

Health Complaints Received by Subject 2018-19

Subject	Lothian NHS Board Area						Complaints as % of total	Sector Total	Rank	Complaints as % of total
	Lothian NHS Board	Dentists & Dental Practices	GP & GP Practices	Total	Rank	Complaints as % of total				
Clinical treatment / diagnosis	121	6	17	144	1	66.98%	921	1	63.47%	
Appointments / Admissions (delay / cancellation / waiting lists)	13	0	2	15	2	6.98%	87	3	6.00%	
Communication / staff attitude / dignity / confidentiality	6	1	7	14	3	6.51%	118	2	8.13%	
Policy / administration	6	0	3	9	4	4.19%	56	4	3.86%	
Complaints handling	7	0	0	7	5	3.26%	46	5	3.17%	
Nurses / nursing care	5	0	0	5	6	2.33%	32	6	2.21%	
Admission / discharge / transfer procedures	4	0	0	4	7	1.86%	19	9	1.31%	
Record keeping	1	0	1	2	8=	0.93%	21	8	1.45%	
Other	2	0	0	2	8=	0.93%	6	11	0.41%	
Lists (incl difficulty registering and removal from lists)	0	0	1	1	10=	0.47%	27	7	1.86%	
Appliances / equipment / premises	1	0	0	1	10=	0.47%	3	14=	0.21%	
Hotel services - food / laundry etc	1	0	0	1	10=	0.47%	1	16	0.07%	
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%	
Hygiene / cleanliness / infection control	0	0	0	0	-	0.00%	3	14=	0.21%	
Subject unknown	10	0	0	10	-	4.65%	83	-	5.72%	
Out of jurisdiction	0	0	0	0	-	0.00%	2	-	0.14%	
<b>Total</b>	<b>177</b>	<b>7</b>	<b>31</b>	<b>215</b>		<b>100.00%</b>	<b>1,451</b>		<b>100.00%</b>	

Complaints as % of total

14.8%

100.0%

Health Complaints Received by Subject 2017-18

Subject	Lothian NHS Board Area						Complaints as % of total	Sector Total	Rank	Complaints as % of total
	Lothian NHS Board	Dentists & Dental Practices	GP & GP Practices	Pharmacists & Pharmacy Services	Total	Rank				
Clinical treatment / diagnosis	112	4	18	0	134	1	60.91%	870	1	62.01%
Communication / staff attitude / dignity / confidentiality	17	1	7	0	25	2	11.36%	112	2	7.98%
Policy / administration	11	1	2	0	14	3	6.36%	62	5	4.42%
Appointments / Admissions (delay / cancellation / waiting lists)	8	1	4	0	13	4	5.91%	87	3	6.20%
Complaints handling	7	1	2	1	11	5	5.00%	63	4	4.49%
Nurses / nursing care	3	0	0	0	3	6=	1.36%	28	6	2.00%
Admission / discharge / transfer procedures	3	0	0	0	3	6=	1.36%	25	7	1.78%
Lists (incl difficulty registering and removal from lists)	0	0	2	0	2	8	0.91%	21	8	1.50%
Record keeping	1	0	0	0	1	9=	0.45%	6	11	0.43%
Hygiene / cleanliness / infection control	1	0	0	0	1	9=	0.45%	3	13=	0.21%
Appliances / equipment / premises	1	0	0	0	1	9=	0.45%	2	15=	0.14%
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	9	0	3	0	12	-	5.45%	94	-	6.70%
Out of jurisdiction	0	0	0	0	0	-	0.00%	4	-	0.29%
<b>Total</b>	<b>173</b>	<b>8</b>	<b>38</b>	<b>1</b>	<b>220</b>		<b>100.00%</b>	<b>1,403</b>		<b>100.00%</b>

Complaints as % of total

15.68%

100.00%

Health Complaints Closed by Outcome 2018-19

Stage	Outcome Group	Lothian NHS Board Area					Sector Total
		Lothian NHS Board	Dentists & Dental Practices	GP & GP Practices	Pharmacists & Pharmacy Services	Total	
Advice	Not duly made or withdrawn	38	0	2	0	40	260
	Premature	29	1	3	0	33	174
	Resolved	0	0	1	0	1	1
	<b>Total</b>	<b>67</b>	<b>1</b>	<b>6</b>	<b>0</b>	<b>74</b>	<b>435</b>
Early Resolution	Not duly made or withdrawn	5	0	4	0	9	54
	Out of jurisdiction (discretionary)	3	0	1	0	4	45
	Out of jurisdiction (non-discretionary)	1	1	0	0	2	22
	Outcome not achievable	5	1	0	0	6	35
	Premature	10	0	1	0	11	55
	Proportionality	25	1	12	1	39	214
	Resolved	4	0	0	0	4	17
	<b>Total</b>	<b>53</b>	<b>3</b>	<b>18</b>	<b>1</b>	<b>75</b>	<b>442</b>
Investigation	Fully upheld	23	0	1	0	24	162
	Some upheld	9	0	1	0	10	98
	Not upheld	19	0	2	0	21	182
	Not duly made or withdrawn	1	0	0	0	1	11
	Resolved	0	0	0	0	0	1
	<b>Total</b>	<b>52</b>	<b>0</b>	<b>4</b>	<b>0</b>	<b>56</b>	<b>454</b>
<b>Total Complaints</b>	<b>172</b>	<b>4</b>	<b>28</b>	<b>1</b>	<b>205</b>	<b>1,331</b>	

