

Health Complaints Received by Subject 2017-18

Subject	Forth Valley NHS Board Area						Sector Total	Rank	Complaints as % of total
	Forth Valley NHS Board	Dentists & Dental Practices	GP & GP Practices	Total	Rank	Complaints as % of total			
Clinical treatment / diagnosis	31	1	6	38	1	67.86%	870	1	62.01%
Appointments / Admissions (delay / cancellation / waiting lists)	2	0	1	3	2=	5.36%	87	3	6.20%
Complaints handling	3	0	0	3	2=	5.36%	63	4	4.49%
Communication / staff attitude / dignity / confidentiality	2	0	0	2	4=	3.57%	112	2	7.98%
Policy / administration	1	0	1	2	4=	3.57%	62	5	4.42%
Nurses / nursing care	2	0	0	2	4=	3.57%	28	6	2.00%
Lists (incl difficulty registering and removal from lists)	0	0	1	1	7	1.79%	21	8	1.50%
Admission / discharge / transfer procedures	0	0	0	0	-	0.00%	25	7	1.78%
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	3	0	1	4	-	7.14%	94	-	6.70%
Out of jurisdiction	1	0	0	1	-	1.79%	4	-	0.29%
Total	45	1	10	56		100.00%	1,403		100.00%

Complaints as % of total

3.99%

100.00%

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	73.8%	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%	1,414		100.0%

Complaints as % of total

5.09%

100.00%

Health Complaints Determined by Outcome 2017-18

Stage	Outcome Group	Forth Valley NHS Board Area				Sector Total	
		Forth Valley NHS Board	Dentists & Dental Practices	GP & GP Practices	Total		
Advice	Not duly made or withdrawn	6	0	1	7	256	
	Out of jurisdiction (non-discretionary)	0	0	0	0	2	
	Outcome not achievable	0	0	0	0	1	
	Premature	17	0	2	19	242	
	Total	23	0	3	26	501	
Early Resolution	Not duly made or withdrawn	0	0	0	0	62	
	Out of jurisdiction (discretionary)	2	0	0	2	52	
	Out of jurisdiction (non-discretionary)	2	0	0	2	32	
	Outcome not achievable	2	0	0	2	36	
	Premature	0	0	0	0	59	
	Proportionality	9	0	3	12	195	
	Resolved	0	0	0	0	14	
	Total	15	0	3	18	450	
	Investigation	Fully upheld	5	4	2	11	120
		Some upheld	6	0	0	6	141
Not upheld		3	0	1	4	172	
Not duly made or withdrawn		1	0	0	1	6	
Resolved		0	0	0	0	1	
Total		15	4	3	22	440	
Total Complaints		53	4	9	66	1,391	

<i>Total Premature Complaints</i>	17	0	2	19	301
<i>Premature Rate</i>	32.1%	0.0%	22.2%	28.8%	21.6%

<i>Total Investigation Decisions</i>	14	4	3	21	433
<i>Total Upholds</i>	11	4	2	17	261
<i>Uphold Rate</i>	78.6%	100.0%	66.7%	81.0%	60.3%

Old Uphold Rate Calculation

<i>Total Cases 'Fit for SPSO'</i>	15	4	3	22	440
<i>Total Upholds</i>	11	4	2	17	261
<i>Uphold Rate</i>	73.3%	100.0%	66.7%	77.3%	59.3%

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	

<i>Total Premature Complaints</i>	0	8	1	9	296
<i>Premature Rate</i>	0.0%	12.1%	10.0%	11.4%	20.7%

<i>Fit for SPSO Total (Investigations)</i>	1	24	6	31	507
<i>Total Cases Upheld / Some Upheld</i>	0	12	1	13	260
<i>Uphold Rate (total upheld / total fit for SPSO)</i>	0.0%	50.0%	16.7%	41.9%	51.3%

Prison Health Care Complaints Received by Authority 2017-18

Subject	Forth Valley NHS Board	Sector Total
Admission / discharge / transfer procedures	0	1
Appointments / Admissions (delay / cancellation / waiting lists)	1	8
Clinical treatment / diagnosis	8	85
Communication / staff attitude / dignity / confidentiality	1	2
Complaints handling	1	2
Nurses / nursing care	0	1
Other	0	1
Total	11	100

Prison Health Complaints Closed by Outcome and Authority 2017-18

Stage	Outcome Group	Valley NHS B	Sector Total
Advice	Not duly made or withdrawn	0	24
	Premature	5	39
	Total	5	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	5	13
Total	5	29	
Investigation	Fully upheld	1	3
	Some upheld	0	3
	Not upheld	0	10
	Not duly made or withdrawn	1	2
	Total	2	18
Total Complaints		12	110

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 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
Total	9	40	
Investigation	Fully upheld	1	5
	Some upheld	0	4
	Not upheld	4	16
	Not duly made or withdrawn	0	1
	Total	5	26
Total Complaints		22	154