

Health Complaints Received by Subject 2017-18

Subject	Grampian NHS Board Area					Complaints as % of total	Sector Total	Rank	Complaints as % of total
	Grampian NHS Board	Dentists & Dental Practices	GP & GP Practices	Total	Rank				
Clinical treatment / diagnosis	52	3	13	68	1	61.82%	870	1	62.01%
Communication / staff attitude / dignity / confidentiality	6	0	3	9	2=	8.18%	112	2	7.98%
Complaints handling	8	0	1	9	2=	8.18%	63	4	4.49%
Appointments / Admissions (delay / cancellation / waiting lists)	6	0	0	6	4	5.45%	87	3	6.20%
Policy / administration	4	0	1	5	5	4.55%	62	5	4.42%
Admission / discharge / transfer procedures	3	0	0	3	6	2.73%	25	7	1.78%
Lists (incl difficulty registering and removal from lists)	1	0	1	2	7	1.82%	21	8	1.50%
Nurses / nursing care	1	0	0	1	8=	0.91%	28	6	2.00%
Other	1	0	0	1	8=	0.91%	7	10	0.50%
Record keeping	1	0	0	1	8=	0.91%	6	11	0.43%
Hygiene / cleanliness / infection control	0	1	0	1	8=	0.91%	3	13=	0.21%
Failure to send ambulance / delay in sending ambulance	0	0	0	0	-	0.00%	10	9	0.71%
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%
Adult Social Work Services (where not covered by HSOP)	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	4	0	0	4	-	3.64%	94	-	6.70%
Out of jurisdiction	0	0	0	0	-	0.00%	4	-	0.29%
Total	87	4	19	110		100.00%	1,403		100.00%

Complaints as % of total

7.84%

100.00%

Subject	Grampian NHS Board Area					Sector Total	Rank	Complaints as % of total
	GP & GP Practices	Grampian NHS	Total	Rank	Complaints as % of total			
Clinical treatment / Diagnosis	17	53	70	1	64.8%	1017	1	71.9%
Communication / staff attitude / dignity / confidentiality	1	13	14	2	13.0%	106	2	7.5%
Appointments / Admissions (delay / cancellation / waiting lists)	1	6	7	3	6.5%	85	3	6.0%
Policy / administration	1	4	5	4	4.6%	47	4	3.3%
Lists (incl difficulty registering and removal from lists)	3	0	3	5	2.8%	18	7	1.3%
Complaints handling	0	2	2	6=	1.9%	39	5	2.8%
Record Keeping	0	2	2	6=	1.9%	16	8=	1.1%
Other	0	2	2	6=	1.9%	15	8=	1.1%
Nurses / Nursing Care	0	1	1	9=	0.9%	27	6	1.9%
Admission / discharge / transfer procedures	0	1	1	9=	0.9%	12	11	0.8%
Failure to send ambulance / delay in sending ambulance	0	0	0	-	0.0%	10	12	0.7%
Appliances / equipment / premises	0	0	0	-	0.0%	3	13=	0.2%
Continuing care	0	0	0	-	0.0%	3	13=	0.2%
Subject Unknown	0	1	1	-	0.9%	16	-	1.1%
Total	23	85	108		100.0%	1414		100.0%

Complaints as % of total

7.64%

100.00%

Health Complaints Determined by Outcome 2017-18

Stage	Outcome Group	Grampian NHS Board Area				Sector Total
		Board	Practices	GP & GP Practices	Total	
Advice	Not duly made or withdrawn	19	0	2	21	256
	Out of jurisdiction (non-discretionary)	0	0	0	0	2
	Outcome not achievable	0	0	0	0	1
	Premature	17	0	1	18	242
	Total	36	0	3	39	501
Early Resolution	Not duly made or withdrawn	5	0	2	7	62
	Out of jurisdiction (discretionary)	4	1	1	6	52
	Out of jurisdiction (non-discretionary)	2	0	0	2	32
	Outcome not achievable	1	1	1	3	36
	Premature	1	0	3	4	59
	Proportionality	12	0	1	13	195
Investigation	Resolved	1	0	0	1	14
	Not duly made or withdrawn	1	0	0	1	6
	Resolved	0	0	0	0	1
	Total	29	0	12	41	440
Total Complaints	91	2	23	116	1,391	

