

Health Complaints Received by Subject 2014-5

| Subject | Orkney NHS Board Area | | | | | Sector Total | Rank | Complaints as % of total |
|--|-----------------------|-------------------|----------|----------|--------------------------|--------------|----------|--------------------------|
| | Orkney NHS Board | GP & GP Practices | Total | Rank | Complaints as % of total | | | |
| Clinical treatment / Diagnosis | 2 | 1 | 3 | 1 | 100.0% | 1,126 | 1 | 73.0% |
| Communication / staff attitude / dignity / confidentiality | 0 | 0 | 0 | - | 0.0% | 130 | 2 | 8.4% |
| Appointments / Admissions (delay / cancellation / waiting lists) | 0 | 0 | 0 | - | 0.0% | 57 | 3 | 3.7% |
| Policy / administration | 0 | 0 | 0 | - | 0.0% | 49 | 4 | 3.2% |
| Complaints handling | 0 | 0 | 0 | - | 0.0% | 33 | 5 | 2.1% |
| Lists (incl difficulty registering and removal from lists) | 0 | 0 | 0 | - | 0.0% | 25 | 6 | 1.6% |
| Continuing care | 0 | 0 | 0 | - | 0.0% | 20 | 7 | 1.3% |
| Nurses / Nursing Care | 0 | 0 | 0 | - | 0.0% | 19 | 8 | 1.2% |
| Record Keeping | 0 | 0 | 0 | - | 0.0% | 16 | 9 | 1.0% |
| Admission / discharge / transfer procedures | 0 | 0 | 0 | - | 0.0% | 14 | 10= | 0.9% |
| Other | 0 | 0 | 0 | - | 0.0% | 14 | 10= | 0.9% |
| Appliances / equipment / premises | 0 | 0 | 0 | - | 0.0% | 4 | 12 | 0.3% |
| Failure to send ambulance / delay in sending ambulance | 0 | 0 | 0 | - | 0.0% | 3 | 13 | 0.2% |
| Hotel services - food / laundry etc | 0 | 0 | 0 | - | 0.0% | 2 | 14 | 0.1% |
| Hygiene / cleanliness / infection control | 0 | 0 | 0 | - | 0.0% | 1 | 15 | 0.1% |
| Subject Unknown | 0 | 0 | 0 | - | 0.0% | 25 | - | 1.6% |
| Out Of Jurisdiction | 0 | 0 | 0 | - | 0.0% | 4 | - | 0.3% |
| Total | 2 | 1 | 3 | - | 100.0% | 1,542 | - | 100.0% |

Complaints as % of total 0.2% 100.0%

Health Complaints Received by Subject 2013-14

| Subject | Orkney NHS Board Area | | | | | Sector Total | Rank | Complaints as % of total |
|--|-----------------------|-------------------|----------|----------|--------------------------|--------------|----------|--------------------------|
| | Orkney NHS Board | GP & GP Practices | Total | Rank | Complaints as % of total | | | |
| Clinical treatment / Diagnosis | 0 | 1 | 1 | 1 | 100.0% | 913 | 1 | 66.2% |
| Communication, staff attitude, dignity, confidentiality | 0 | 0 | 0 | - | 0.0% | 128 | 2 | 9.3% |
| Appointments/Admissions (delay, cancellation, waiting lists) | 0 | 0 | 0 | - | 0.0% | 75 | 3 | 5.4% |
| Policy/administration | 0 | 0 | 0 | - | 0.0% | 57 | 4 | 4.1% |
| Complaints handling | 0 | 0 | 0 | - | 0.0% | 43 | 5 | 3.1% |
| Admission, discharge & transfer procedures | 0 | 0 | 0 | - | 0.0% | 26 | 6 | 1.9% |
| Continuing care | 0 | 0 | 0 | - | 0.0% | 15 | 7= | 1.1% |
| Nurses / Nursing Care | 0 | 0 | 0 | - | 0.0% | 15 | 7= | 1.1% |
| Other | 0 | 0 | 0 | - | 0.0% | 13 | 9 | 0.9% |
| Lists | 0 | 0 | 0 | - | 0.0% | 12 | 10 | 0.9% |
| Record Keeping | 0 | 0 | 0 | - | 0.0% | 10 | 11 | 0.7% |
| Failure to send ambulance/delay in sending ambulance | 0 | 0 | 0 | - | 0.0% | 9 | 12 | 0.7% |
| Appliances, equipment & premises | 0 | 0 | 0 | - | 0.0% | 6 | 13 | 0.4% |
| Complaints by NHS staff | 0 | 0 | 0 | - | 0.0% | 3 | 14 | 0.2% |
| Hygiene, cleanliness & infection control | 0 | 0 | 0 | - | 0.0% | 2 | 15 | 0.1% |
| Hotel services - food, laundry etc | 0 | 0 | 0 | - | 0.0% | 1 | 16= | 0.1% |
| Pre- Contractual or Commercial Matters | 0 | 0 | 0 | - | 0.0% | 1 | 16= | 0.1% |
| Subject Unknown | 0 | 0 | 0 | - | 0.0% | 48 | - | 3.5% |
| Out Of Jurisdiction | 0 | 0 | 0 | - | 0.0% | 2 | - | 0.1% |
| Total | 0 | 1 | 1 | - | 100.0% | 1,379 | - | 100.0% |

