

Health Complaints Received by Subject 2017-18

| Scottish Ambulance Service                                       |                            |      |                          |              |      |                          |
|--|----------------------------|------|--------------------------|--------------|------|--------------------------|
| Subject  | Scottish Ambulance Service | Rank | Complaints as % of total | Sector Total | Rank | Complaints as % of total |
| Failure to send ambulance / delay in sending ambulance           | 10                         | 1    | 35.71%                   | 10           | 9    | 0.71%                    |
| Clinical treatment / diagnosis                                   | 7                          | 2    | 25.00%                   | 870          | 1    | 62.01%                   |
| Policy / administration  | 3                          | 3    | 10.71%                   | 62           | 5    | 4.42%                    |
| Communication / staff attitude / dignity / confidentiality       | 2                          | 4=   | 7.14%                    | 112          | 2    | 7.98%                    |
| Admission / discharge / transfer procedures                      | 2                          | 4=   | 7.14%                    | 25           | 7    | 1.78%                    |
| Appointments / Admissions (delay / cancellation / waiting lists) | 0                          | -    | 0.00%                    | 87           | 3    | 6.20%                    |
| Complaints handling  | 0                          | -    | 0.00%                    | 63           | 4    | 4.49%                    |
| Nurses / nursing care  | 0                          | -    | 0.00%                    | 28           | 6    | 2.00%                    |
| Lists (incl difficulty registering and removal from lists)       | 0                          | -    | 0.00%                    | 21           | 8    | 1.50%                    |
| 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  | 4                          | -    | 14.29%                   | 94           | -    | 6.70%                    |
| Out of jurisdiction  | 0                          | -    | 0.00%                    | 4            | -    | 0.29%                    |
| <b>Total</b>   | <b>28</b>                  |      | <b>100.00%</b>           | <b>1,403</b> |      | <b>100.00%</b>           |
| <i>Complaints as % of total</i>                                  |                            |      | 2.00%                    |              |      | 100.00%                  |

| Scottish Ambulance Service                                       |                            |           |      |                          |              |      |                          |
|--|----------------------------|-----------|------|--------------------------|--------------|------|--------------------------|
| Subject  | Scottish Ambulance Service | Total     | Rank | Complaints as % of total | Sector Total | Rank | Complaints as % of total |
| Clinical treatment / Diagnosis                                   | 12                         | 12        | 1    | 44.4%                    | 1017         | 1    | 71.9%                    |
| Failure to send ambulance / delay in sending ambulance           | 10                         | 10        | 2    | 37.0%                    | 10           | 12   | 0.7%                     |
| Admission / discharge / transfer procedures                      | 2                          | 2         | 3    | 7.4%                     | 12           | 11   | 0.8%                     |
| Policy / administration  | 1                          | 1         | 4=   | 3.7%                     | 47           | 4    | 3.3%                     |
| Complaints handling  | 1                          | 1         | 4=   | 3.7%                     | 39           | 5    | 2.8%                     |
| Record Keeping   | 1                          | 1         | 4=   | 3.7%                     | 16           | 8=   | 1.1%                     |
| Communication / staff attitude / dignity / confidentiality       | 0                          | 0         | -    | 0.0%                     | 106          | 2    | 7.5%                     |
| Appointments / Admissions (delay / cancellation / waiting lists) | 0                          | 0         | -    | 0.0%                     | 85           | 3    | 6.0%                     |
| 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%                     |
| Other  | 0                          | 0         | -    | 0.0%                     | 15           | 8=   | 1.1%                     |
| 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>27</b>                  | <b>27</b> |      | <b>100.0%</b>            | <b>1414</b>  |      | <b>100.0%</b>            |
| <i>Complaints as % of total</i>                                  |                            |           |      | 1.91%                    |              |      | 100.00%                  |