<i>Total Premature Complaints</i>	39	1	4	0	44	229
<i>Premature Rate</i>	22.7%	25.0%	14.3%	0.0%	21.5%	17.2%
<i>Total Investigation Decisions</i>	51	0	4	0	55	442
<i>Total Upholds</i>	32	0	2	0	34	260
<i>Uphold Rate</i>	62.7%	-	50.0%	-	61.8%	58.8%

Health Complaints Determined by Outcome 2017-18

Stage	Outcome Group	Lothian NHS Board Area					Sector Total
		Lothian NHS Board	Dentists & Dental Practices	GP & GP Practices	Opticians	Total	
Advice	Not duly made or withdrawn	39	0	5	0	44	256
	Out of jurisdiction (non-discretionary)	0	0	0	0	0	2
	Outcome not achievable	0	0	0	0	0	1
	Premature	28	1	9	0	38	242
	<b>Total</b>	<b>67</b>	<b>1</b>	<b>14</b>	<b>0</b>	<b>82</b>	<b>501</b>
Early Resolution	Not duly made or withdrawn	8	1	3	0	12	62
	Out of jurisdiction (discretionary)	10	0	1	0	11	52
	Out of jurisdiction (non-discretionary)	3	0	1	0	4	32
	Outcome not achievable	2	2	2	0	6	36
	Premature	10	0	2	0	12	59
	Proportionality	22	3	10	0	35	195
	Resolved	4	1	0	0	5	14
	<b>Total</b>	<b>59</b>	<b>7</b>	<b>19</b>	<b>0</b>	<b>85</b>	<b>450</b>
Investigation	Fully upheld	5	1	0	0	6	120
	Some upheld	13	1	3	0	17	141
	Not upheld	13	1	5	1	20	172
	Not duly made or withdrawn	2	0	0	0	2	6
	Resolved	0	0	0	0	0	1
	<b>Total</b>	<b>33</b>	<b>3</b>	<b>8</b>	<b>1</b>	<b>45</b>	<b>440</b>
<b>Total Complaints</b>	<b>159</b>	<b>11</b>	<b>41</b>	<b>1</b>	<b>212</b>	<b>1,391</b>	

<i>Total Premature Complaints</i>	38	1	11	0	50	301
<i>Premature Rate</i>	23.9%	9.1%	26.8%	0.0%	23.6%	21.6%
<i>Total Investigation Decisions</i>	31	3	8	1	43	433
<i>Total Upholds</i>	18	2	3	0	23	261
<i>Uphold Rate</i>	58.1%	66.7%	37.5%	0.0%	53.5%	60.3%

<i>Old Uphold Rate Calculation</i>						
<i>Total Cases 'Fit for SPSO'</i>	33	3	8	1	45	440
<i>Total Upholds</i>	18	2	3	0	23	261
<i>Uphold Rate</i>	54.5%	66.7%	37.5%	0.0%	51.1%	59.3%

Prison Health Care Complaints Received by Authority 2018-19

Subject	Lothian NHS Board	Sector Total
Appointments / Admissions (delay / cancellation / waiting lists)	1	7
Clinical treatment / diagnosis	16	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	2	3
<b>Total</b>	<b>20</b>	<b>107</b>

Prison Health Care Complaints Closed by Authority 2018-19

Stage	Outcome Group	Lothian NHS Board	Sector Total
Advice	Not duly made or withdrawn	1	20
	Premature	16	47
	<b>Total</b>	<b>17</b>	<b>67</b>
Early Resolution	Not duly made or withdrawn	0	1
	Outcome not achievable	1	1
	Premature	0	2
	Proportionality	1	15
	Resolved	0	1
	<b>Total</b>	<b>2</b>	<b>20</b>
Investigation	Fully upheld	0	0
	Some upheld	0	1
	Not upheld	1	5
	Not duly made or withdrawn	1	4
	<b>Total</b>	<b>2</b>	<b>10</b>
<b>Total Complaints</b>		<b>21</b>	<b>97</b>

Prison Health Care Complaints Received by Authority 2017-18

Subject	Lothian NHS Board	Sector Total
Admission / discharge / transfer procedures	0	1
Appointments / Admissions (delay / cancellation / waiting lists)	2	8
Clinical treatment / diagnosis	27	85
Communication / staff attitude / dignity / confidentiality	0	2
Complaints handling	0	2
Nurses / nursing care	0	1
Other	0	1
<b>Total</b>	<b>29</b>	<b>100</b>

Prison Health Complaints Closed by Outcome and Authority 2017-18

Stage	Outcome Group	Lothian NHS Board	Sector Total
Advice	Not duly made or withdrawn	5	24
	Premature	14	39
	<b>Total</b>	<b>19</b>	<b>63</b>
Early Resolution	Not duly made or withdrawn	2	6
	Out of jurisdiction (discretionary)	0	2
	Out of jurisdiction (non-discretionary)	2	5
	Premature	2	3
	Proportionality	2	13
	<b>Total</b>	<b>8</b>	<b>29</b>
Investigation	Fully upheld	0	3
	Some upheld	0	3
	Not upheld	3	10
	Not duly made or withdrawn	0	2
	<b>Total</b>	<b>3</b>	<b>18</b>
<b>Total Complaints</b>		<b>30</b>	<b>110</b>