

NHSScotland Complaints Statistics

2016/17



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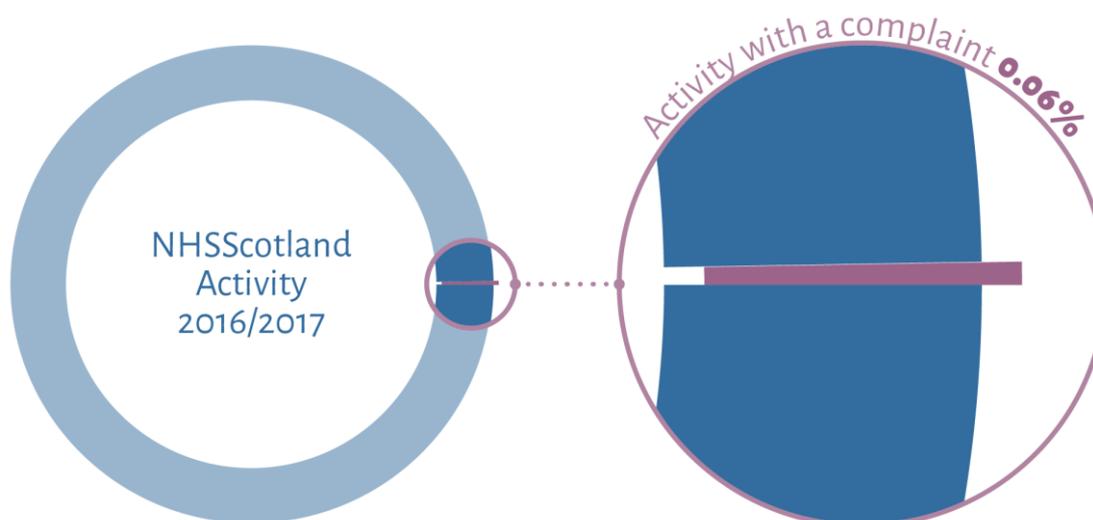
About this release

This annual publication from the Information Services Division provides information on complaints received by NHSScotland organisations from 1 April 2016 to 31 March 2017.

Main Points

- There was a 10% increase in the total number of NHSScotland complaints received in 2016/17 (23,507). In NHSScotland overall six complaints were made per 10,000 contacts (which represents 0.06% of all contacts). Contacts include: hospital admissions; outpatient appointments; A&E attendances; visits to GP and nurses; dental and ophthalmic treatments.

Complaints received for NHSScotland as a percentage of NHS activity: 2016/17



Source: ISD NHSScotland complaints.

- The total number of complaints received by NHSScotland hospital and community health services was 14,703, a 9% increase.
- There were also increases in the number of complaints received by family health services (7,660, 14% increase). Special boards, national and support organisations saw an 8% decrease (1,144).

- Response times have remained steady over the last five years. The latest figures for complaints dealt with within 20 days are:
 - Hospital and community health services: 72%
 - Family health services: 91%
 - Special boards/national and support organisations: 88%
- 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.

This will be the last public release of NHS Complaints by ISD in its current format. These data will continue to be collected and reported by NHS Boards, in addition to National and Support organisations. From 2017/18 onwards ISD will produce an annual short statistical release and will also provide links to all NHS Board complaints reports. Users will be consulted on the format and content of future releases.

Contact

Robyn Munro

Principal Information Analyst
0131 275 6967

Michael Webster

Senior Information Analyst
0131 275 6881

Frank Clarke

Information Analyst
0131 275 6148

Email: NSS.isddvcomplaints@nhs.net

Further Information

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

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

NHS Performs

[NHS Performs](#) is a website that brings together a range of information on how hospitals and NHS Boards within NHSScotland are performing.

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](#).