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**NHS Lothian Independent Contractors Complaint Returns – 1st April 2016 to 31st March 2017** Quarter

**This sheet asks for the Complaints sign-off contact to confirm the Complaints figures that will appear in the NHS Complaints Statistics Publication, plus a description of any data accuracy and quality issues.**

We would appreciate if the Complaints sign-off contact would provide the following information and ensure it is an accurate reflection of your practice complaints data, before signing off and approving it to be included in the NHS Complaints Statistics Publication

|  |
| --- |
| ***Mandatory data items are coded with an 'M' and additional data items are coded with an 'A'. When filling in the template do not leave any blanks for any data items (mandatory and additional). If data is zero i.e. nil data/records then record as ‘0‘. If data is not available/collected/recorded please record as ‘na‘.*** |

**Name and address of Practice\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_­­­­­­­­­­­­­­­­­­­­­­­­­­­­**

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| *GP* |  | *Dentist* |  | *Optician* |  | *Pharmacist* |  |

Type of Independent Contractor – *Tick one box*

*Complaint Totals Response Numbers and Times*

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| ***M*** | **Total number of complaints received (2)** |  | ***M*** | **No. of complaints responded to within 20 days (5)** |  |
| ***A*** | **Number of complaints withdrawn (3)** |  | ***A*** | **No. of complaints responded to outwith 20 days (5)** |  |
| ***M*** | **Number of complaints used in ISD Analysis (4)** |  | ***M*** | **No. of complaints still open (6)** |  |
| ***A*** | **Median wait to respond (days) (8)** |  | ***A*** | **No. of complaints acknowledged within 3 days (7)** |  |

*Number of complaint outcomes*

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| ***A*** | **Complaints upheld** |  | ***A*** | **Complaints partially upheld** |  |
| ***A*** | **Complaints not upheld** |  | ***A*** | **Irresolvable** |  |
| ***M*** | **Number where Alternative Dispute Resolution used (ADR)** |  | ***A*** | **Other (9)** |  |
| ***A*** | **Not known (10)** |  | ***A*** | **Other/Not known (11)** |  |

By completing this form the Complaints sign-off contact, agrees with and signs off the information as it appears in the report which is summarised above

Please email this completed sheet no later than the quarterly due date to: [feedback@nhslothian.scot.nhs.uk](mailto:feedback@nhslothian.scot.nhs.uk) or by post to – Patient Experience Team, NHS Lothian, Waverley Gate, 2-4 Waterloo Place, Edinburgh EH1 3EG.

*Contact name\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_Telephone number\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_*

*Signature\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_e-mail address\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_*

***Main Complaint Issues (Themes)***

*For any one complaint, a maximum of three different types of issue may be recorded, (please continue on separate page if necessary)*

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**Resulting Actions (please summarise)**

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| --- |
| ***If you have any comments around data accuracy, data quality, and/or any other issues/concerns then please provide comments below:*** |
|  |

**Comments on data accuracy, data quality, and/or any other issues/concerns:**

|  |
| --- |
|  |

**Notes**

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| --- | --- |
| *1* | In the NHS Complaints Procedure, a complaint is defined as 'an expression of dissatisfaction requiring a response'. Citizen's Charter Complaints Task Force. |
| *2* | The total number of complaints are all complaints received for an NHS Board or Special Board/Organisations. This includes complaints still open i.e. complaints which have not yet been completed within the reporting period. |
| *3* | Complaints withdrawn are complaints which have been received but are not taken forward, consent has not been received, and/or has been transferred to another NHS Board, Division, Service or National Support Organisation. |
| *4* | The number of complaints used in ISD Analysis includes complaints still open but excludes complaints withdrawn. |
| *5* | Time taken to respond will in most cases begin with the date the complaint is received, however should consent be required then time taken to respond will begin from the date consent is received. |
| *5* | Investigation of a complaint should be completed and a response issued, wherever possible, within 20 working days following the date of receipt of the complaint. Public holidays and weekends are excluded from the response time calculations. |
| *6* | A number of complaints may still be open i.e. complaints which have not yet been completed within the reporting period. It is important this is entered in order to give an accurate percentage of those complaints responded to and outwith 20 days. Complaints Still Open will have an unknown response time. |
| *7* | Time taken to acknowledge is the time taken between the date the complaint is received and the date the complaint is acknowledged. |
| *8* | A median day to respond is the middle value of all times taken to respond.  Medians are only calculated where there are three or more complaints. |
| *9* | Outcomes that do not fall into any of the categories listed should be included within the Other outcome category. |
| *10* | Complaints with an outcome pending are complaints that are still open and should be included within the Not Known outcome category. |
| *11* | Other / Not Known is the sum of the Other and Not Known outcome categories. |

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| [*For further information on NHS Complaints, please refer to the website.*](http://www.isdscotland.org/Health-Topics/Quality-Indicators/NHS-Complaints-Statistics/) |
| [*Further information on the dataset can be found on the National Data Catalogue (NDC) web pages.*](http://www.ndc.scot.nhs.uk/National-Datasets/data.asp?SubID=73) |