

Publication Summary



NHS Complaints Statistics

Scotland 2012/13

Publication date – 24 September 2013



About this Release

The NHS complaints procedure aims to provide a simple, flexible, impartial and easily accessible system for the public as well as offering a system which is 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.

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 and the outcome of complaints.

Key Points

Hospital and Community Complaints

- There was a 13% rise in Hospital and Community complaints received with 9,161 in 2012/13 compared to 8,117 in 2011/12. This follows a 15% increase between 2010/11 and 2011/12.
- In 2012/13, 28% of these complaints were fully upheld, 35% were partially upheld and 36% were not upheld. Between 2011/12 and 2012/13 the number of complaints upheld or partially upheld has increased by 17%.
- The percentage of complaints acknowledged within the national target timescale of three working days from receipt was consistent with the previous year at 90%.
- The percentage of complaints dealt with within the national target of 20 working days was 61%, slightly lower than that achieved in 2011/12 (65%).

A formula error was discovered in the 'Family Health Services complaints – by service' Table originally published on 24th September 2013. The 'All NHS Boards' Total for 2012/13 was incorrectly quoted as 3,966. The correct 'All NHS Boards' Total for 2012/13 is 6,130. This resulted in the number of complaints quoted, and the associated % changes between 2011/12 and 2012/13, being incorrect in the following paragraph:

- In total the number of complaints about Family Health Services in 2012/13 was 3,966. Excluding figures for Pharmaceutical and Ophthalmic complaints, which were unavailable for 2011/12, there were 2,992 complaints in 2012/13 compared to 3,538

in 2011/12; a reduction of 15%. Medical complaints have reduced by 13% and Dental complaints by 30%.

The paragraph has been revised as follows:

Family Health Services

- Family health services are those provided by provided by the family doctor (GP) service and 'High Street' dentists, opticians and pharmacists. In 2012/13, there were 6,130 complaints about Family Health Services. Excluding Pharmaceutical and Ophthalmic complaints (which were unavailable for 2011/12), there were 4,804 complaints in 2012/13 compared to 3,538 in 2011/12; an increase of 36%. Medical complaints have risen by 39% and Dental complaints by 20%.

Special Health Boards, National and Support Organisations

- The total number of complaints relating to the Special Boards and National & Support Organisations was 1,208 in 2012/13, a 31% increase since 2011/12.

Background

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.

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 Boards 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](#) Guidance for handling and learning from feedback, comments, concerns or complaints about NHS health care services: "[Can I help you? Learning from comments, concerns and complaints](#)" 

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/