

# NHSScotland Complaints Statistics

2015/16



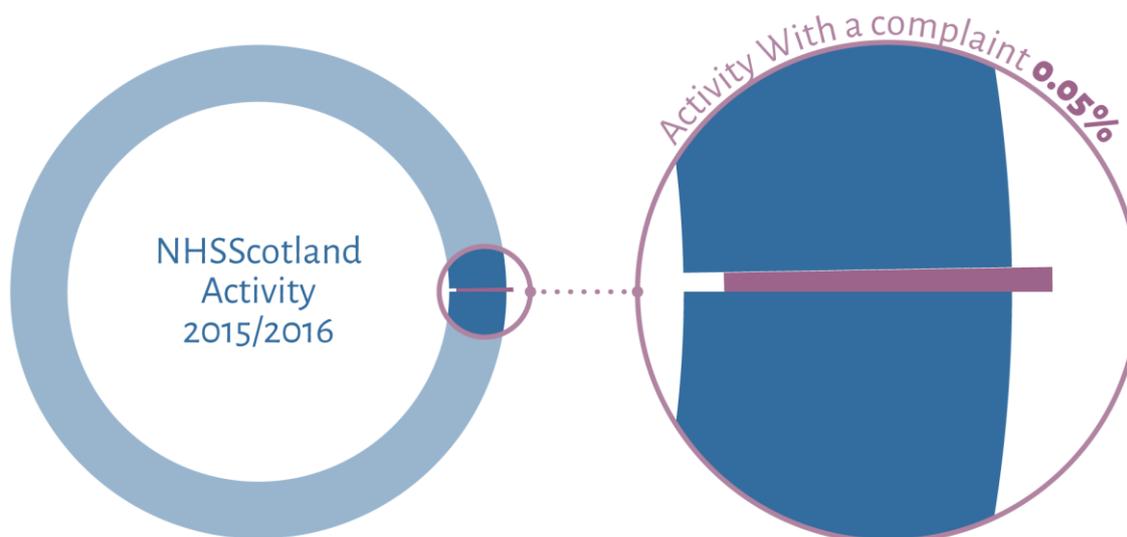
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## About this release

This annual publication from the Information Services Division provides information on complaints received by NHSScotland organisations from 1 April 2015 to 31 March 2016.

## Main Points

- There was a 4% fall in the total number of NHSScotland complaints received in 2015/16 (21,456) compared to last year. In NHSScotland overall five complaints were made per 10,000 contacts (0.05%). Contacts include: hospital admissions; outpatient appointments; A&E attendances; visits to GP and nurses; dental and ophthalmic treatments.



Source: ISD NHSScotland complaints.

- The total number of complaints received by NHSScotland hospital and community health services was 13,469, a 2% decrease.
- There were also decreases in the number of complaints received by family health services (6,742, 9% decrease) and by special boards, national and support organisations (1,245, 2% decrease).

- Response times have remained steady over the last five years. The majority of complaints were dealt with within 20 days.
  - Hospital and community health services: 69%
  - Family health services: 90%
  - Special boards/national and support organisations: 82%
- There was a small decrease in the number of complaints being fully upheld in hospital and community health services and special boards, national and support organisations. This information is not available for family health services; it is not mandatory for these organisations to provide this data.

## Background

This report provides information on NHSScotland complaints received about hospital and community health services, family health services and special boards and national and support organisations.

It includes the number of complaints received; the time taken to deal with complaints; issues raised; actions taken; service areas and staff groups who were the subject of complaints and the outcome of complaints.

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## Find out more

For more information visit the [NHS Complaints statistics section of our website](#).

The data from this publication is also available to [download](#).

## NHS Performs

A selection of information from this publication is included in [NHS Performs](#). NHS Performs is a website that brings together a range of information on how hospitals and NHS Boards within NHSScotland are performing.

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## ISD and Official Statistics

Information Services Division (ISD) is the principal and authoritative source of statistics on health and care services in Scotland. ISD is designated by legislation as a producer of 'Official Statistics'. Our official statistics publications are produced to a high professional standard and comply with the Code of Practice for Official Statistics. [Further information about our statistics](#).