

**Health Complaints Received by Subject 2018-19**

Grampian NHS Board Area									
Subject	Grampian NHS Board	Dentists & Dental Practices	GP & GP Practices	Total	Rank	Complaints as % of total	Sector Total	Rank	Complaints as % of total
Clinical treatment / diagnosis	57	1	15	73	1	67.59%	921	1	63.47%
Communication / staff attitude / dignity / confidentiality	10	0	2	12	2	11.11%	118	2	8.13%
Appointments / Admissions (delay / cancellation / waiting lists)	6	0	1	7	3	6.48%	87	3	6.00%
Policy / administration	2	0	2	4	4=	3.70%	56	4	3.86%
Complaints handling	3	0	1	4	4=	3.70%	46	5	3.17%
Record keeping	1	0	1	2	6	1.85%	21	8	1.45%
Nurses / nursing care	1	0	0	1	7=	0.93%	32	6	2.21%
Lists (incl difficulty registering and removal from lists)	0	0	1	1	7=	0.93%	27	7	1.86%
Admission / discharge / transfer procedures	1	0	0	1	7=	0.93%	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	3	0	0	3	-	2.78%	83	-	5.72%
Out of jurisdiction	0	0	0	0	-	0.00%	2	-	0.14%
<b>Total</b>	<b>84</b>	<b>1</b>	<b>23</b>	<b>108</b>		<b>100.00%</b>	<b>1,451</b>		<b>100.00%</b>

Complaints as % of total 7.4% 100.0%

**Health Complaints Received by Subject 2017-18**

Grampian NHS Board Area									
Subject	Grampian NHS Board	Dentists & Dental Practices	GP & GP Practices	Total	Rank	Complaints as % of total	Sector Total	Rank	Complaints as % of total
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 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	4	0	0	4	-	3.64%	94	-	6.70%
Out of jurisdiction	0	0	0	0	-	0.00%	4	-	0.29%
<b>Total</b>	<b>87</b>	<b>4</b>	<b>19</b>	<b>110</b>		<b>100.00%</b>	<b>1,403</b>		<b>100.00%</b>

Complaints as % of total 7.84% 100.00%

Health Complaints Closed by Outcome 2018-19

Stage	Outcome Group	Grampian NHS Board Area				Sector Total
		Grampian NHS Board	Dentists & Dental Practices	GP & GP Practices	Total	
Advice	Not duly made or withdrawn	7	0	1	8	260
	Premature	9	0	3	12	174
	Resolved	0	0	0	0	1
	<b>Total</b>	<b>16</b>	<b>0</b>	<b>4</b>	<b>20</b>	<b>435</b>
Early Resolution	Not duly made or withdrawn	1	1	1	3	54
	Out of jurisdiction (discretionary)	5	0	1	6	45
	Out of jurisdiction (non-discretionary)	2	0	1	3	22
	Outcome not achievable	1	0	0	1	35
	Premature	2	0	0	2	55
	Proportionality	13	0	5	18	214
	Resolved	1	0	0	1	17
	<b>Total</b>	<b>25</b>	<b>1</b>	<b>8</b>	<b>34</b>	<b>442</b>
Investigation	Fully upheld	12	1	1	14	162
	Some upheld	10	0	0	10	98
	Not upheld	6	1	5	12	182
	Not duly made or withdrawn	0	0	0	0	11
	Resolved	0	0	0	0	1
	<b>Total</b>	<b>28</b>	<b>2</b>	<b>6</b>	<b>36</b>	<b>454</b>
<b>Total Complaints</b>	<b>69</b>	<b>3</b>	<b>18</b>	<b>90</b>	<b>1,331</b>	
<i>Total Premature Complaints</i>		11	0	3	14	229
<i>Premature Rate</i>		15.9%	0.0%	16.7%	15.6%	17.2%
<i>Total Investigation Decisions</i>		28	2	6	36	442
<i>Total Upholds</i>		22	1	1	24	260
<i>Uphold Rate</i>		78.6%	50.0%	16.7%	66.7%	58.8%

Health Complaints Determined by Outcome 2017-18

Stage	Outcome Group	Grampian NHS Board Area				Sector Total
		Grampian NHS Board	Dentists & Dental 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
	<b>Total</b>	<b>36</b>	<b>0</b>	<b>3</b>	<b>39</b>	<b>501</b>
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
	Resolved	1	0	0	1	14
	<b>Total</b>	<b>26</b>	<b>2</b>	<b>8</b>	<b>36</b>	<b>450</b>
Investigation	Fully upheld	13	0	3	16	120
	Some upheld	9	0	4	13	141
	Not upheld	6	0	5	11	172
	Not duly made or withdrawn	1	0	0	1	6
	Resolved	0	0	0	0	1
	<b>Total</b>	<b>29</b>	<b>0</b>	<b>12</b>	<b>41</b>	<b>440</b>
<b>Total Complaints</b>	<b>91</b>	<b>2</b>	<b>23</b>	<b>116</b>	<b>1,391</b>	
<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%
<i>Old Uphold Rate Calculation</i>						
<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%

Prison Health Care Complaints Received by Authority 2018-19

Subject	Grampian NHS Board	Sector Total
Appointments / Admissions (delay / cancellation / waiting lists)	0	7
Clinical treatment / diagnosis	4	85
Communication / staff attitude / dignity / confidentiality	0	4
Complaints handling	1	5
Continuing care	0	1
Nurses / nursing care	0	1
Other	0	1
Policy / administration	0	3
<b>Total</b>	<b>5</b>	<b>107</b>

Prison Health Care Complaints Closed by Authority 2018-19

Stage	Outcome Group	Grampian NHS Board	Sector Total
Advice	Not duly made or withdrawn	2	20
	Premature	2	47
	<b>Total</b>	<b>4</b>	<b>67</b>
Early Resolution	Not duly made or withdrawn	0	1
	Outcome not achievable	0	1
	Premature	0	2
	Proportionality	1	15
	Resolved	0	1
	<b>Total</b>	<b>1</b>	<b>20</b>
Investigation	Fully upheld	0	0
	Some upheld	0	1
	Not upheld	0	5
	withdrawn	0	4
	<b>Total</b>	<b>0</b>	<b>10</b>
<b>Total Complaints</b>		<b>5</b>	<b>97</b>

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
<b>Total</b>	<b>8</b>	<b>100</b>

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
	<b>Total</b>	<b>8</b>	<b>63</b>
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
	<b>Total</b>	<b>0</b>	<b>29</b>
	Investigation	Fully upheld	0
Some upheld		1	3
Not upheld		1	10
Not duly made or withdrawn		0	2
<b>Total</b>		<b>2</b>	<b>18</b>
<b>Total Complaints</b>		<b>10</b>	<b>110</b>