<i>Total Premature Complaints</i>	18	0	4	22	301
<i>Premature Rate</i>	19.8%	0.0%	17.4%	19.0%	21.6%

<i>Total Investigation Decisions</i>	28	0	12	40	433
<i>Total Upholds</i>	22	0	7	29	261
<i>Uphold Rate</i>	78.6%	-	58.3%	72.5%	60.3%

Old Uphold Rate Calculation

<i>Total Cases 'Fit for SPSO'</i>	29	0	12	41	440
<i>Total Upholds</i>	22	0	7	29	261
<i>Uphold Rate</i>	75.9%	-	58.3%	70.7%	59.3%

Health Complaints Determined by Outcome 2016-17

Stage	Outcome Group	Grampian NHS Board Area				Sector Total
		GP & GP Practices	Grampian NHS Board	Opticians	Total	
Advice	Not duly made or withdrawn	1	11	0	12	312
	Premature	0	16	0	16	242
	Total	1	27	0	28	554
Early Resolution	Not duly made or withdrawn	1	6	0	7	68
	Out of jurisdiction (discretionary)	0	5	0	5	58
	Out of jurisdiction (non-discretionary)	1	1	0	2	20
	Outcome not achievable	0	4	0	4	47
	Premature	1	2	0	3	54
	Proportionality	2	10	0	12	113
	Resolved	1	0	0	1	12
	Total	6	28	0	34	372
	Outcome not achievable	0	0	0	0	1
	Total	16	28	1	45	507
Total Complaints		23	83	1	107	1,433

<i>Total Premature Complaints</i>	1	18	0	19	296
<i>Premature Rate</i>	4.3%	21.7%	0.0%	17.8%	20.7%

<i>Fit for SPSO Total (Investigations)</i>	16	28	1	45	507
<i>Total Cases Upheld / Some Upheld</i>	6	21	0	27	260
<i>Uphold Rate (total upheld / total fit for SPSO)</i>	37.5%	75.0%	0.0%	60.0%	51.3%

Prison Health Care Complaints Received by Authority 2017-18

Subject	Grampian NHS Board	Sector Total
Admission / discharge / transfer procedures	0	1
Appointments / Admissions (delay / cancellation / waiting lists)	1	8
Clinical treatment / diagnosis	6	85
Communication / staff attitude / dignity / confidentiality	0	2
Complaints handling	1	2
Nurses / nursing care	0	1
Other	0	1
Total	8	100

Prison Health Complaints Closed by Outcome and Authority 2017-18

Stage	Outcome Group	Grampian NHS Board	Sector Total
Advice	Not duly made or withdrawn	4	24
	Premature	4	39
	Total	8	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	0	13
	Total	0	29
Investigation	Fully upheld	0	3
	Some upheld	1	3
	Not upheld	1	10
	Not duly made or withdrawn	0	2
	Total	2	18
Total Complaints		10	110

Prison Health Care Complaints Received by Authority 2016-17

Subject	Grampian	Sector Total
Appointments / Admissions (delay / cancellation / waiting lists)	2	3
Clinical treatment / Diagnosis	8	132
Communication / staff attitude / dignity / confidentiality	0	4
Complaints handling	1	5
Nurses / nursing care	1	1
Policy/administration	0	2
Total Complaints	12	147

Prison Health Complaints Closed by Outcome and Authority 2016-17

Stage	Outcome Group	Grampian	Sector Total
Advice	Not duly made or withdrawn	1	34
	Premature	6	54
	Total	7	88
Early Resolution	Not duly made or withdrawn	0	13
	Out of jurisdiction (non-discretionary)	0	2
	Outcome not achievable	0	3
	Premature	1	12
	Proportionality	2	8
	Total	3	40
Investigation	Fully upheld	1	5
	Some upheld	1	4
	Not upheld	0	16
	Not duly made or withdrawn	0	1
	Total	2	26
Total Complaints		12	154