

Health Complaints Received by Subject 2017-18

Subject	Dumfries & Galloway NHS Board Area						Sector Total	Rank	Complaints as % of total
	Dumfries and Galloway NHS Board	Dentists & Dental Practices	GP & GP Practices	Total	Rank	Complaints as % of total			
Clinical treatment / diagnosis	35	2	1	38	1	82.61%	870	1	62.01%
Appointments / Admissions (delay / cancellation / waiting lists)	2	0	0	2	2	4.35%	87	3	6.20%
Communication / staff attitude / dignity / confidentiality	1	0	0	1	3=	2.17%	112	2	7.98%
Policy / administration	1	0	0	1	3=	2.17%	62	5	4.42%
Nurses / nursing care	1	0	0	1	3=	2.17%	28	6	2.00%
Admission / discharge / transfer procedures	1	0	0	1	3=	2.17%	25	7	1.78%
Complaints handling	0	0	0	0	-	0.00%	63	4	4.49%
Lists (incl difficulty registering and removal from lists)	0	0	0	0	-	0.00%	21	8	1.50%
Failure to send ambulance / delay in sending ambulance	0	0	0	0	-	0.00%	10	9	0.71%
Other	0	0	0	0	-	0.00%	7	10	0.50%
Record keeping	0	0	0	0	-	0.00%	6	11	0.43%
Continuing care	0	0	0	0	-	0.00%	4	12	0.29%
Hotel services - food / laundry etc	0	0	0	0	-	0.00%	3	13=	0.21%
Hygiene / cleanliness / infection control	0	0	0	0	-	0.00%	3	13=	0.21%
Adult Social Work Services (where not covered by HSCP)	0	0	0	0	-	0.00%	2	15=	0.14%
Appliances / equipment / premises	0	0	0	0	-	0.00%	2	15=	0.14%
Subject unknown	2	0	0	2	-	4.35%	94	-	6.70%
Out of jurisdiction	0	0	0	0	-	0.00%	4	-	0.29%
Total	43	2	1	46		100.00%	1,403		100.00%
<i>Complaints as % of total</i>				3.28%		100.00%			

Health Complaints Received by Subject 2016-17

Subject	Dumfries & Galloway NHS Board Area						Sector Total	Rank	Complaints as % of total
	Dentists & Dental Practices	Dumfries and Galloway NHS Board	GP & GP Practices	Total	Rank	Complaints as % of total			
Clinical treatment / Diagnosis	1	18	2	21	1	72.4%	1017	1	71.9%
Communication / staff attitude / dignity / confidentiality	0	5	0	5	2	17.2%	106	2	7.5%
Appointments / Admissions (delay / cancellation / waiting lists)	0	2	0	2	3	6.9%	85	3	6.0%
Lists (incl difficulty registering and removal from lists)	0	0	1	1	4	3.4%	18	7	1.3%
Policy / administration	0	0	0	0	-	0.0%	47	4	3.3%
Complaints handling	0	0	0	0	-	0.0%	39	5	2.8%
Nurses / Nursing Care	0	0	0	0	-	0.0%	27	6	1.9%
Record Keeping	0	0	0	0	-	0.0%	16	8=	1.1%
Other	0	0	0	0	-	0.0%	15	8=	1.1%
Admission / discharge / transfer procedures	0	0	0	0	-	0.0%	12	11	0.8%
Failure to send ambulance / delay in sending ambulance	0	0	0	0	-	0.0%	10	12	0.7%
Appliances / equipment / premises	0	0	0	0	-	0.0%	3	13=	0.2%
Continuing care	0	0	0	0	-	0.0%	3	13=	0.2%
Subject Unknown	0	0	0	0	-	0.0%	16	-	1.1%
Total	1	25	3	29		100.0%	1414		100.0%
<i>Complaints as % of total</i>				2.05%		100.00%			

