

Health Complaints Received by Subject 2016-17

Subject	NHS 24				Sector Total	Rank	Complaints as % of total
	NHS 24	Total	Rank	Complaints as % of total			
Clinical treatment / Diagnosis	4	4	1	80.0%	1017	1	71.9%
Appointments / Admissions (delay / cancellation / waiting lists)	1	1	2	20.0%	85	3	6.0%
Communication / staff attitude / dignity / confidentiality	0	0	-	0.0%	106	2	7.5%
Policy / administration	0	0	-	0.0%	47	4	3.3%
Complaints handling	0	0	-	0.0%	39	5	2.8%
Nurses / Nursing Care	0	0	-	0.0%	27	6	1.9%
Lists (incl difficulty registering and removal from lists)	0	0	-	0.0%	18	7	1.3%
Record Keeping	0	0	-	0.0%	16	8=	1.1%
Other	0	0	-	0.0%	15	8=	1.1%
Admission / discharge / transfer procedures	0	0	-	0.0%	12	11	0.8%
Failure to send ambulance / delay in sending ambulance	0	0	-	0.0%	10	12	0.7%
Appliances / equipment / premises	0	0	-	0.0%	3	13=	0.2%
Continuing care	0	0	-	0.0%	3	13=	0.2%
Subject Unknown	0	0	-	0.0%	16	-	1.1%
Total	5	5	-	100.0%	1414	-	100.0%

Complaints as % of total

0.35%

100.00%

Health Complaints Received by Subject 2015-16

Subject	NHS 24			Sector Total	Rank	Complaints as % of total
	NHS 24	Rank	Complaints as % of total			
Clinical treatment / Diagnosis	5	1	100.0%	1,127	1	74.5%
Communication / staff attitude / dignity / confidentiality	0	-	0.0%	120	2	7.9%
Appointments / Admissions (delay / cancellation / waiting lists)	0	-	0.0%	67	3	4.4%
Policy/administration	0	-	0.0%	41	4	2.7%
Complaints handling	0	-	0.0%	39	5	2.6%
Nurses / nursing care	0	-	0.0%	31	6	2.1%
Record Keeping	0	-	0.0%	19	7	1.3%
Admission / discharge / transfer procedures	0	-	0.0%	14	8	0.9%
Other	0	-	0.0%	12	9	0.8%
Lists (incl difficulty registering and removal from lists)	0	-	0.0%	11	10	0.7%
Continuing care	0	-	0.0%	7	11	0.5%
Failure to send ambulance / delay in sending ambulance	0	-	0.0%	6	12	0.4%
Appliances / equipment / premises	0	-	0.0%	3	13=	0.2%
Hygiene / cleanliness / infection control	0	-	0.0%	3	13=	0.2%
Hotel services - food / laundry etc	0	-	0.0%	1	15	0.1%
Subject Unknown	0	-	0.0%	8	-	0.5%
Out Of Jurisdiction	0	-	0.0%	3	-	0.2%
Total	5	-	100.0%	1,512	-	100.0%

Complaints as % of total

0.3%

100.0%

Health Complaints Determined by Outcome 2016-17

Stage	Outcome Group	NHS 24	Sector Total
Advice	Not duly made or withdrawn	1	312
	Premature	0	242
	Total	1	554
Early Resolution	Not duly made or withdrawn	0	68
	Out of jurisdiction (discretionary)	0	58
	Out of jurisdiction (non-discretionary)	0	20
	Outcome not achievable	0	47
	Premature	0	54
	Proportionality	0	113
	Resolved	0	12
	Total	0	372
Investigation	Fully upheld	1	129
	Some upheld	0	131
	Not upheld	1	235
	Not duly made or withdrawn	0	11
	Outcome not achievable	0	1
Total	2	507	
Total Complaints		3	1,433

Total Premature Complaints	0	296
Premature Rate	0.0%	20.7%
Fit for SPSO Total (Investigations)	2	507
Total Cases Upheld / Some Upheld	1	260
Uphold Rate (total upheld / total fit for SPSO)	50.0%	51.3%

Health Complaints Determined by Outcome 2015-16

Stage	Outcome Group	NHS 24	Sector Total
Advice	Out of jurisdiction (non-discretionary)	0	4
	Not duly made or withdrawn	3	348
	Outcome not achievable	0	4
	Premature	0	301
	Resolved	0	1
	Total	3	671
Early Resolution 1	Out of jurisdiction (discretionary)	0	41
	Out of jurisdiction (non-discretionary)	0	30
	Not duly made or withdrawn	0	70
	Outcome not achievable	1	107
	Premature	0	53
	Resolved	0	16
	Total	1	317
Early Resolution 2	Fully upheld	0	14
	Some upheld	0	4
	Not upheld	0	35
	Not duly made or withdrawn	0	3
	Resolved	0	1
	Total	0	57
Investigation 1	Fully upheld	0	115
	Some upheld	0	122
	Not upheld	0	178
	Not duly made or withdrawn	0	9
	Resolved	0	1
	Total	0	425
Investigation 2	Fully upheld	1	35
	Some upheld	0	3
	Not upheld	0	0
	Total	1	38
Total Complaints		5	1508

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