

Publication Summary



NHS Complaints Statistics

Scotland 2013/14

Publication date – 25 November 2014



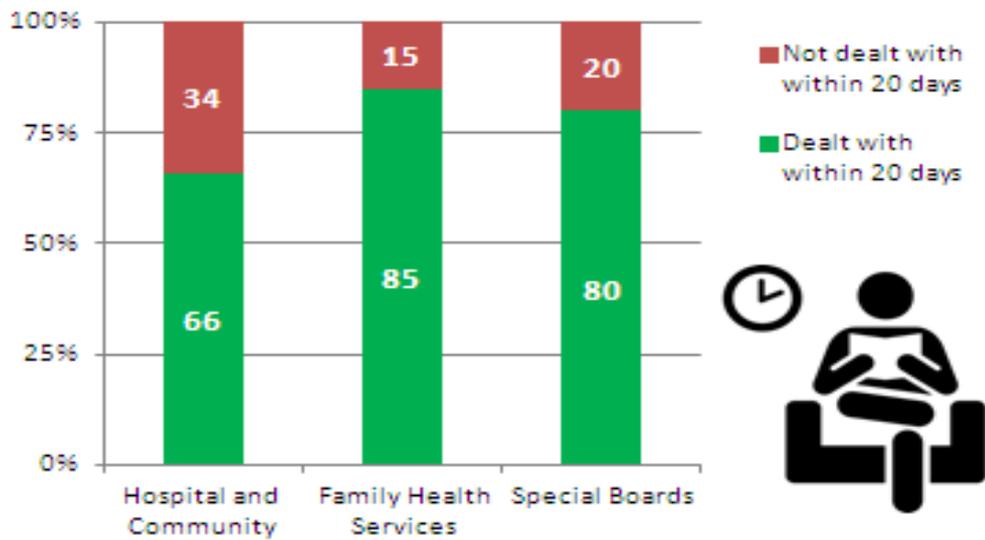
About this Release

This annual publication provides information on complaints received by NHSScotland organisations from 1 April 2013 to 31 March 2014. It has data on 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.

Key Points

NHS Boards have implemented new practices and procedures to simplify the complaints process which has made it far more accessible to prisoners. There is also an increased awareness of the reporting since the process was introduced to Family Health Services (e.g. General Practice/Medical).

- NHS Scotland complaints are comprised of complaints received about Hospital and Community Health Services, Family Health Services and Special Boards and National and Support Organisations. The total number of NHS Scotland complaints received in 2013/14 was 20,364, a 23% increase compared to last year.
- The total number of complaints received by Hospital and Community Health Services was 11,857, a 29% increase. The majority of this rise can be attributed to the increase in prison complaints. If prison complaints are excluded, there is a 1% reduction in complaints received in 2013/14 compared to 2012/13.
- Fewer complaints were upheld or partially upheld compared to the previous year. 25% of complaints about Hospital and Community Health Services were upheld in 2013/14 compared to 28% previously; and 31% were partially upheld compared to 35% in 2012/13. There is an increase in complaints not upheld, 42% of complaints were not upheld this year compared to 36% last year.
- The total number of complaints received by Family Health Services was 7,365, a 20% increase. This increase can be attributed to the inclusion of complaints relating to pharmaceutical and ophthalmic services since 2012/13 and an improved awareness of reporting.
- Special Boards and National and Support Organisations accounted for 1,142 complaints, a 5% decrease since the previous year.
- The majority of complaints were dealt with within 20 days.



Background

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. NHS Boards and other NHS organisations submit information about complaints they receive to ISD Scotland. Each NHS 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.

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"](#)

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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/