

Health Complaints Received by Subject 2015-16

Subject	Western Isles NHS Board Area					Sector Total	Rank	Complaints as % of total
	Western Isles NHS Board	GP & GP Practices	Total	Rank	Complaints as % of total			
Clinical treatment / Diagnosis	2	3	5	1	50.0%	1,127	1	74.5%
Policy/administration	2	0	2	2	20.0%	41	4	2.7%
Appointments / Admissions (delay / cancellation / waiting lists)	1	0	1	3=	10.0%	67	3	4.4%
Complaints handling	1	0	1	3=	10.0%	39	5	2.6%
Nurses / nursing care	1	0	1	3=	10.0%	31	6	2.1%
Communication / staff attitude / dignity / confidentiality	0	0	0	-	0.0%	120	2	7.9%
Record Keeping	0	0	0	-	0.0%	19	7	1.3%
Admission / discharge / transfer procedures	0	0	0	-	0.0%	14	8	0.9%
Other	0	0	0	-	0.0%	12	9	0.8%
Lists (incl difficulty registering and removal from lists)	0	0	0	-	0.0%	11	10	0.7%
Continuing care	0	0	0	-	0.0%	7	11	0.5%
Failure to send ambulance / delay in sending ambulance	0	0	0	-	0.0%	6	12	0.4%
Appliances / equipment / premises	0	0	0	-	0.0%	3	13=	0.2%
Hygiene / cleanliness / infection control	0	0	0	-	0.0%	3	13=	0.2%
Hotel services - food / laundry etc	0	0	0	-	0.0%	1	15	0.1%
Subject Unknown	0	0	0	-	0.0%	8	-	0.5%
Out Of Jurisdiction	0	0	0	-	0.0%	3	-	0.2%
Total	7	3	10	-	100.0%	1,512	-	100.0%

Complaints as % of total

0.7%

100.0%

Health Complaints Received by Subject 2014-15

Subject	Western Isles NHS Board Area					Sector Total	Rank	Complaints as % of total
	Western Isles NHS Board	GP & GP Practices	Total	Rank	Complaints as % of total			
Clinical treatment / Diagnosis	7	2	9	1	75.0%	1,126	1	73.0%
Appointments / Admissions (delay / cancellation / waiting lists)	1	0	1	2=	8.3%	57	3	3.7%
Continuing care	1	0	1	2=	8.3%	20	7	1.3%
Other	1	0	1	2=	8.3%	14	10=	0.9%
Communication / staff attitude / dignity / confidentiality	0	0	0	-	0.0%	130	2	8.4%
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%
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%
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	10	2	12	-	100.0%	1,542	-	100.0%

Complaints as % of total

0.8%

100.0%

Health Complaints Determined by Outcome 2015-16

		Western Isles NHS Board Area				
Stage	Outcome Group	Western Isles NHS Board	GP & GP Practices	Total	Sector Total	
Advice	Out of jurisdiction (discretionary)	0	0	0	13	
	Out of jurisdiction (non-discretionary)	0	0	0	4	
	Not duly made or withdrawn	0	0	0	348	
	Outcome not achievable	0	0	0	4	
	Premature	0	0	0	301	
	Resolved	0	0	0	1	
	Total	0	0	0	0	671
Early Resolution 1	Out of jurisdiction (discretionary)	0	0	0	41	
	Out of jurisdiction (non-discretionary)	0	0	0	30	
	Not duly made or withdrawn	2	0	2	70	
	Outcome not achievable	0	0	0	107	
	Premature	1	0	1	53	
	Resolved	0	0	0	16	
	Total	3	0	3	3	317
Early Resolution 2	Fully upheld	0	0	0	14	
	Some upheld	0	0	0	4	
	Not upheld	0	0	0	35	
	Not duly made or withdrawn	0	0	0	3	
	Resolved	0	0	0	1	
	Total	0	0	0	0	57
Investigation 1	Fully upheld	0	1	1	115	
	Some upheld	1	0	1	122	
	Not upheld	1	0	1	178	
	Not duly made or withdrawn	0	0	0	9	
	Resolved	0	0	0	1	
	Total	2	1	3	3	425
Investigation 2	Fully upheld	1	0	1	35	
	Some upheld	0	0	0	3	
	Not upheld	0	0	0	0	
	Total	1	0	1	1	38
	Total Complaints	6	1	7	7	1508

Total Premature Complaints	1	0	1	354
Premature Rate	16.7%	0.0%	14.3%	23.5%
Fit for SPSO Total (ER2, Inv1 & Inv2)	3	1	4	520
Total Cases Upheld / Partly Upheld	2	1	3	293
Uphold Rate (total upheld / total fit for SPSO)	66.7%	100.0%	75.0%	56.3%

Health Complaints Determined by Outcome 2014-15

		Western Isles NHS Board Area				
Stage	Outcome Group	Western Isles NHS Board	GP & GP Practices	Total	Sector Total	
Advice	Out of jurisdiction (discretionary)	1	0	1	17	
	Out of jurisdiction (non-discretionary)	0	0	0	8	
	Not duly made or withdrawn	0	0	0	339	
	Outcome not achievable	1	0	1	33	
	Premature	0	0	0	325	
	Resolved	0	0	0	0	
	Total	2	0	2	2	722
	Early Resolution 1	Out of jurisdiction (discretionary)	0	0	0	47
Out of jurisdiction (non-discretionary)		1	0	1	22	
Not duly made or withdrawn		0	0	0	51	
Outcome not achievable		1	0	1	99	
Premature		2	0	2	51	
Resolved		0	0	0	20	
Total		4	0	4	4	290
Early Resolution 2	Fully upheld	0	0	0	24	
	Some upheld	0	0	0	3	
	Not upheld	1	1	2	50	
	Not duly made or withdrawn	0	0	0	4	
	Total	1	1	2	2	81
	Investigation 1	Fully upheld	0	0	0	113
Some upheld		1	1	2	85	
Not upheld		2	0	2	153	
Not duly made or withdrawn		0	0	0	3	
Resolved		0	0	0	0	
Total		3	1	4	4	354
Investigation 2	Fully upheld	1	0	1	36	
	Some upheld	0	0	0	3	
	Not upheld	0	0	0	1	
	Total	1	0	1	1	40
Total Complaints	11	2	13	13	1487	

Total Premature Complaints	2	0	2	376
Premature Rate	18.2%	0.0%	15.4%	25.3%
Fit for SPSO Total (ER2, Inv1 & Inv2)	5	2	7	475
Total Cases Upheld / Partly Upheld	2	1	3	264
Uphold Rate (total upheld / total fit for SPSO)	40.0%	50.0%	42.9%	55.6%