Table 1

	Complaints Received by Subject	The Golden Jubilee National Hospital	Complaints as % of total	Sector Total	Complaints as % of total
2009-10	Admission, discharge & transfer procedures	0	0%	15	2%
	Appliances, equipment & premises	0	0%	1	0%
	Appointments/admissions (delay, cancellation, waiting lists)	0	0%	48	6%
	Clinical treatment/diagnosis	0	0%	413	48%
	Communication, staff attitude, dignity, confidentiality	0	0%	91	11%
	Complaints by NHS staff	0	0%	2	0%
	Complaints handling	0	0%	20	2%
	Continuing care	0	0%	1	0%
	Failure to send ambulance/delay in sending ambulance	0	0%	6	1%
	Hygiene, cleanliness & infection control	0	0%	6	1%
	Lists	0	0%	7	1%
	Lists (incl difficulty registering and removal from lists)	0	0%	1	0%
	Nurses/nursing Care	0	0%	10	1%
	Other	0	0%	2	0%
	Policy/administration	0	0%	156	18%
	Record keeping	0	0%	7	1%
	Out of jurisdiction	0	0%	3	0%
	Subject unknown	0	0%	68	8%
	Total	**0**		**857**	
2010-11	Admission, discharge & transfer procedures	0	0%	9	1%
	Appliances, equipment & premises	0	0%	5	1%
	Appointments/Admissions (delay, cancellation, waiting lists)	0	0%	35	4%
	Clinical treatment / Diagnosis	2	100%	402	45%
	Communication, staff attitude, dignity, confidentiality	0	0%	64	7%
	Complaints handling	0	0%	27	3%
	Continuing care	0	0%	3	0%
	Failure to send ambulance/delay in sending ambulance	0	0%	1	0%
	Hotel services - food, laundry etc	0	0%	4	0%
	Hygiene, cleanliness & infection control	0	0%	1	0%
	Lists (incl difficulty registering and removal from lists)	0	0%	20	2%
	Nurses / Nursing Care	0	0%	13	1%
	Other	0	0%	8	1%
	Policy/administration	0	0%	143	16%
	Record Keeping	0	0%	10	1%
	Out Of Jurisdiction	0	0%	1	0%
	Subject Unknown	0	0%	142	16%
	Total	**2**		**888**	

Table 2

	Complaints Determined by Outcome	The Golden Jubilee National Hospital	Sector Total
2009-10	Discontinued before investigation	0	**176**
	Discretionary decision not to pursue	0	**1**
	Other	0	**7**
	Out of jurisdiction	0	**60**
	Premature	0	**319**
	Determined after detailed consideration	0	**314**
	Report issued: fully upheld	0	**33**
	Report issued: not upheld	0	**9**
	Report issued: partially upheld	0	**32**
	Total	**0**	**951**
2010-11	Premature	0	**260**
	Out of Jurisdiction	0	**59**
	Outcome Not Achievable	0	**25**
	No Decision Reached	1	**268**
	Fully Upheld	0	**65**
	Partly Upheld	0	**50**
	Not Upheld	1	**113**
	Total	**2**	**840**