

Greater Glasgow and Clyde NHS Board

West Dunbartonshire CHCP Committee

Date: 20th October 2010

Report By: Head of Administration

TITLE: WD CHCP NHS Complaints Report 1st April 2010 – 31st August 2010

Recommendations:

The Committee is asked to note this report.

Summary findings

This Report reflects the period from 1st April 2010 until 31st August 2010 inclusive.

- **Total** 10 complaints have been received between 1st April 2010 and 31st August 2010 inclusive
- **Response** All complainants have received their response within 20 days. This represents 100% of responses to completed complaints within 20 working days against the 70% requirement.
- **Outcome** All 10 complaints received have been concluded, 3 of which were partly upheld, 3 were upheld and 4 were not upheld.
- **Services** These 10 complaints relate to:
 - mental health services (6),
 - children's services (1),
 - diabetic retinal screening (1)
 - community care services (2)
- **Subject** It should be noted that some complaints include more than one subject / service.
The main subject areas are:
 - Attitude / behaviour of staff
 - Communication
 - Clinical treatment
 - Appointment arrangements
 - Car parking
- **Ombudsman** There has been no referral to the Ombudsman notified of any of the complaints referred to within this Report. However, the SPSO is currently investigating a complaint submitted in March 2010.

Gordon Whitelaw
Head of Administration