Health Complaints Determined by Outcome 2017-18

Stage	Outcome Group	Dumfries & Galloway NHS Board Area				Sector Total
		Dentists & Dental Practices	Dumfries and Galloway NHS Board	GP & GP Practices	Total	
Advice	Not duly made or withdrawn	0	2	0	2	256
	Out of jurisdiction (non-discretionary)	0	0	0	0	2
	Outcome not achievable	0	0	0	0	1
	Premature	0	7	0	7	242
	Total	0	9	0	9	501
Early Resolution	Not duly made or withdrawn	0	0	0	0	62
	Out of jurisdiction (discretionary)	0	1	0	1	52
	Out of jurisdiction (non-discretionary)	1	0	0	1	32
	Outcome not achievable	0	0	0	0	36
	Premature	0	3	0	3	59
	Proportionality	0	6	0	6	195
	Resolved	0	1	0	1	14
	Total	1	11	0	12	450
Investigation	Fully upheld	1	3	0	4	120
	Some upheld	0	5	0	5	141
	Not upheld	0	2	1	3	172
	Not duly made or withdrawn	0	1	0	1	6
	Resolved	0	0	0	0	1
	Total	1	11	1	13	440
Total Complaints		2	31	1	34	1,391

<i>Total Premature Complaints</i>	0	10	0	10	301
<i>Premature Rate</i>	0.0%	32.3%	0.0%	29.4%	21.6%

<i>Total Investigation Decisions</i>	1	10	1	12	433
<i>Total Upholds</i>	1	8	0	9	261
<i>Uphold Rate</i>	100.0%	80.0%	0.0%	75.0%	60.3%

<i>Old Uphold Rate Calculation</i>					
<i>Total Cases 'Fit for SPSO'</i>	1	11	1	13	440
<i>Total Upholds</i>	1	8	0	9	261
<i>Uphold Rate</i>	100.0%	72.7%	0.0%	69.2%	59.3%

Health Complaints Determined by Outcome 2016-17

Stage	Outcome Group	Dumfries & Galloway NHS Board Area			Sector Total
		Dumfries and Galloway NHS Board	GP & GP Practices	Total	
Advice	Not duly made or withdrawn	5	0	5	312
	Premature	5	1	6	242
	Total	10	1	11	554
Early Resolution	Not duly made or withdrawn	1	0	1	68
	Out of jurisdiction (discretionary)	0	0	0	58
	Out of jurisdiction (non-discretionary)	0	1	1	20
	Outcome not achievable	0	1	1	47
	Premature	1	0	1	54
	Proportionality	3	0	3	113
	Resolved	0	0	0	12
Total	5	2	7	372	
Investigation	Fully upheld	4	0	4	129
	Some upheld	5	0	5	131
	Not upheld	3	2	5	235
	Not duly made or withdrawn	0	0	0	11
	Outcome not achievable	0	0	0	1
	Total	12	2	14	507
Total Complaints		27	5	32	1,433

<i>Total Premature Complaints</i>	6	1	7	296
<i>Premature Rate</i>	22.2%	20.0%	21.9%	20.7%

<i>Fit for SPSO Total (Investigations)</i>	12	2	14	507
<i>Total Cases Upheld / Some Upheld</i>	9	0	9	260
<i>Uphold Rate (total upheld / total fit for SPSO)</i>	75.0%	0.0%	64.3%	51.3%

Prison Health Care Complaints Received by Authority 2017-18

Subject	Dumfries and Galloway NHS Board	Sector Total
Admission / discharge / transfer procedures	0	1
Appointments / Admissions (delay / cancellation / waiting lists)	0	8
Clinical treatment / diagnosis	2	85
Communication / staff attitude / dignity / confidentiality	0	2
Complaints handling	0	2
Nurses / nursing care	0	1
Other	0	1
Total	2	100

Prison Health Complaints Closed by Outcome and Authority 2017-18

Stage	Outcome Group	Dumfries and Galloway NHS Board	Sector Total
Advice	Not duly made or withdrawn	0	24
	Premature	0	39
	Total	0	63
Early Resolution	Not duly made or withdrawn	0	6
	Out of jurisdiction (discretionary)	0	2
	Out of jurisdiction (non-discretionary)	0	5
	Premature	0	3
	Proportionality	2	13
	Total	2	29
Investigation	Fully upheld	0	3
	Some upheld	0	3
	Not upheld	0	10
	Not duly made or withdrawn	1	2
	Total	1	18
Total Complaints		3	110

Prison Health Care Complaints Received by Authority 2016-17

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

Prison Health Complaints Closed by Outcome and Authority 2015-16

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