

Keeping the NHS Honest
Analysis of PHSO Annual Statistics 2022/23

Organisation Complaints	Received Complaints	Resolved by mediation	Decided following primary investigation (This figure does not include complaints resolved by mediation)	Resolved with agreement of the complainant at Initial checks or Primary Investigation (This figure does not include complaints resolved by mediation)	Complaints accepted for Detailed Investigation	Detailed Investigations fully upheld	Detailed Investigations partly upheld	Detailed Investigations not upheld	Detailed Investigations Resolved with the agreement of the complainant	Detailed Investigations discontinued	Uphold rate (only upholds) GREEN COLUMN AS PERCENTAGE OF RED COLUMN	Uphold rate (upheld or partly upheld)
Grand Total	27441	76	6710	412	642	76	319	203	4	24	12%	63%
Percentages		0.28%	24.45%	1.50%	2.34%	0.28%	1.16%	0.74%	0.01%	0.09%		

Total Complaints "Resolved" (As Noted in Table Above)	8466			488		TOTALS OF RESOLVED COMPLAINTS IN TABLE ABOVE		Percentage of investigated complaints Not Upheld		CHECK	12%	62%
Total Complaints - Complaints "resolved" (ie Rejected upon receipt by PHSO)	18975		TOTAL NOT PASSING PRIMARY INVESTIGATION			626		31.6%				
Percentage of Complaints "Rejected"	69%		93.60%	1.78%	16	MISSING COMPLAINTS FROM THOSE ACCEPTED AGAINST THOSE RESOLVED						

DATA SUMMARY		
	TOTAL NUMBER	PERCENTAGE OF ALL COMPLAINTS
TOTAL COMPLAINTS TO PHSO	27441	100.0%
TOTAL COMPLAINTS NOT INVESTIGATED	26799	97.66%
TOTAL COMPLAINTS INVESTIGATED	642	2.34%
TOTAL COMPLAINTS INVESTIGATED & UPHELD	399	1.45%
TOTAL COMPLAINTS INVESTIGATED & NOT UPHELD	243	0.89%