



Responding in summary

About this report

This report shows summary information about the responses to a selection of stories published on Patient Opinion.

It was created on **21 February 2013**.

Which postings are included?

This report shows stories about NHS Scotland tagged with Complaint, complaints, complaining

Frequently asked questions

How is story criticality rated?

Story criticality is rated by Patient Opinion at the time each story is moderated. It is a measure of how critical the most critical part of a story is, according to a criterion-based system. Criticality is rated in order to support Patient Opinion's filtered email alerting system for staff, and is not intended for publication.

Sharing and reuse

Contributors to Patient Opinion want their stories to get to those who can use them to make a difference, so we encourage you to share this information with others.

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About Patient Opinion

Patient Opinion is a not-for-profit social enterprise which enables patients and carers to share the story of their care, and perhaps help health services make changes.

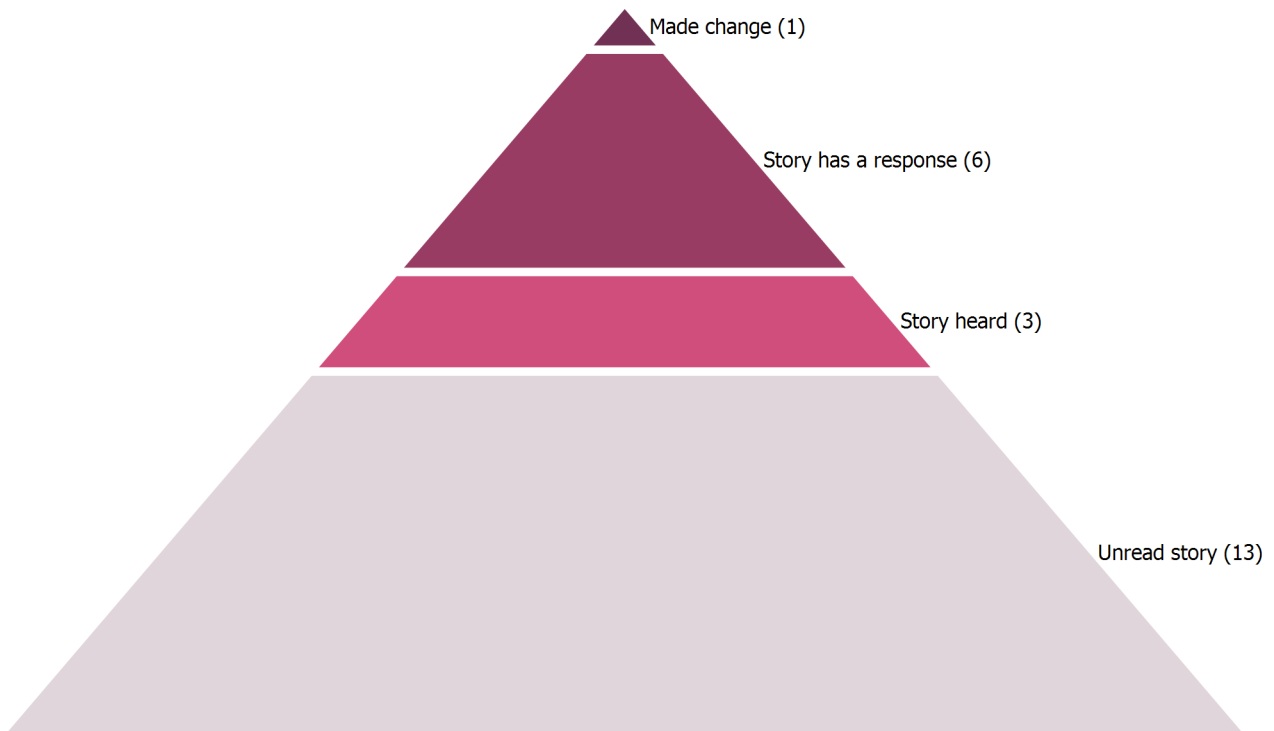
For more information, contact us:

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info@patientopinion.org.uk

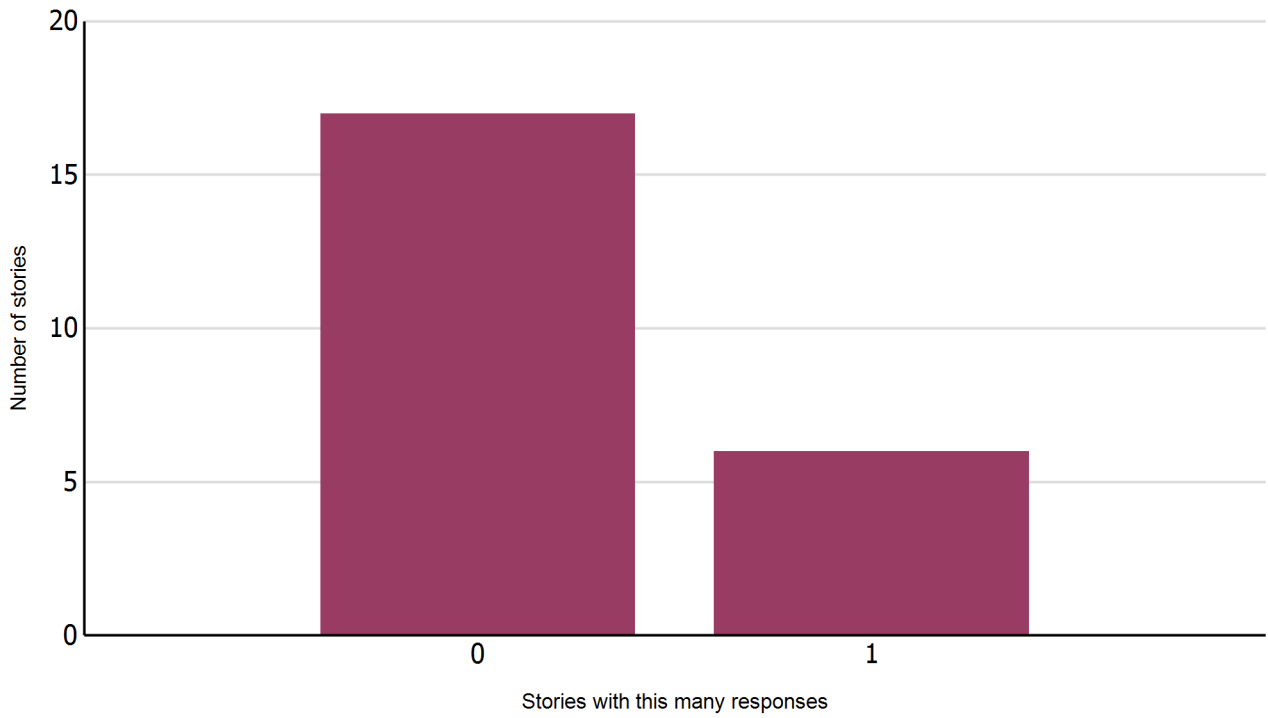
This report summarises **23** stories and **9** responses

How these stories have been heard or responded to





The number of responses these stories have received



The number of days from publication until the first response to these stories