Complaints as % of total 0.1% 100.0%

NOTE: There were no complaints received about Orkney NHS Board in 2013-14

Health Complaints Determined by Outcome 2014-15

| Stage | Outcome Group | Orkney NHS Board Area | | | Sector Total |
|-------------------------|---|-----------------------|-------------------|-------------|--------------|
| | | Orkney NHS Board | GP & GP Practices | Total | |
| Advice | Out of jurisdiction (discretionary) | 0 | 0 | 0 | 17 |
| | Out of jurisdiction (non-discretionary) | 0 | 0 | 0 | 8 |
| | Not duly made or withdrawn | 0 | 0 | 0 | 339 |
| | Outcome not achievable | 0 | 0 | 0 | 33 |
| | Premature | 0 | 0 | 0 | 325 |
| | Resolved | 0 | 0 | 0 | 0 |
| | Total | 0 | 0 | 0 | 722 |
| Early Resolution 1 | Out of jurisdiction (discretionary) | 0 | 0 | 0 | 47 |
| | Out of jurisdiction (non-discretionary) | 0 | 0 | 0 | 22 |
| | Not duly made or withdrawn | 0 | 1 | 1 | 51 |
| | Outcome not achievable | 0 | 0 | 0 | 99 |
| | Premature | 0 | 0 | 0 | 51 |
| | Resolved | 0 | 0 | 0 | 20 |
| | Total | 0 | 1 | 1 | 290 |
| Early Resolution 2 | Fully upheld | 0 | 0 | 0 | 24 |
| | Some upheld | 0 | 0 | 0 | 3 |
| | Not upheld | 0 | 0 | 0 | 50 |
| | Not duly made or withdrawn | 0 | 0 | 0 | 4 |
| | Total | 0 | 0 | 0 | 81 |
| Investigation 1 | Fully upheld | 0 | 0 | 0 | 113 |
| | Some upheld | 1 | 1 | 2 | 85 |
| | Not upheld | 0 | 0 | 0 | 153 |
| | Not duly made or withdrawn | 0 | 0 | 0 | 3 |
| | Resolved | 0 | 0 | 0 | 0 |
| | Total | 1 | 1 | 2 | 354 |
| Investigation 2 | Fully upheld | 0 | 0 | 0 | 36 |
| | Some upheld | 0 | 0 | 0 | 3 |
| | Not upheld | 0 | 0 | 0 | 1 |
| | Total | 0 | 0 | 0 | 40 |
| Total Complaints | 1 | 2 | 3 | 1487 | |

| | | | | |
|----------------------------|------|------|------|-------|
| Total Premature Complaints | 0 | 0 | 0 | 376 |
| Premature Rate | 0.0% | 0.0% | 0.0% | 25.3% |

| | | | | |
|---|--------|--------|--------|-------|
| Fit for SPSO Total (ER2, Inv1 & Inv2) | 1 | 1 | 2 | 475 |
| Total Cases Upheld / Partly Upheld | 1 | 1 | 2 | 264 |
| Uphold Rate (total upheld / total fit for SPSO) | 100.0% | 100.0% | 100.0% | 55.6% |

Health Complaints Determined by Outcome 2013-14

| Stage | Outcome Group | Orkney NHS Board Area | | | Sector Total |
|-------------------------|---|-----------------------|-------------------|-------------|--------------|
| | | Orkney NHS Board | GP & GP Practices | Total | |
| Advice | Out of jurisdiction (discretionary) | 0 | 0 | 0 | 25 |
| | Out of jurisdiction (non-discretionary) | 0 | 0 | 0 | 19 |
| | Not duly made or withdrawn | 0 | 0 | 0 | 331 |
| | Outcome not achievable | 0 | 0 | 0 | 66 |
| | Premature | 0 | 0 | 0 | 297 |
| | Resolved | 0 | 0 | 0 | 2 |
| | Total | 0 | 0 | 0 | 740 |
| Early Resolution 1 | Out of jurisdiction (discretionary) | 0 | 0 | 0 | 26 |
| | Out of jurisdiction (non-discretionary) | 0 | 0 | 0 | 15 |
| | Not duly made or withdrawn | 0 | 0 | 0 | 49 |
| | Outcome not achievable | 0 | 0 | 0 | 37 |
| | Premature | 0 | 0 | 0 | 53 |
| | Resolved | 0 | 0 | 0 | 18 |
| | Total | 0 | 0 | 0 | 198 |
| Early Resolution 2 | Fully upheld | 0 | 0 | 0 | 17 |
| | Some upheld | 0 | 0 | 0 | 4 |
| | Not upheld | 0 | 0 | 0 | 42 |
| | Not duly made or withdrawn | 0 | 0 | 0 | 7 |
| | Total | 0 | 0 | 0 | 70 |
| Investigation 1 | Fully upheld | 1 | 1 | 2 | 73 |
| | Some upheld | 1 | 0 | 1 | 82 |
| | Not upheld | 3 | 2 | 5 | 115 |
| | Not duly made or withdrawn | 0 | 0 | 0 | 7 |
| | Resolved | 0 | 0 | 0 | 1 |
| | Total | 5 | 3 | 8 | 278 |
| Investigation 2 | Fully upheld | 0 | 0 | 0 | 27 |
| | Some upheld | 0 | 0 | 0 | 11 |
| | Not upheld | 0 | 0 | 0 | 0 |
| | Total | 0 | 0 | 0 | 38 |
| Total Complaints | 5 | 3 | 8 | 1324 | |

| | | | | |
|----------------------------|------|------|------|-------|
| Total Premature Complaints | 0 | 0 | 0 | 350 |
| Premature Rate | 0.0% | 0.0% | 0.0% | 26.4% |

| | | | | |
|---|-------|-------|-------|-------|
| Fit for SPSO Total (ER2, Inv1 & Inv2) | 5 | 3 | 8 | 386 |
| Total Cases Upheld / Partly Upheld | 2 | 1 | 3 | 214 |
| Uphold Rate (total upheld / total fit for SPSO) | 40.0% | 33.3% | 37.5% | 55.4% |