

Health Complaints Received by Subject 2018-19

Greater Glasgow & Clyde NHS Board Area										
Subject	Greater Glasgow and Clyde NHS Board	Dentists & Dental Practices	GP & GP Practices	Pharmacists & Pharmacy Services	Total	Rank	Complaints as % of total	Sector Total	Rank	Complaints as % of total
Clinical treatment / diagnosis	160	4	28	0	192	1	68.57%	921	1	63.47%
Appointments / Admissions (delay / cancellation / waiting lists)	15	0	1	0	16	2	5.71%	87	3	6.00%
Communication / staff attitude / dignity / confidentiality	6	0	6	0	12	3=	4.29%	118	2	8.13%
Complaints handling	10	1	1	0	12	3=	4.29%	46	5	3.17%
Policy / administration	3	0	4	1	8	5=	2.86%	56	4	3.86%
Nurses / nursing care	8	0	0	0	8	5=	2.86%	32	6	2.21%
Record keeping	2	0	5	0	7	7	2.50%	21	8	1.45%
Lists (incl difficulty registering and removal from lists)	1	0	5	0	6	8	2.14%	27	7	1.86%
Admission / discharge / transfer procedures	3	0	0	0	3	9	1.07%	19	9	1.31%
Appliances / equipment / premises	1	0	0	0	1	10	0.36%	3	14=	0.21%
Failure to send ambulance / delay in sending ambulance	0	0	0	0	0	-	0.00%	16	10	1.10%
Other	0	0	0	0	0	-	0.00%	6	11	0.41%
Adult Social Work Services (where not covered by HSCP)	0	0	0	0	0	-	0.00%	5	12=	0.34%
Continuing care	0	0	0	0	0	-	0.00%	5	12=	0.34%
Hygiene / cleanliness / infection control	0	0	0	0	0	-	0.00%	3	14=	0.21%
Hotel services - food / laundry etc	0	0	0	0	0	-	0.00%	1	16	0.07%
Subject unknown	13	0	1	0	14	-	5.00%	83	-	5.72%
Out of jurisdiction	1	0	0	0	1	-	0.36%	2	-	0.14%
Total	223	5	51	1	280		100.00%	1,451		100.00%

Complaints as % of total

19.3%

100.0%

Health Complaints Received by Subject 2017-18

Greater Glasgow & Clyde NHS Board Area											
Subject	Greater Glasgow and Clyde NHS Board	Dentists & Dental Practices	GP & GP Practices	Opticians	Pharmacists & Pharmacy Services	Total	Rank	Complaints as % of total	Sector Total	Rank	Complaints as % of total
Clinical treatment / diagnosis	148	6	29	0	1	184	1	65.95%	870	1	62.01%
Appointments / Admissions (delay / cancellation / waiting lists)	23	0	0	0	0	23	2	8.24%	87	3	6.20%
Communication / staff attitude / dignity / confidentiality	13	1	5	0	0	19	3	6.81%	112	2	7.98%
Complaints handling	8	0	2	1	0	11	4	3.94%	63	4	4.49%
Policy / administration	7	0	3	0	0	10	5	3.58%	62	5	4.42%
Nurses / nursing care	7	0	0	0	0	7	6	2.51%	28	6	2.00%
Admission / discharge / transfer procedures	5	0	0	0	0	5	7	1.79%	25	7	1.78%
Lists (incl difficulty registering and removal from lists)	0	0	3	0	0	3	8	1.08%	21	8	1.50%
Other	2	0	0	0	0	2	9	0.72%	7	10	0.50%
Record keeping	1	0	0	0	0	1	10=	0.36%	6	11	0.43%
Continuing care	1	0	0	0	0	1	10=	0.36%	4	12	0.29%
Hotel services - food / laundry etc	1	0	0	0	0	1	10=	0.36%	3	13=	0.21%
Failure to send ambulance / delay in sending ambulance	0	0	0	0	0	0	-	0.00%	10	9	0.71%
Hygiene / cleanliness / infection control	0	0	0	0	0	0	-	0.00%	3	13=	0.21%
Adult Social Work Services (where not covered by HSCP)	0	0	0	0	0	0	-	0.00%	2	15=	0.14%
Appliances / equipment / premises	0	0	0	0	0	0	-	0.00%	2	15=	0.14%
Subject unknown	12	0	0	0	0	12	-	4.30%	94	-	6.70%
Out of jurisdiction	0	0	0	0	0	0	-	0.00%	4	-	0.29%
Total	228	7	42	1	1	279		100.00%	1,403		100.00%

