

PE1844/D

Healthcare Improvement Scotland submission of 2 February 2021

The purpose of Healthcare Improvement Scotland (HIS) is to enable the people of Scotland to experience the best quality of health and social care. We achieve that through a diverse range of work which is outlined on our website - www.healthcareimprovementscotland.org

The Scottish Public Services Ombudsman (SPSO) provides independent investigation and reporting of NHS complaints, in line with its statutory functions, and as part of the wider complaints process for NHSScotland. On that basis, HIS does not support the introduction of an additional complaints body for NHS complaints, as sought in the petition.

HIS does not have a remit to investigate individual complaints from members of the public about care and services received from NHS boards. However, HIS does use a wide range of data and intelligence, including complaints and feedback data, to inform its work, for example, inspections and reviews.

HIS and SPSO have a Memorandum of Understanding which recognises our distinct roles and sets out arrangements for working together on matters of shared interest. The petition also refers to significant adverse events, some of which may also be the subject of complaints. HIS has published [*Learning from adverse events through review and reporting – A national framework for Scotland*](#). We work with NHS boards, and partners such as NHS Education for Scotland, to support boards to improve their approach to reviewing and learning from adverse events. We also receive notifications from Boards when they commission a Significant Adverse Event Review for a category I adverse event. We do not routinely review the handling of individual adverse events.