

Health Complaints Received by Subject 2018-19

Lanarkshire NHS Board Area									
Subject	Lanarkshire NHS Board	Dentists & Dental Practices	GP & GP Practices	Total	Rank	Complaints as % of total	Sector Total	Rank	Complaints as % of total
Clinical treatment / diagnosis	84	1	11	96	1	72.18%	921	1	63.47%
Communication / staff attitude / dignity / confidentiality	6	0	2	8	2=	6.02%	118	2	8.13%
Appointments / Admissions (delay / cancellation / waiting lists)	8	0	0	8	2=	6.02%	87	3	6.00%
Admission / discharge / transfer procedures	5	0	0	5	4	3.76%	19	9	1.31%
Policy / administration	3	0	0	3	5	2.26%	56	4	3.86%
Complaints handling	2	0	0	2	6=	1.50%	46	5	3.17%
Record keeping	2	0	0	2	6=	1.50%	21	8	1.45%
Nurses / nursing care	1	0	0	1	8=	0.75%	32	6	2.21%
Lists (incl difficulty registering and removal from lists)	0	0	1	1	8=	0.75%	27	7	1.86%
Other	1	0	0	1	8=	0.75%	6	11	0.41%
Failure to send ambulance / delay in sending ambulance	0	0	0	0	-	0.00%	16	10	1.10%
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	6	0	0	6	-	4.51%	83	-	5.72%
Out of jurisdiction	0	0	0	0	-	0.00%	2	-	0.14%
Total	118	1	14	133		100.00%	1,451		100.00%

Complaints as % of total

9.2%

100.0%

Health Complaints Received by Subject 2017-18

Lanarkshire NHS Board Area										
Subject	Lanarkshire 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	59	1	12	1	73	1	62.39%	870	1	62.01%
Appointments / Admissions (delay / cancellation / waiting lists)	11	0	1	0	12	2	10.26%	87	3	6.20%
Communication / staff attitude / dignity / confidentiality	3	0	4	0	7	3	5.98%	112	2	7.98%
Policy / administration	2	1	1	0	4	4=	3.42%	62	5	4.42%
Nurses / nursing care	4	0	0	0	4	4=	3.42%	28	6	2.00%
Admission / discharge / transfer procedures	3	0	0	0	3	6	2.56%	25	7	1.78%
Complaints handling	2	0	0	0	2	7	1.71%	63	4	4.49%
Record keeping	1	0	0	0	1	8=	0.85%	6	11	0.43%
Hygiene / cleanliness / infection control	1	0	0	0	1	8=	0.85%	3	13=	0.21%
Appliances / equipment / premises	1	0	0	0	1	8=	0.85%	2	15=	0.14%
Lists (incl difficulty registering and removal from lists)	0	0	0	0	0	-	0.00%	21	8	1.50%
Failure to send ambulance / delay in sending ambulance	0	0	0	0	0	-	0.00%	10	9	0.71%
Other	0	0	0	0	0	-	0.00%	7	10	0.50%
Continuing care	0	0	0	0	0	-	0.00%	4	12	0.29%
Hotel services - food / laundry etc	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	-	0.00%	2	15=	0.14%
Subject unknown	8	0	1	0	9	-	7.69%	94	-	6.70%
Out of jurisdiction	0	0	0	0	0	-	0.00%	4	-	0.29%
Total	95	2	19	1	117		100.00%	1,403		100.00%

Complaints as % of total

8.34%

100.00%

Health Complaints Closed by Outcome 2018-19

Stage	Outcome Group	Lanarkshire NHS Board Area				Sector Total
		Lanarkshire NHS Board	Dentists & Dental Practices	GP & GP Practices	Total	
Advice	Not duly made or withdrawn	22	0	1	23	260
	Premature	10	0	1	11	174
	Resolved	0	0	0	0	1
	Total	32	0	2	34	435
Early Resolution	Not duly made or withdrawn	3	0	0	3	54
	Out of jurisdiction (discretionary)	5	0	1	6	45
	Out of jurisdiction (non-discretionary)	0	0	0	0	22
	Outcome not achievable	1	0	1	2	35
	Premature	2	0	1	3	55
	Proportionality	15	0	3	18	214
	Resolved	1	0	0	1	17
Total	27	0	6	33	442	
Investigation	Fully upheld	11	0	1	12	162
	Some upheld	10	0	2	12	98
	Not upheld	16	1	5	22	182
	Not duly made or withdrawn	2	0	0	2	11
	Resolved	1	0	0	1	1
	Total	40	1	8	49	454
Total Complaints		99	1	16	116	1,331