Complaints as % of total

19.89%

100.00%

Health Complaints Closed by Outcome 2018-19

		Greater Glasgow & Clyde NHS Board Area					
Stage	Outcome Group	Greater Glasgow and Clyde NHS Board	Dentists & Dental Practices	GP & GP Practices	Pharmacists & Pharmacy Services	Total	Sector Total
Advice	Not duly made or withdrawn	35	0	3	0	38	260
	Premature	32	0	2	0	34	174
	Resolved	0	0	0	0	0	1
	Total	67	0	5	0	72	435
Early Resolution	Not duly made or withdrawn	8	0	4	0	12	54
	Out of jurisdiction (discretionary)	9	0	3	0	12	45
	Out of jurisdiction (non-discretionary)	2	1	3	0	6	22
	Outcome not achievable	8	0	2	1	11	35
	Premature	11	0	1	0	12	55
	Total	22	1	13	0	36	214
Investigation	Fully upheld	40	2	5	0	47	162
	Some upheld	22	1	2	0	25	98
	Not upheld	31	1	7	0	39	182
	Not duly made or withdrawn	0	0	0	0	0	11
	Resolved	0	0	0	0	0	1
	Total	62	2	28	1	93	442
	Total	93	4	14	0	111	454
	Total Complaints	222	6	47	1	276	1,331
Total Premature Complaints		43	0	3	0	46	229
Premature Rate		19.4%	0.0%	6.4%	0.0%	16.7%	17.2%
Total Investigation Decisions		93	4	14	0	111	442
Total Upholds		62	3	7	0	72	260
Uphold Rate		66.7%	75.0%	50.0%	-	64.9%	58.8%

Health Complaints Determined by Outcome 2017-18

		Greater Glasgow & Clyde NHS Board Area							
Stage	Outcome Group	Greater Glasgow and Clyde NHS Board	Dentists & Dental Practices	GP & GP Practices	Opticians	Pharmacists & Pharmacy Services	Total	Sector Total	
Advice	Not duly made or withdrawn	42	0	0	0	0	42	256	
	Out of jurisdiction (non-discretionary)	0	0	0	0	0	0	2	
	Outcome not achievable	0	0	0	0	0	0	1	
	Premature	30	0	5	0	0	35	242	
	Total	72	0	5	0	0	77	501	
Early Resolution	Not duly made or withdrawn	11	1	1	0	0	13	62	
	Out of jurisdiction (discretionary)	9	0	0	0	0	9	52	
	Out of jurisdiction (non-discretionary)	1	3	3	0	0	7	32	
	Outcome not achievable	9	0	0	0	0	9	36	
	Premature	9	1	1	0	0	11	59	
	Proportionality	37	1	12	1	1	52	195	
	Resolved	1	0	0	0	0	1	14	
	Total	77	6	17	1	1	102	450	
Investigation	Fully upheld	30	0	2	0	0	32	120	
	Some upheld	35	1	0	0	0	36	141	
	Not upheld	25	3	20	0	0	48	172	
	Not duly made or withdrawn	0	0	0	0	0	0	6	
	Resolved	0	0	0	0	0	0	1	
	Total	90	4	22	0	0	116	440	
Total Complaints	239	10	44	1	1	295	1,391		
Total Premature Complaints		39	1	6	0	0	46	301	
Premature Rate		16.3%	10.0%	13.6%	0.0%	0.0%	15.6%	21.6%	
Total Investigation Decisions		90	4	22	0	0	116	433	
Total Upholds		65	1	2	0	0	68	261	
Uphold Rate		72.2%	25.0%	9.1%	-	-	58.6%	60.3%	
Old Uphold Rate Calculation									
Total Cases 'Fit for SPSO'		90	4	22	0	0	116	440	
Total Upholds		65	1	2	0	0	68	261	
Uphold Rate		72.2%	25.0%	9.1%	-	-	58.6%	59.3%	

Prison Health Care Complaints Received by Authority 2018-19

Subject	Greater Glasgow and Clyde NHS Board	Sector Total
Appointments / Admissions (delay / cancellation / waiting lists)	0	7
Clinical treatment / diagnosis	17	85
Communication / staff attitude / dignity / confidentiality	0	4
Complaints handling	2	5
Continuing care	0	1
Nurses / nursing care	0	1
Other	0	1
Policy / administration	0	3
Total	19	107

Prison Health Care Complaints Closed by Authority 2018-19

Stage	Outcome Group	Greater Glasgow and Clyde NHS Board	Sector Total
Advice	Not duly made or withdrawn	6	20
	Premature	13	47
	Total	19	67
Early Resolution	Not duly made or withdrawn	0	1
	Outcome not achievable	0	1
	Premature	0	2
	Proportionality	0	15
	Resolved	0	1
	Total	0	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		19	97

Prison Health Care Complaints Received by Authority 2017-18

Subject	Greater Glasgow and Clyde NHS Board	Sector Total
Admission / discharge / transfer procedures	1	1
Appointments / Admissions (delay / cancellation / waiting lists)	1	8
Clinical treatment / diagnosis	20	85
Communication / staff attitude / dignity / confidentiality	0	2
Complaints handling	0	2
Nurses / nursing care	1	1
Other	1	1
Total	24	100

Prison Health Complaints Closed by Outcome and Authority 2017-18

Stage	Outcome Group	Glasgow and Clyde NHS Board	Sector Total
Advice	Not duly made or withdrawn	10	24
	Premature	8	39
	Total	18	63
Early Resolution	Not duly made or withdrawn	1	6
	Out of jurisdiction (discretionary)	1	2
	Out of jurisdiction (non-discretionary)	1	5
	Premature	0	3
	Proportionality	1	13
	Total	4	29
Investigation	Fully upheld	1	3
	Some upheld	1	3
	Not upheld	5	10
	Not duly made or withdrawn	0	2
	Total	7	18
Total Complaints		29	110