

Publication Summary



NHSScotland Complaints Statistics 2014/15

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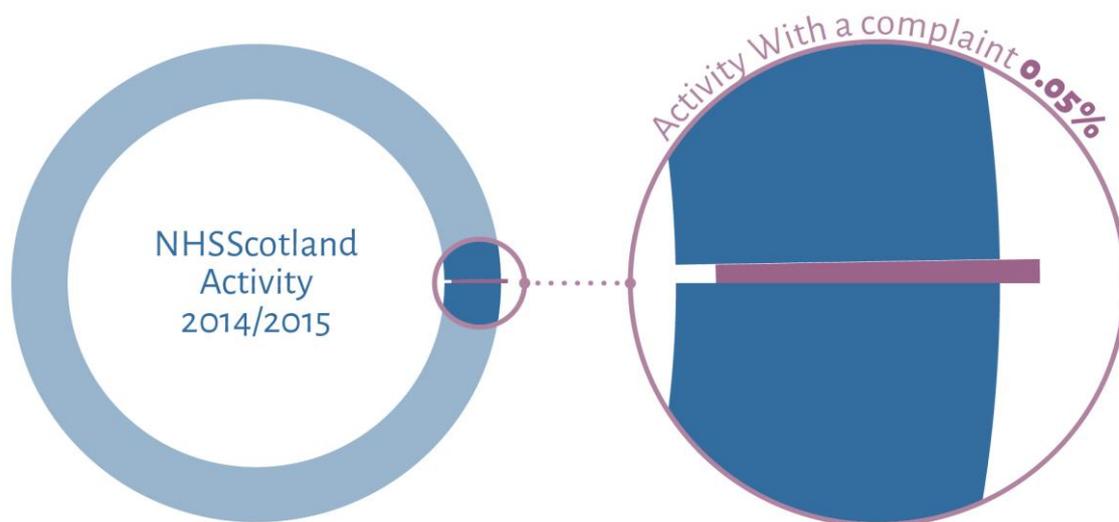


About this Release

This annual publication from the Information Services Division provides information on complaints received by NHSScotland organisations from 1 April 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 NHSScotland 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.

Contact

Kirsty Anderson

Principal Information Analyst

kirstyanderson@nhs.net

0141 282 2243

Michael Webster

Senior Information Analyst

michael.webster@nhs.net

0131 275 6881

Frank Clarke

Information Analyst

f.clarke2@nhs.net

0131 275 6148

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](#).

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](http://www.isdscotland.org/About-ISD/About-Our-Statistics/) www.isdscotland.org/About-ISD/About-Our-Statistics/