

Health Complaints Determined by Outcome 2017-18

Stage	Outcome Group	Shetland NHS Board Area		Sector Total
		Shetland NHS Board	Total	
Advice	Not duly made or withdrawn	2	2	256
	Out of jurisdiction (non-discretionary)	0	0	2
	Outcome not achievable	0	0	1
	Premature	0	0	242
	Total	2	2	501
Early Resolution	Not duly made or withdrawn	1	1	62
	Out of jurisdiction (discretionary)	0	0	52
	Out of jurisdiction (non-discretionary)	0	0	32
	Outcome not achievable	0	0	36
	Premature	0	0	59
	Proportionality	1	1	195
	Resolved	0	0	14
	Total	2	2	450
	Investigation	Fully upheld	2	2
Some upheld		2	2	141
Not upheld		3	3	172
Not duly made or withdrawn		0	0	6
Resolved		0	0	1
Total		7	7	440
Total Complaints		11	11	1,391

<i>Total Premature Complaints</i>	0	0	301
<i>Premature Rate</i>	0.0%	0.0%	21.6%

<i>Total Investigation Decisions</i>	7	7	433
<i>Total Upholds</i>	4	4	261
<i>Uphold Rate</i>	57.1%	57.1%	60.3%

Old Uphold Rate Calculation

<i>Total Cases 'Fit for SPSO'</i>	7	7	440
<i>Total Upholds</i>	4	4	261
<i>Uphold Rate</i>	57.1%	57.1%	59.3%

Health Complaints Determined by Outcome 2016-17

Stage	Outcome Group	Shetland NHS Board Area		
		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Advice	Not duly made or withdrawn	1	1	312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Early Resolution	Not duly made or withdrawn	0	0	68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
	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	Not duly made or withdrawn	0	0	11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	

<i>Total Premature Complaints</i>	0	0	296
<i>Premature Rate</i>	0.0%	0.0%	20.7%

<i>Fit for SPSO Total (Investigations)</i>	2	2	507
<i>Total Cases Upheld / Some Upheld</i>	2	2	260
<i>Uphold Rate (total upheld / total fit for SPSO)</i>	100.0%	100.0%	51.3%