

Health Complaints Received by Subject 2017-18

Tayside NHS Board Area									
Subject	Tayside NHS Board	Dentists & Dental Practices	GP & GP Practices	Total	Rank	Complaints as % of total	Sector Total	Rank	Complaints as % of total
Clinical treatment / diagnosis	61	1	8	70	1	58.82%	870	1	62.01%
Communication / staff attitude / dignity / confidentiality	9	0	2	11	2	9.24%	112	2	7.98%
Appointments / Admissions (delay / cancellation / waiting lists)	5	1	2	8	3	6.72%	87	3	6.20%
Complaints handling	7	0	0	7	4=	5.88%	63	4	4.49%
Policy / administration	5	1	1	7	4=	5.88%	62	5	4.42%
Lists (incl difficulty registering and removal from lists)	1	0	2	3	6	2.52%	21	8	1.50%
Nurses / nursing care	2	0	0	2	7	1.68%	28	6	2.00%
Admission / discharge / transfer procedures	1	0	0	1	8	0.84%	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	9	0	0	9	-	7.56%	94	-	6.70%
Out of jurisdiction	1	0	0	1	-	0.84%	4	-	0.29%
Total	101	3	15	119		100.00%	1,403		100.00%

Complaints as % of total 8.48% 100.00%

Health Complaints Received by Subject 2016-17

Tayside NHS Board Area									
Subject	Dentists & Dental Practices	GP & GP Practices	Tayside NHS Board	Total	Rank	Complaints as % of total	Sector Total	Rank	Complaints as % of total
Clinical treatment / Diagnosis	2	3	67	72	1	73.5%	1017	1	71.9%
Communication / staff attitude / dignity / confidentiality	0	1	6	7	2=	7.1%	106	2	7.5%
Complaints handling	0	1	6	7	2=	7.1%	39	5	2.8%
Appointments / Admissions (delay / cancellation / waiting lists)	0	0	3	3	4=	3.1%	85	3	6.0%
Policy / administration	0	0	3	3	4=	3.1%	47	4	3.3%
Admission / discharge / transfer procedures	0	0	3	3	4=	3.1%	12	11	0.8%
Nurses / Nursing Care	0	0	1	1	7=	1.0%	27	6	1.9%
Lists (incl difficulty registering and removal from lists)	0	1	0	1	7=	1.0%	18	7	1.3%
Other	0	0	1	1	7=	1.0%	15	8=	1.1%
Record Keeping	0	0	0	0	-	0.0%	16	8=	1.1%
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	2	6	90	98		100.0%	1414		100.00%

Complaints as % of total 6.93% 100.00%

Health Complaints Determined by Outcome 2017-18

Stage	Outcome Group	Tayside NHS Board Area				Sector Total
		Tayside NHS Board	Dentists & Dental Practices	GP & GP Practices	Total	
Advice	Not duly made or withdrawn	23	0	1	24	256
	Out of jurisdiction (non-discretionary)	1	0	0	1	2
	Outcome not achievable	0	0	0	0	1
	Premature	16	0	1	17	242
	Total	40	0	2	42	501
Early Resolution	Not duly made or withdrawn	4	0	2	6	62
	Out of jurisdiction (discretionary)	5	0	0	5	52
	Out of jurisdiction (non-discretionary)	1	0	0	1	32
	Outcome not achievable	3	0	0	3	36
	Premature	8	0	1	9	59
	Proportionality	9	2	1	12	195
	Resolved	0	0	0	0	14
	Total	30	2	4	36	450
Investigation	Fully upheld	6	2	0	8	120
	Some upheld	6	0	1	7	141
	Not upheld	7	1	3	11	172
	Not duly made or withdrawn	0	0	0	0	6
	Resolved	0	0	0	0	1
	Total	19	3	4	26	440
Total Complaints	89	5	10	104	1,391	

<i>Total Premature Complaints</i>	24	0	2	26	301
<i>Premature Rate</i>	27.0%	0.0%	20.0%	25.0%	21.6%

<i>Total Investigation Decisions</i>	19	3	4	26	433
<i>Total Upholds</i>	12	2	1	15	261
<i>Uphold Rate</i>	63.2%	66.7%	25.0%	57.7%	60.3%

Old Uphold Rate Calculation

<i>Total Cases 'Fit for SPSO'</i>	19	3	4	26	440
<i>Total Upholds</i>	12	2	1	15	261
<i>Uphold Rate</i>	63.2%	66.7%	25.0%	57.7%	59.3%

Health Complaints Determined by Outcome 2016-17

Stage	Outcome Group	Tayside NHS Board Area				Sector Total
		Dentists & Dental Practices	GP & GP Practices	Tayside NHS Board	Total	
Advice	Not duly made or withdrawn	0	1	19	20	312
	Premature	0	0	25	25	242
	Total	0	1	44	45	554
Early Resolution	Not duly made or withdrawn	0	1	4	5	68
	Out of jurisdiction (discretionary)	0	0	4	4	58
	Out of jurisdiction (non-discretionary)	0	0	1	1	20
	Outcome not achievable	0	0	3	3	47
	Premature	0	1	5	6	54
	Proportionality	0	0	6	6	113
	Resolved	0	0	0	0	12
Total	0	2	23	25	372	
Investigation	Fully upheld	0	0	9	9	129
	Some upheld	2	0	6	8	131
	Not upheld	1	3	12	16	235
	Not duly made or withdrawn	0	0	2	2	11
	Outcome not achievable	0	0	0	0	1
	Total	3	3	29	35	507
Total Complaints	3	6	96	105	1,433	

<i>Total Premature Complaints</i>	0	1	30	31	296
<i>Premature Rate</i>	0.0%	16.7%	31.3%	29.5%	20.7%

<i>Fit for SPSO Total (Investigations)</i>	3	3	29	35	507
<i>Total Cases Upheld / Some Upheld</i>	2	0	15	17	260
<i>Uphold Rate (total upheld / total fit for SPSO)</i>	66.7%	0.0%	51.7%	48.6%	51.3%

Prison Health Care Complaints Received by Authority 2017-18

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

Prison Health Complaints Closed by Outcome and Authority 2017-18

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

Prison Health Care Complaints Received by Authority 2016-17

Subject	Tayside	Sector Total
Appointments / Admissions (delay / cancellation / waiting lists)	0	3
Clinical treatment / Diagnosis	15	132
Communication / staff attitude / dignity / confidentiality	0	4
Complaints handling	0	5
Nurses / nursing care	0	1
Policy/administration	1	2
Total Complaints	16	147

Prison Health Complaints Closed by Outcome and Authority 2016-17

Stage	Outcome Group	Tayside	Sector Total
Advice	Not duly made or withdrawn	4	34
	Premature	6	54
	Total	10	88
Early Resolution	Not duly made or withdrawn	2	13
	Out of jurisdiction (non-discretionary)	0	2
	Outcome not achievable	0	3
	Premature	1	12
	Proportionality	2	8
	Resolved	0	2
	Total	5	40
Investigation	Fully upheld	1	5
	Some upheld	0	4
	Not upheld	1	16
	Not duly made or withdrawn	1	1
	Total	3	26
Total Complaints		18	154