

Health Complaints Received by Subject 2014-5

Subject	Shetland NHS Board Area				Sector Total	Rank	Complaints as % of total
	Shetland NHS Board	Total	Rank	Complaints as % of total			
Clinical treatment / Diagnosis	7	7	1	87.5%	1,126	1	73.0%
Nurses / Nursing Care	1	1	2	12.5%	19	8	1.2%
Communication / staff attitude / dignity / confidentiality	0	0	-	0.0%	130	2	8.4%
Appointments / Admissions (delay / cancellation / waiting lists)	0	0	-	0.0%	57	3	3.7%
Policy / administration	0	0	-	0.0%	49	4	3.2%
Complaints handling	0	0	-	0.0%	33	5	2.1%
Lists (incl difficulty registering and removal from lists)	0	0	-	0.0%	25	6	1.6%
Continuing care	0	0	-	0.0%	20	7	1.3%
Record Keeping	0	0	-	0.0%	16	9	1.0%
Admission / discharge / transfer procedures	0	0	-	0.0%	14	10=	0.9%
Other	0	0	-	0.0%	14	10=	0.9%
Appliances / equipment / premises	0	0	-	0.0%	4	12	0.3%
Failure to send ambulance / delay in sending ambulance	0	0	-	0.0%	3	13	0.2%
Hotel services - food / laundry etc	0	0	-	0.0%	2	14	0.1%
Hygiene / cleanliness / infection control	0	0	-	0.0%	1	15	0.1%
Subject Unknown	0	0	-	0.0%	25	-	1.6%
Out Of Jurisdiction	0	0	-	0.0%	4	-	0.3%
Total	8	8	-	100.0%	1,542	-	100.0%

Complaints as % of total

0.5%

100.0%

Health Complaints Received by Subject 2013-14

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

Complaints as % of total

0.1%

100.0%

Health Complaints Determined by Outcome 2014-15

Stage	Outcome Group	Shetland NHS Board Area		Sector Total
		Shetland NHS Board	Total	
Advice	Out of jurisdiction (discretionary)	0	0	17
	Out of jurisdiction (non-discretionary)	0	0	8
	Not duly made or withdrawn	5	5	339
	Outcome not achievable	0	0	33
	Premature	0	0	325
	Resolved	0	0	0
	Total	5	5	722
Early Resolution 1	Out of jurisdiction (discretionary)	0	0	47
	Out of jurisdiction (non-discretionary)	0	0	22
	Not duly made or withdrawn	0	0	51
	Outcome not achievable	0	0	99
	Premature	1	1	51
	Resolved	0	0	20
	Total	1	1	290
Early Resolution 2	Fully upheld	0	0	24
	Some upheld	0	0	3
	Not upheld	0	0	50
	Not duly made or withdrawn	0	0	4
	Total	0	0	81
Investigation 1	Fully upheld	0	0	113
	Some upheld	0	0	85
	Not upheld	1	1	153
	Not duly made or withdrawn	0	0	3
	Resolved	0	0	0
	Total	1	1	354
Investigation 2	Fully upheld	0	0	36
	Some upheld	0	0	3
	Not upheld	0	0	1
	Total	0	0	40
Total Complaints	7	7	1487	

Total Premature Complaints	1	1	376
Premature Rate	14.3%	14.3%	25.3%

Fit for SPSO Total (ER2, Inv1 & Inv2)	1	1	475
Total Cases Upheld / Partly Upheld	0	0	264
Uphold Rate (total upheld / total fit for SPSO)	0.0%	0.0%	55.6%

Health Complaints Determined by Outcome 2013-14

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

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

Fit for SPSO Total (ER2, Inv1 & Inv2)	1	1	386
Total Cases Upheld / Partly Upheld	0	0	214
Uphold Rate (total upheld / total fit for SPSO)	0.0%	0.0%	55.4%