

Complaints Summary - Quarter 1**Complaints recorded on NHS System - 2**

Directorate	Department	Service	Upheld	Partially Upheld	Not Upheld	Grand Total
Health and Social Care	GMED	NHSG	1	1	0	2

Upheld

Type of complaint	Number received	Outcome
Clinical care and treatment	2	1 Partially Upheld – due to a delay in contact between departments. 1 was Upheld –relating to a breakdown in communication between staff and/or processes not being followed. Learning from these events has been identified and implemented.

Complaints recorded on Moray Council System - 6

Directorate	Department	Service	Upheld	Partially Upheld	Not Upheld	Grand Total
Education and Social Care	Community Care	Access Team	1	0	1	2
		Head of Service	0	0	2	2
		Mental Health	0	0	1	1
		Occupational Therapy	0	0	1	1

Upheld

Complaint ID	Complaint Type	Investigating Officer	Resolution	Decision Note	Learning Outcome
101001783006	Complaint Against Staff	Kevin Todd	Upheld	staff member was at fault	Staff have been reminded to respect people's property and to remain polite and courteous to all members of the public

DATIX – ADVERSE EVENTS – NHS staff

365 incidents in total.

Overall severity Grading

Negligible	283
Minor	70
Moderate	11
Extreme	1

Top 3 Highest Prevalence

	Type	Number of Incidents
A	Slips, Trips and Falls	81
B	Abuse/ Disruptive Behaviours	77
C	Access/ Appointments/ Discharge	25

A) Slips Trips and Falls analysis**By Severity**

Negligible	56
Minor	24
Moderate	1

B) Abuse/ Disruptive Behaviour analysis**By Severity**

Negligible	60
Minor	15
Moderate	1
Extreme	1

Type	Total	Comment
Patient Abuse - Other	11	Majority in MH setting
Patient by Staff	1	
Patient to Patient	5	
Patient to Staff	48	Majority in MH setting
Patient Self harm in Primary Care	2	
Patient Self harm in 24 hour care	9	
Staff Abuse – Other	1	Negligible
Staff by Patient	9	2 Minor; 7 Negligible
Staff to Staff	1	

C) Access/Appointments/Discharge**By Severity**

Negligible	24
Minor	1

Type	Total	Comment
Appointment not made	1	
Discharge	3	Lack of information sharing
Absconded	18	83% (15) were from MH setting
Transfer	3	1 had a long waiting time to be seen, 1 information not shared timeously 1 Inappropriate.