints	78	1	8	1	88	1508		

Total Premature Complaints	16	0	0	0	16	354
Premature Rate	20.5%	0.0%	0.0%	0.0%	18.2%	23.5%
Fit for SPSO Total (ER2, Inv1 & Inv2)	33	1	3	0	37	520
Total Cases Upheld / Partly Upheld	19	0	1	0	20	293
Uphold Rate (total upheld / total fit for SPSO)	57.6%	0.0%	33.3%	-	54.1%	56.3%

Prison Health Care Complaints Received by Authority 2016-17

Subject	Forth Valley	Sector Total
Appointments / Admissions (delay / cancellation / waiting lists)	0	3
Clinical treatment / Diagnosis	16	132
Communication / staff attitude / dignity / confidentiality	2	4
Complaints handling	1	5
Nurses / nursing care	0	1
Policy/administration	0	2
Total Complaints	19	147

Prison Health Care Complaints Received by Authority 2015-16

Subject	Forth Valley	Sector Total
Admission / discharge / transfer procedures	0	2
Appointments / Admissions (delay / cancellation / waiting lists)	0	3
Clinical treatment / Diagnosis	21	125
Communication / staff attitude / dignity / confidentiality	0	1
Complaints handling	0	3
Nurses / nursing care	0	2
Policy/administration	1	1
Total Complaints	22	137

Prison Health Complaints Closed by Outcome and Authority 2015-16

Stage	Outcome Group	Forth Valley	Sector Total
Advice	Not duly made or withdrawn	3	34
	Premature	5	54
	Total	8	88
Early Resolution	Not duly made or withdrawn	6	13
	Out of jurisdiction (non-discretionary)	0	2
	Outcome not achievable	2	3
	Premature	0	12
	Proportionality	1	8
Investigation	Resolved	0	2
	Total	9	40
	Fully upheld	1	5
	Some upheld	0	4
Investigation 1	Not upheld	4	16
	Not duly made or withdrawn	0	1
	Total	5	26
	Total Complaints	22	154

Prison Health Complaints Closed by Outcome and Authority 2015-16

Stage	Outcome Group	Forth Valley	Sector Total
Advice	Not duly made or withdrawn	5	39
	Premature	2	44
	Resolved	0	1
	Total	7	84
Early Resolution 1	Not duly made or withdrawn	0	5
	Out of jurisdiction (non-discretionary)	0	4
	Outcome not achievable	0	3
	Premature	2	5
	Resolved	0	1
	Total	2	18
Early Resolution 2	Fully upheld	1	1
	Some upheld	0	1
	Not upheld	3	9
	Not duly made or withdrawn	0	1
	Total	4	12
Investigation 1	Fully upheld	5	6
	Some upheld	1	4
	Not upheld	4	12
	Not duly made or withdrawn	1	2
	Total	11	24
Total Complaints	24	138	