

Health Complaints Received by Subject 2018-19

| Subject | Dumfries & Galloway NHS Board Area | | | | | | Sector Total | Rank | Complaints as % of total |
|--|------------------------------------|-----------------------------|-------------------|-----------|------|--------------------------|--------------|------|--------------------------|
| | Dumfries and Galloway NHS Board | Dentists & Dental Practices | GP & GP Practices | Total | Rank | Complaints as % of total | | | |
| Clinical treatment / diagnosis | 26 | 0 | 2 | 28 | 1 | 68.29% | 921 | 1 | 63.47% |
| Communication / staff attitude / dignity / confidentiality | 3 | 0 | 0 | 3 | 2= | 7.32% | 118 | 2 | 8.13% |
| Nurses / nursing care | 3 | 0 | 0 | 3 | 2= | 7.32% | 32 | 6 | 2.21% |
| Appointments / Admissions (delay / cancellation / waiting lists) | 2 | 0 | 0 | 2 | 4= | 4.88% | 87 | 3 | 6.00% |
| Lists (incl difficulty registering and removal from lists) | 0 | 1 | 1 | 2 | 4= | 4.88% | 27 | 7 | 1.86% |
| Policy / administration | 1 | 0 | 0 | 1 | 6= | 2.44% | 56 | 4 | 3.86% |
| Complaints handling | 1 | 0 | 0 | 1 | 6= | 2.44% | 46 | 5 | 3.17% |
| Record keeping | 0 | 0 | 0 | 0 | - | 0.00% | 21 | 8 | 1.45% |
| Admission / discharge / transfer procedures | 0 | 0 | 0 | 0 | - | 0.00% | 19 | 9 | 1.31% |
| Failure to send ambulance / delay in sending ambulance | 0 | 0 | 0 | 0 | - | 0.00% | 16 | 10 | 1.10% |
| Other | 0 | 0 | 0 | 0 | - | 0.00% | 6 | 11 | 0.41% |
| Adult Social Work Services (where not covered by HSCP) | 0 | 0 | 0 | 0 | - | 0.00% | 5 | 12= | 0.34% |
| Continuing care | 0 | 0 | 0 | 0 | - | 0.00% | 5 | 12= | 0.34% |
| Appliances / equipment / premises | 0 | 0 | 0 | 0 | - | 0.00% | 3 | 14= | 0.21% |
| Hygiene / cleanliness / infection control | 0 | 0 | 0 | 0 | - | 0.00% | 3 | 14= | 0.21% |
| Hotel services - food / laundry etc | 0 | 0 | 0 | 0 | - | 0.00% | 1 | 16 | 0.07% |
| Subject unknown | 1 | 0 | 0 | 1 | - | 2.44% | 83 | - | 5.72% |
| Out of jurisdiction | 0 | 0 | 0 | 0 | - | 0.00% | 2 | - | 0.14% |
| Total | 37 | 1 | 3 | 41 | | 100.00% | 1,451 | | 100.00% |

Complaints as % of total 2.8% 100.0%

Health Complaints Received by Subject 2017-18

| Subject | Dumfries & Galloway NHS Board Area | | | | | | Sector Total | Rank | Complaints as % of total |
|--|------------------------------------|-----------------------------|-------------------|-----------|------|--------------------------|--------------|------|--------------------------|
| | Dumfries and Galloway NHS Board | Dentists & Dental Practices | GP & GP Practices | Total | Rank | Complaints as % of total | | | |
| Clinical treatment / diagnosis | 35 | 2 | 1 | 38 | 1 | 82.61% | 870 | 1 | 62.01% |
| Appointments / Admissions (delay / cancellation / waiting lists) | 2 | 0 | 0 | 2 | 2 | 4.35% | 87 | 3 | 6.20% |
| Communication / staff attitude / dignity / confidentiality | 1 | 0 | 0 | 1 | 3= | 2.17% | 112 | 2 | 7.98% |
| Policy / administration | 1 | 0 | 0 | 1 | 3= | 2.17% | 62 | 5 | 4.42% |
| Nurses / nursing care | 1 | 0 | 0 | 1 | 3= | 2.17% | 28 | 6 | 2.00% |
| Admission / discharge / transfer procedures | 1 | 0 | 0 | 1 | 3= | 2.17% | 25 | 7 | 1.78% |
| Complaints handling | 0 | 0 | 0 | 0 | - | 0.00% | 63 | 4 | 4.49% |
| Lists (incl difficulty registering and removal from lists) | 0 | 0 | 0 | 0 | - | 0.00% | 21 | 8 | 1.50% |
| 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 | 2 | 0 | 0 | 2 | - | 4.35% | 94 | - | 6.70% |
| Out of jurisdiction | 0 | 0 | 0 | 0 | - | 0.00% | 4 | - | 0.29% |
| Total | 43 | 2 | 1 | 46 | | 100.00% | 1,403 | | 100.00% |

