

**PE1844/B**

Petitioner submission of 16 December 2020

NHS Health Boards in Scotland do not pass on any patient cases or failings in patient care to Health Improvement Scotland. They may or may not inform the Adult Protection Unit, Procurator Fiscal and the Nursing and Midwifery Council, however this is completely dependent on each Health Board as each have their own complaints procedure. This evidently varies from each NHS board and some procedures are much more robust and structured than others.

The NHS are solely responsible for the handling of all complaints received and are in full control over what figures they share externally. This then means that the monitoring of these said stats externally are only as good as the figures that the said NHS Board choose to share allowing emission to happen without question. This means there is a huge unregulated area where emission can be made without anyone knowing which allows the NHS board to appear to be meeting targets within set areas and would appear to have met with any agreed improvements when in fact this is not the case. This coupled with individuals within the same Health Board carrying out audits within their own departments creates a very worrying self-regulating environment where there is no control other than from the NHS Board who were responsible for the complaint in the first place.

The SPSO are not external regulators and have no powers to ensure the NHS make improvements. All the SPSO can do is ask that the said NHS board apologise to the families and may suggest some improvements. This is not a regulator as regulators regulate continually and check that improvements are being made with regard to patient care and also link cases/common complaints as ongoing themes. This is also something else the SPSO do not do.

The SPSO have no control over the handling of complaints as each Health Board has a different procedure so this is also not correct.