

Health Complaints Received by Subject 2017-18

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

Complaints as % of total

0.07%

100.00%

Health Complaints Received by Subject 2016-17

Subject	NHS National Services Scotland				Sector Total	Rank	Complaints as % of total
	NHS National Services Scotland	Total	Rank	Complaints as % of total			
Appointments / Admissions (delay / cancellation / waiting lists)	1	1	1=	33.3%	85	3	6.0%
Policy / administration	1	1	2=	33.3%	47	4	3.3%
Other	1	1	3=	33.3%	15	8=	1.1%
Clinical treatment / Diagnosis	0	0	-	0.0%	1017	1	71.9%
Communication / staff attitude / dignity / confidentiality	0	0	-	0.0%	106	2	7.5%
Complaints handling	0	0	-	0.0%	39	5	2.8%
Nurses / Nursing Care	0	0	-	0.0%	27	6	1.9%
Lists (incl difficulty registering and removal from lists)	0	0	-	0.0%	18	7	1.3%
Record Keeping	0	0	-	0.0%	16	8=	1.1%
Admission / discharge / transfer procedures	0	0	-	0.0%	12	11	0.8%
Failure to send ambulance / delay in sending ambulance	0	0	-	0.0%	10	12	0.7%
Appliances / equipment / premises	0	0	-	0.0%	3	13=	0.2%
Continuing care	0	0	-	0.0%	3	13=	0.2%
Subject Unknown	0	0	-	0.0%	16	-	1.1%
<b>Total</b>	<b>3</b>	<b>3</b>		<b>100.0%</b>	<b>1414</b>		<b>100.0%</b>

Complaints as % of total

0.21%

100.00%

**Health Complaints Determined by Outcome 2017-18**

		<b>NHS National Services Scotland</b>	
Stage	Outcome Group	NHS National Services Scotland	Sector Total
Advice	Out of jurisdiction (non-discretionary)	0	2
	Outcome not achievable	0	1
	Premature	0	242
	<b>Total</b>	<b>0</b>	<b>501</b>
Early Resolution	Not duly made or withdrawn	0	62
	Out of jurisdiction (discretionary)	0	52
	Out of jurisdiction (non-discretionary)	0	32
	Outcome not achievable	1	36
	Premature	0	59
	Proportionality	0	195
	Resolved	0	14
	<b>Total</b>	<b>1</b>	<b>450</b>
Investigation	Fully upheld	0	120
	Some upheld	1	141
	Not upheld	0	172
	Not duly made or withdrawn	0	6
	Resolved	0	1
	<b>Total</b>	<b>1</b>	<b>440</b>
<b>Total Complaints</b>		<b>2</b>	<b>1,391</b>

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

<i>Total Investigation Decisions</i>	1	433
<i>Total Upholds</i>	1	261
<i>Uphold Rate</i>	100.0%	60.3%

*Old Uphold Rate Calculation*

<i>Total Cases 'Fit for SPSO'</i>	1	440
<i>Total Upholds</i>	1	261
<i>Uphold Rate</i>	100.0%	59.3%

**Health Complaints Determined by Outcome 2016-17**

		<b>NHS National Services Scotland</b>	
Stage	Outcome Group	NHS National Services Scotland	Sector Total
Advice	Not duly made or withdrawn	0	312
	Premature	0	242
	<b>Total</b>	<b>0</b>	<b>554</b>
Early Resolution	Not duly made or withdrawn	0	68
	Out of jurisdiction (discretionary)	1	58
	Out of jurisdiction (non-discretionary)	0	20
	Outcome not achievable	0	47
	Premature	0	54
	Proportionality	1	113
	Resolved	0	12
	<b>Total</b>	<b>2</b>	<b>372</b>
Investigation	Fully upheld	0	129
	Some upheld	0	131
	Not upheld	0	235
	Not duly made or withdrawn	0	11
	Outcome not achievable	0	1
	<b>Total</b>	<b>0</b>	<b>507</b>
<b>Total Complaints</b>		<b>2</b>	<b>1,433</b>

<i>Total Premature Complaints</i>	0	296
<i>Premature Rate</i>	0.0%	20.7%

<i>Fit for SPSO Total (Investigations)</i>	0	507
<i>Total Cases Upheld / Some Upheld</i>	0	260
<i>Uphold Rate (total upheld / total fit for SPSO)</i>	-	51.3%