Health Complaints Received by Subject 2015-16

	Orkney NHS Board Area						
	Orkney NHS			Complaints			Complaints
Subject	Board	Total	Rank	as % of total	Sector Total	Rank	as % of total
Clinical treatment / Diagnosis	3	3	1	60.0%	1,127	1	74.5%
Communication / staff attitude / dignity / confidentiality	1	1	2=	20.0%	120	2	7.9%
Complaints handling	1	1	2=	20.0%	39	5	2.6%
Appointments / Admissions (delay / cancellation / waiting lists)	0	0	-	0.0%	67	3	4.4%
Policy/administration	0	0	-	0.0%	41	4	2.7%
Nurses / nursing care	0	0	-	0.0%	31	6	2.1%
Record Keeping	0	0	-	0.0%	19	7	1.3%
Admission / discharge / transfer procedures	0	0	-	0.0%	14	8	0.9%
Other	0	0	-	0.0%	12	9	0.8%
Lists (incl difficulty registering and removal from lists)	0	0	-	0.0%	11	10	0.7%
Continuing care	0	0	-	0.0%	7	11	0.5%
Failure to send ambulance / delay in sending ambulance	0	0	-	0.0%	6	12	0.4%
Appliances / equipment / premises	0	0	-	0.0%	3	13=	0.2%
Hygiene / cleanliness / infection control	0	0	-	0.0%	3	13=	0.2%
Hotel services - food / laundry etc	0	0	-	0.0%	1	15	0.1%
Subject Unknown	0	0	-	0.0%	8	-	0.5%
Out Of Jurisdiction	0	0	-	0.0%	3	-	0.2%
Total	5	5	-	100.0%	1,512	-	100.0%

Complaints as % of total

0.33%

Health Complaints Received by Subject 2014-15

Trouble Complaints Hosolvou by Gubjoot 2011 10		Ork	ney NHS Board	Aroo				
			ney M IS Board	Alea	10			10 11: 11
	Orkney NHS	GP & GP			Complaints as	Sector		Complaints as %
Subject	Board	Practices	Total	Rank	% of total	Total	Rank	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 Determined by Outcome 2015-16

		Orkney NHS	Orkney NHS Board Area		
		Orkney NHS		Sector	
Stage	Outcome Group	Board	Total	Total	
Advice		0	0	13	
	, ,	0	0	4	
	Not duly made or withdrawn	0	0	348	
	Outcome not achievable	0	0	4	
Í	Premature	0	0	301	
Í	Resolved	0	0	1	
	Total	0	0	671	
Early Resolution 1	Out of jurisdiction (discretionary)	1	1	41	
	Out of jurisdiction (non-discretionary)	0	0	30	
Í	Not duly made or withdrawn	0	0	70	
	Outcome not achievable	1	1	107	
Í	Premature	0	0	53	
	Out of jurisdiction (discretionary) Out of jurisdiction (non-discretionary) Not duly made or withdrawn Outcome not achievable Premature Resolved Total Out of jurisdiction (discretionary) Not duly made or withdrawn Outcome not achievable Premature Resolved Total Fully upheld Some upheld Not duly made or withdrawn Resolved Total Fully upheld Some upheld Not duly made or withdrawn Resolved Total Fully upheld Some upheld Not duly made or withdrawn Resolved Total Fully upheld Some upheld Not duly made or withdrawn Resolved Total Fully upheld Some upheld Not duly made or withdrawn Resolved Total Fully upheld Some upheld Not duly made or withdrawn Resolved Total Fully upheld Some upheld Not upheld Total	0	0	16	
	Total	onary) 0 0 0 0 oretionary) 1 1 1 1 oretionary) 0 0 oretionary) 0 oretion	317		
Early Resolution 2	Fully upheld	0	0	14	
	Some upheld	0	0	4	
	Not upheld	0	0	35	
	Not duly made or withdrawn	0	0	3	
	Resolved	0	0	1	
Í	Total	0	0	57	
Investigation 1	Fully upheld	1	1	115	
Í	Some upheld	0	0	122	
	Not upheld	1	1	178	
Í	Not duly made or withdrawn	0	0	9	
	Resolved	0	0	1	
	Total	2	2	425	
Investigation 2	Fully upheld	0	0	35	
	Some upheld	0	0	3	
	Not upheld	0	0	0	
Í	Total	0	0	38	
Total Complaints		4	4	1508	
Total Prematuro Co	omplaints	0	0	354	
otal Premature Complaints Premature Rate				23.5%	
Tomature Nate		0.0 /0	0.070	20.0/0	
Fit for SPSO Total	(ER2, Inv1 & Inv2)	2	2	520	
Total Cases Uphelo	d / Dowler Linhold	1	1	000	
Total Odobo Opiloid	a / Partiy Opneid		1	293	

Health Complaints Determined by Outcome 2014-15

		Orkney NHS Board Area			1
		Orkney NHS	GP & GP		Sector
Stage	Outcome Group	Board	Practices	Total	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	Total O S Total O O O O O O O O O O O O O	22
	Not duly made or withdrawn	0	1		51
	Outcome not achievable	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	1 0 0	24
-	Some upheld	0	0	0	3
Early Resolution 2	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 0 0 0 0 0 0 0 0 1 1 0 0 0 0 0 0 0 0 0	3
	Resolved	0	0	0	0
	Total	1	1	0 0 0 0 0 0 0 0 0 1 0 0 0 0 0 0 0 0 0 0	354
Investigation 2	Fully upheld	0	0	0	36
Ü	Some upheld	0	0	0	3
N N N T T S S N N N R T T S S N N N N N N N N N N N N N N N N	Not upheld	0	0	0	1
	Total	0	0	0	40
Total Complaints		1	2	3	1487
Total Premature Complaints		0	0		376
Premature Rate		0.0%	0.0%	0.0%	25.3%
Fit for SPSO Total (ER2, Inv1 & Inv2)	1	1	2	475
Fit for SPSO Total (ER2, Inv1 & Inv2) 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%