

Health Complaints Received by Subject 2016-17

| Shetland NHS Board Area | | | | | | | |
|--|--------------------|----------|----------|--------------------------|--------------|----------|--------------------------|
| Subject | Shetland NHS Board | Total | Rank | Complaints as % of total | Sector Total | Rank | Complaints as % of total |
| Clinical treatment / Diagnosis | 3 | 3 | 1 | 75.0% | 1017 | 1 | 71.9% |
| Appointments / Admissions (delay / cancellation / waiting lists) | 1 | 1 | 2 | 25.0% | 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 | 4 | 4 | - | 100.0% | 1414 | - | 100.0% |

Complaints as % of total

0.28%

100.00%

Health Complaints Received by Subject 2015-16

| Shetland NHS Board Area | | | | | | | |
|--|--------------------|-----------|----------|--------------------------|--------------|----------|--------------------------|
| Subject | Shetland NHS Board | Total | Rank | Complaints as % of total | Sector Total | Rank | Complaints as % of total |
| Clinical treatment / Diagnosis | 7 | 7 | 1 | 70.0% | 1,127 | 1 | 74.5% |
| Communication / staff attitude / dignity / confidentiality | 2 | 2 | 2 | 20.0% | 120 | 2 | 7.9% |
| Policy/administration | 1 | 1 | 3 | 10.0% | 41 | 4 | 2.7% |
| Appointments / Admissions (delay / cancellation / waiting lists) | 0 | 0 | - | 0.0% | 67 | 3 | 4.4% |
| Complaints handling | 0 | 0 | - | 0.0% | 39 | 5 | 2.6% |
| 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 | 10 | 10 | - | 100.0% | 1,512 | - | 100.0% |

Complaints as % of total

0.7%

100.0%

Health Complaints Determined by Outcome 2016-17

| | | Shetland NHS Board Area | | |
|-------------------------|---|-------------------------|------------|--------------|
| Stage | Outcome Group | Shetland NHS Board | Total | Sector Total |
| Advice | Not duly made or withdrawn | 1 | 1 | 312 |
| | Premature | 0 | 0 | 242 |
| | Total | 1 | 1 | 554 |
| Early Resolution | Not duly made or withdrawn | 0 | 0 | 68 |
| | Out of jurisdiction (discretionary) | 1 | 1 | 58 |
| | Out of jurisdiction (non-discretionary) | 0 | 0 | 20 |
| | Outcome not achievable | 0 | 0 | 47 |
| | Premature | 0 | 0 | 54 |
| | Proportionality | 0 | 0 | 113 |
| | Resolved | 0 | 0 | 12 |
| Total | 1 | 1 | 372 | |
| Investigation | Fully upheld | 1 | 1 | 129 |
| | Some upheld | 1 | 1 | 131 |
| | Not upheld | 0 | 0 | 235 |
| | Not duly made or withdrawn | 0 | 0 | 11 |
| | Outcome not achievable | 0 | 0 | 1 |
| | Total | 2 | 2 | 507 |
| Total Complaints | | 4 | 4 | 1,433 |

| | | | |
|---|--------|--------|-------|
| Total Premature Complaints | 0 | 0 | 296 |
| Premature Rate | 0.0% | 0.0% | 20.7% |
| Fit for SPSO Total (Investigations) | 2 | 2 | 507 |
| Total Cases Upheld / Some Upheld | 2 | 2 | 260 |
| Uphold Rate (total upheld / total fit for SPSO) | 100.0% | 100.0% | 51.3% |

Health Complaints Determined by Outcome 2015-16

| | | Shetland NHS Board Area | | |
|-------------------------|---|-------------------------|------------|--------------|
| Stage | Outcome Group | Shetland NHS Board | Total | Sector Total |
| Advice | Out of jurisdiction (discretionary) | 0 | 0 | 13 |
| | Out of jurisdiction (non-discretionary) | 0 | 0 | 4 |
| | Not duly made or withdrawn | 2 | 2 | 348 |
| | Outcome not achievable | 0 | 0 | 4 |
| | Premature | 1 | 1 | 301 |
| Early Resolution 1 | Resolved | 0 | 0 | 1 |
| | Total | 3 | 3 | 671 |
| | Out of jurisdiction (discretionary) | 1 | 1 | 41 |
| | Out of jurisdiction (non-discretionary) | 0 | 0 | 30 |
| | Not duly made or withdrawn | 0 | 0 | 70 |
| Early Resolution 2 | Outcome not achievable | 1 | 1 | 107 |
| | Premature | 0 | 0 | 53 |
| | Resolved | 0 | 0 | 16 |
| | Total | 2 | 2 | 317 |
| | Fully upheld | 0 | 0 | 14 |
| Investigation 1 | Some upheld | 0 | 0 | 4 |
| | Not upheld | 0 | 0 | 35 |
| | Not duly made or withdrawn | 0 | 0 | 3 |
| | Resolved | 0 | 0 | 1 |
| | Total | 0 | 0 | 57 |
| Investigation 2 | Fully upheld | 0 | 0 | 115 |
| | Some upheld | 1 | 1 | 122 |
| | Not upheld | 4 | 4 | 178 |
| | Not duly made or withdrawn | 0 | 0 | 9 |
| | Resolved | 0 | 0 | 1 |
| Total | 5 | 5 | 425 | |
| Total Complaints | Fully upheld | 0 | 0 | 35 |
| | Some upheld | 0 | 0 | 3 |
| | Not upheld | 0 | 0 | 0 |
| | Total | 0 | 0 | 38 |
| Total Complaints | | 10 | 10 | 1508 |

| | | | |
|---|-------|-------|-------|
| Total Premature Complaints | 1 | 1 | 354 |
| Premature Rate | 10.0% | 10.0% | 23.5% |
| Fit for SPSO Total (ER2, Inv1 & Inv2) | 5 | 5 | 520 |
| Total Cases Upheld / Partly Upheld | 1 | 1 | 293 |
| Uphold Rate (total upheld / total fit for SPSO) | 20.0% | 20.0% | 56.3% |