Complaints as % of total 3.28% 100.00%

Health Complaints Closed by Outcome 2018-19

| | | Dumfries & Galloway NHS Board Area | | | | |
|--------------------------------------|---|------------------------------------|-----------------------------|-------------------|------------|--------------|
| Stage | Outcome Group | Dumfries and Galloway NHS Board | Dentists & Dental Practices | GP & GP Practices | Total | Sector Total |
| Advice | Not duly made or withdrawn | 4 | 0 | 0 | 4 | 260 |
| | Premature | 2 | 0 | 0 | 2 | 174 |
| | Resolved | 0 | 0 | 0 | 0 | 1 |
| | Total | 6 | 0 | 0 | 6 | 435 |
| Early Resolution | Not duly made or withdrawn | 1 | 0 | 0 | 1 | 54 |
| | Out of jurisdiction (discretionary) | 1 | 0 | 0 | 1 | 45 |
| | Out of jurisdiction (non-discretionary) | 0 | 0 | 0 | 0 | 22 |
| | Outcome not achievable | 1 | 0 | 0 | 1 | 35 |
| | Premature | 2 | 0 | 0 | 2 | 55 |
| | Proportionality | 11 | 1 | 0 | 12 | 214 |
| | Resolved | 0 | 0 | 0 | 0 | 17 |
| Total | 16 | 1 | 0 | 17 | 442 | |
| Investigation | Fully upheld | 10 | 1 | 1 | 12 | 162 |
| | Some upheld | 5 | 0 | 0 | 5 | 98 |
| | Not upheld | 8 | 0 | 2 | 10 | 182 |
| | Not duly made or withdrawn | 0 | 0 | 0 | 0 | 11 |
| | Resolved | 0 | 0 | 0 | 0 | 1 |
| | Total | 23 | 1 | 3 | 27 | 454 |
| Total Complaints | | 45 | 2 | 3 | 50 | 1,331 |
| <i>Total Premature Complaints</i> | | 4 | 0 | 0 | 4 | 229 |
| <i>Premature Rate</i> | | 8.9% | 0.0% | 0.0% | 8.0% | 17.2% |
| <i>Total Investigation Decisions</i> | | 23 | 1 | 3 | 27 | 442 |
| <i>Total Upholds</i> | | 15 | 1 | 1 | 17 | 260 |
| <i>Uphold Rate</i> | | 65.2% | 100.0% | 33.3% | 63.0% | 58.8% |

