Publication Summary

NHSScotland
Complaints Statistics 2014/15

Publication date – 29 September 2015

About this Release
This annual publication from the Information Services Division provides information on complaints received by NHSScotland organisations from 1 April 2014 to 31 March 2015.

Key Points

- The total number of NHSScotland complaints was 22,417, a 9% increase on last year. Of overall NHSScotland activity (hospital activity, outpatient appointments, A&E attendances, GP/nurse activity, dental and ophthalmic treatments) only 0.05% resulted in a complaint.

- The total number of complaints received by NHSScotland Hospital and Community Health Services was 13,723, a 14% increase. This increase is mainly due to the inclusion of complaints made within the prison service.

- The total number of complaints for Family Health Services and Special Boards/National and Support Organisations was 7,422 (1% rise) and 1,272 (11% rise) respectively when compared to 2013/14.
There was an increase in the number of complaints being fully upheld whilst fewer were partially upheld and not upheld in Hospital and Community Health Services and Special Boards / National and Support Organisations. This information is not available for Family Health Services; however, it is not mandatory to provide this.

Response times improved this year. The majority of complaints were dealt with within 20 days.

- Hospital and Community Health Services: 70%
- Family Health Services: 90%
- Special Boards/National & Support Organisations: 82%

**Background**

This report provides information on NHS Scotland complaints received about Hospital and Community Health Services, Family Health Services and Special Boards and National and Support Organisations.

This report 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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**Further Information**

Further information can be found in the [NHSScotland Complaints Statistics 2014/15 report](#). You can also download the [workbooks with the complaints statistics data tables](#).

More information is available on our website at [NHS Complaints Statistics](#).