<i>Total Premature Complaints</i>	12	0	2	14	229
<i>Premature Rate</i>	12.1%	0.0%	12.5%	12.1%	17.2%
<i>Total Investigation Decisions</i>	37	1	8	46	442
<i>Total Upholds</i>	21	0	3	24	260
<i>Uphold Rate</i>	56.8%	0.0%	37.5%	52.2%	58.8%

Health Complaints Determined by Outcome 2017-18

Stage	Outcome Group	Lanarkshire NHS Board Area				Total	Sector Total
		Lanarkshire NHS Board	Dentists & Dental Practices	GP & GP Practices	Pharmacists & Pharmacy Services		
Advice	Not duly made or withdrawn	18	0	1	0	19	256
	Out of jurisdiction (non-discretionary)	0	0	0	0	0	2
	Outcome not achievable	0	0	0	0	0	1
	Premature	8	0	3	0	11	242
	Total	26	0	4	0	30	501
	Total	26	0	4	0	30	501
Early Resolution	Not duly made or withdrawn	5	0	1	0	6	62
	Out of jurisdiction (discretionary)	3	0	0	0	3	52
	Out of jurisdiction (non-discretionary)	2	0	0	1	3	32
	Outcome not achievable	0	0	2	0	2	36
	Premature	2	1	0	0	3	59
	Proportionality	16	0	3	0	19	195
	Resolved	0	0	1	0	1	14
Total	28	1	7	1	37	450	
Investigation	Fully upheld	14	0	0	0	14	120
	Some upheld	14	0	0	0	14	141
	Not upheld	15	1	13	0	29	172
	Not duly made or withdrawn	0	0	0	0	0	6
	Resolved	0	0	0	0	0	1
	Total	43	1	13	0	57	440
Total Complaints		97	2	24	1	124	1,391

<i>Total Premature Complaints</i>	10	1	3	0	14	301
<i>Premature Rate</i>	10.3%	50.0%	12.5%	0.0%	11.3%	21.6%
<i>Total Investigation Decisions</i>	43	1	13	0	57	433
<i>Total Upholds</i>	28	0	0	0	28	261
<i>Uphold Rate</i>	65.1%	0.0%	0.0%	-	49.1%	60.3%

<i>Old Uphold Rate Calculation</i>						
<i>Total Cases 'Fit for SPSO'</i>	43	1	13	0	57	440
<i>Total Upholds</i>	28	0	0	0	28	261
<i>Uphold Rate</i>	65.1%	0.0%	0.0%	-	49.1%	59.3%

Prison Health Care Complaints Received by Authority 2018-19

Subject	Lanarkshire NHS Board	Sector Total
Appointments / Admissions (delay / cancellation / waiting lists)	0	7
Clinical treatment / diagnosis	5	85
Communication / staff attitude / dignity / confidentiality	1	4
Complaints handling	0	5
Continuing care	0	1
Nurses / nursing care	0	1
Other	0	1
Policy / administration	0	3
Total	6	107

Prison Health Care Complaints Closed by Authority 2018-19

Stage	Outcome Group	Lanarkshire NHS Board	Sector Total
Advice	Not duly made or withdrawn	1	20
	Premature	0	47
	Total	1	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	1	4
	Total	1	10
Total Complaints		4	97

Prison Health Care Complaints Received by Authority 2017-18

Subject	Lanarkshire NHS Board	Sector Total
Admission / discharge / transfer procedures	0	1
Appointments / Admissions (delay / cancellation / waiting lists)	1	8
Clinical treatment / diagnosis	4	85
Communication / staff attitude / dignity / confidentiality	1	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	Lanarkshire NHS Board	Sector Total
Advice	Not duly made or withdrawn	0	24
	Premature	2	39
	Total	2	63
Early Resolution	Not duly made or withdrawn	0	6
	Out of jurisdiction (discretionary)	1	2
	Out of jurisdiction (non-discretionary)	1	5
	Premature	0	3
	Proportionality	2	13
	Total	4	29
Investigation	Fully upheld	1	3
	Some upheld	0	3
	Not upheld	0	10
	Not duly made or withdrawn	0	2
	Total	1	18
Total Complaints		7	110