Health Complaints Determined by Outcome 2017-18

|                         |   | Scottish Ambulance Service |              |
|-------------------------|---|----------------------------|--------------|
| Stage                   | Outcome Group                           | Scottish Ambulance Service | Sector Total |
| Advice                  | Out of jurisdiction (non-discretionary) | 0                          | 2            |
|                         | Outcome not achievable                  | 0                          | 1            |
|                         | Premature                               | 6                          | 242          |
|                         | <b>Total</b>                            | <b>10</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                  | 0                          | 36           |
|                         | Premature                               | 2                          | 59           |
|                         | Proportionality                         | 6                          | 195          |
|                         | Resolved                                | 0                          | 14           |
|                         | <b>Total</b>                            | <b>8</b>                   | <b>450</b>   |
| Investigation           | Fully upheld                            | 3                          | 120          |
|                         | Some upheld                             | 0                          | 141          |
|                         | Not upheld                              | 4                          | 172          |
|                         | Not duly made or withdrawn              | 0                          | 6            |
|                         | Resolved                                | 0                          | 1            |
|                         | <b>Total</b>                            | <b>7</b>                   | <b>440</b>   |
| <b>Total Complaints</b> |   | <b>25</b>                  | <b>1,391</b> |

|                                   |       |       |
|-----------------------------------|-------|-------|
| <i>Total Premature Complaints</i> | 8     | 301   |
| <i>Premature Rate</i>             | 32.0% | 21.6% |

|                                      |       |       |
|--------------------------------------|-------|-------|
| <i>Total Investigation Decisions</i> | 7     | 433   |
| <i>Total Upholds</i>                 | 3     | 261   |
| <i>Uphold Rate</i>                   | 42.9% | 60.3% |

|                                    |       |       |
|------------------------------------|-------|-------|
| <i>Old Uphold Rate Calculation</i> |       |       |
| <i>Total Cases 'Fit for SPSO'</i>  | 7     | 440   |
| <i>Total Upholds</i>               | 3     | 261   |
| <i>Uphold Rate</i>                 | 42.9% | 59.3% |

Health Complaints Determined by Outcome 2016-17

| Stage                   | Outcome Group                           | Ambulance Service | Sector Total |
|-------------------------|---|-------------------|--------------|
| Advice                  | Not duly made or withdrawn              | 12                | 312          |
|                         | Premature                               | 5                 | 242          |
|                         | <b>Total</b>                            | <b>17</b>         | <b>554</b>   |
| Early Resolution        | Not duly made or withdrawn              | 1                 | 68           |
|                         | Out of jurisdiction (discretionary)     | 1                 | 58           |
|                         | Out of jurisdiction (non-discretionary) | 0                 | 20           |
|                         | Outcome not achievable                  | 0                 | 47           |
|                         | Premature                               | 1                 | 54           |
|                         | Proportionality                         | 2                 | 113          |
|                         | <b>Total</b>                            | <b>5</b>          | <b>372</b>   |
| Investigation           | Fully upheld                            | 3                 | 129          |
|                         | Some upheld                             | 0                 | 131          |
|                         | Not upheld                              | 3                 | 235          |
|                         | Not duly made or withdrawn              | 0                 | 11           |
|                         | Outcome not achievable                  | 0                 | 1            |
|                         | <b>Total</b>                            | <b>6</b>          | <b>507</b>   |
| <b>Total Complaints</b> |   | <b>28</b>         | <b>1,433</b> |

|                                   |       |       |
|-----------------------------------|-------|-------|
| <i>Total Premature Complaints</i> | 6     | 296   |
| <i>Premature Rate</i>             | 21.4% | 20.7% |

|  |       |       |
|--|-------|-------|
| <i>Fit for SPSO Total (Investigations)</i>             | 6     | 507   |
| <i>Total Cases Upheld / Some Upheld</i>                | 3     | 260   |
| <i>Uphold Rate (total upheld / total fit for SPSO)</i> | 50.0% | 51.3% |