Health Complaints Determined by Outcome 2017-18

| | | Dumfries & Galloway NHS Board Area | | | | |
|--------------------------------------|---|------------------------------------|---------------------------------|-------------------|------------|--------------|
| Stage | Outcome Group | Dentists & Dental Practices | Dumfries and Galloway NHS Board | GP & GP Practices | Total | Sector Total |
| Advice | Not duly made or withdrawn | 0 | 2 | 0 | 2 | 256 |
| | Out of jurisdiction (non-discretionary) | 0 | 0 | 0 | 0 | 2 |
| | Outcome not achievable | 0 | 0 | 0 | 0 | 1 |
| | Premature | 0 | 7 | 0 | 7 | 242 |
| | Total | 0 | 9 | 0 | 9 | 501 |
| Early Resolution | Not duly made or withdrawn | 0 | 0 | 0 | 0 | 62 |
| | Out of jurisdiction (discretionary) | 0 | 1 | 0 | 1 | 52 |
| | Out of jurisdiction (non-discretionary) | 1 | 0 | 0 | 1 | 32 |
| | Outcome not achievable | 0 | 0 | 0 | 0 | 36 |
| | Premature | 0 | 3 | 0 | 3 | 59 |
| | Proportionality | 0 | 6 | 0 | 6 | 195 |
| | Resolved | 0 | 1 | 0 | 1 | 14 |
| Total | 1 | 11 | 0 | 12 | 450 | |
| Investigation | Fully upheld | 1 | 3 | 0 | 4 | 120 |
| | Some upheld | 0 | 5 | 0 | 5 | 141 |
| | Not upheld | 0 | 2 | 1 | 3 | 172 |
| | Not duly made or withdrawn | 0 | 1 | 0 | 1 | 6 |
| | Resolved | 0 | 0 | 0 | 0 | 1 |
| | Total | 1 | 11 | 1 | 13 | 440 |
| Total Complaints | | 2 | 31 | 1 | 34 | 1,391 |
| <i>Total Premature Complaints</i> | | 0 | 10 | 0 | 10 | 301 |
| <i>Premature Rate</i> | | 0.0% | 32.3% | 0.0% | 29.4% | 21.6% |
| <i>Total Investigation Decisions</i> | | 1 | 10 | 1 | 12 | 433 |
| <i>Total Upholds</i> | | 1 | 8 | 0 | 9 | 261 |
| <i>Uphold Rate</i> | | 100.0% | 80.0% | 0.0% | 75.0% | 60.3% |
| <i>Old Uphold Rate Calculation</i> | | | | | | |
| <i>Total Cases 'Fit for SPSO'</i> | | 1 | 11 | 1 | 13 | 440 |
| <i>Total Upholds</i> | | 1 | 8 | 0 | 9 | 261 |
| <i>Uphold Rate</i> | | 100.0% | 72.7% | 0.0% | 69.2% | 59.3% |

Prison Health Care Complaints Received by Authority 2018-19

| Subject | Dumfries and Galloway NHS Board | Sector Total |
|--|---------------------------------|--------------|
| Appointments / Admissions (delay / cancellation / waiting lists) | 0 | 7 |
| Clinical treatment / diagnosis | 0 | 85 |
| Communication / staff attitude / dignity / confidentiality | 1 | 4 |
| Complaints handling | 0 | 5 |
| Continuing care | 0 | 1 |
| Nurses / nursing care | 1 | 1 |
| Other | 0 | 1 |
| Policy / administration | 0 | 3 |
| Total | 2 | 107 |

Prison Health Care Complaints Closed by Authority 2018-19

| Stage | Outcome Group | Dumfries and Galloway NHS Board | Sector Total |
|-------------------------|----------------------------|---------------------------------|--------------|
| Advice | Not duly made or withdrawn | 0 | 20 |
| | Premature | 0 | 47 |
| | Total | 0 | 67 |
| Early Resolution | Not duly made or withdrawn | 0 | 1 |
| | Outcome not achievable | 0 | 1 |
| | Premature | 0 | 2 |
| | Proportionality | 2 | 15 |
| | Resolved | 0 | 1 |
| | Total | 2 | 20 |
| Investigation | Fully upheld | 0 | 0 |
| | Some upheld | 0 | 1 |
| | Not upheld | 0 | 5 |
| | Not duly made or withdrawn | 0 | 4 |
| | Total | 0 | 10 |
| Total Complaints | | 2 | 97 |

Prison Health Care Complaints Received by Authority 2017-18

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

Prison Health Complaints Closed by Outcome and Authority 2017-18

| Stage | Outcome Group | Dumfries and Galloway NHS Board | Sector Total |
|-------------------------|---|---------------------------------|--------------|
| Advice | Not duly made or withdrawn | 0 | 24 |
| | Premature | 0 | 39 |
| | Total | 0 | 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 | 2 | 13 |
| | Total | 2 | 29 |
| Investigation | Fully upheld | 0 | 3 |
| | Some upheld | 0 | 3 |
| | Not upheld | 0 | 10 |
| | Not duly made or | 1 | 2 |
| | Total | 1 | 18 |
| Total Complaints | | 3 | 110 |