

# Publication Summary



## NHS Complaints Statistics

Scotland 2011/12

Publication date – 25 September 2012



### About this Release

Data presented in this publication includes:

- the number of complaints received;
- the time taken to deal with complaints;
- issues raised and staff groups who were the subject of complaints;
- the outcome of complaints.

These data are presented for NHS Boards and Special Boards. Family Health Services data within this report is restricted to the volume of complaints received by primary care service providers within each NHS Board.

### Key Points

#### Hospital and Community Health Services, April 2011 – March 2012

- There was a 15% rise in Hospital and Community complaints received with 8,117 in 2011/12 compared to 7,055 in 2010/11. This is the largest increase since the revision of the NHS complaints procedure which took effect from April 2005.
- The percentage of complaints acknowledged within the national target timescale of three working days from receipt was 90%, the lowest since the revision of the NHS complaints procedure which took effect in April 2005.
- The percentage of complaints dealt with within the national target of 20 working days was 65%, slightly lower than that achieved in 2010/11 (68%).
- In 2011/12, 27% of complaints were fully upheld, 33% were partially upheld and 38% were not upheld.
- Between 2010/11 and 2011/12 the number of complaints upheld or partially upheld has increased by 12%.

#### Family Health Services, April 2011 – March 2012

- In total the number of complaints about Family Health Services in 2011/12 was 3,538. Excluding NHS Highland, which was unavailable for 2010/11, there were 3,483 complaints for comparison purposes in 2011/12. This represents an increase of 8%

since 2010/11 and the majority of the increase relates to medical complaints, rising by 9%. This compares to a 1% increase in dental complaints over the same period.

### Special Boards, National & Support Organisations, April 2011 – March 2012

- The total number of complaints relating to the Special Health Boards and National & Support organisations was 693 in 2011/12, a 15% reduction since 2010/11.
- For the second year in succession there has been a large decrease in the number of complaints to the Scottish Ambulance Service; 214 during 2011/12 compared to 374 in 2010/11. This represents a 43% decrease.
- In 2011/12 the number of complaints to the State Hospital Board for Scotland has risen to 79, compared to 42 complaints in 2010/11. This represents their highest number of complaints since 2006/07.

## Background

The NHS complaints procedure was introduced in April 1996 with the purpose of providing a simple, flexible, impartial and easily accessible system for the public as well as being fair to NHS practitioners and staff. Each Health Board within NHS Scotland employs staff whose role is to receive complaints from members of the public and to register the decisions made and actions undertaken. Revisions to the complaints process in 2005 were intended to remove some of the barriers which may have stopped some people complaining about the NHS in previous years. Further details can be found at:

["Can I help you? Learning from comments, concerns and complaints"](#) 

NHS Boards and other NHS organisations submit summary information about complaints they receive to ISD Scotland. These data are validated by ISD and checked with each NHS Board after submission. The statistics relating to GP and dental services are collated via an aggregated annual return of the total number of complaints made against Family Health Services in the previous financial year

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## Further Information

Further information can be found in the [Full Publication Report](#) or on the [ISD website](#)

### About ISD

Scotland has some of the best health service data in the world combining high quality, consistency, national coverage and the ability to link data to allow patient based analysis and follow up. Information Services Division (ISD) is a business operating unit of NHS National Services Scotland - and has been in existence for over 40 years. We are an essential support service to NHSScotland and the Scottish Government Health Department and others, responsive to the needs of NHSScotland as the delivery of health and social care evolves.

### 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. The Code of Practice is produced and monitored by the UK Statistics Authority which is independent of Government. Under the Code of Practice, the format, content and timing of statistics publications are the responsibility of professional staff working within ISD.

Further information on ISD's statistics, including compliance with the Code of Practice for Official Statistics, and on the UK Statistics Authority, is available on the [ISD website](#) [www.isdscotland.org/About-ISD/About-Our-Statistics/](http://www.isdscotland.org/About-ISD/About-Our-Statistics/)