

Health Complaints Received by Subject 2018-19

Subject	NHS 24			Sector Total	Rank	Complaints as % of total
	NHS 24	Rank	Complaints as % of total			
Clinical treatment / diagnosis	2	1=	28.57%	921	1	63.47%
Communication / staff attitude / dignity / confidentiality	2	1=	28.57%	118	2	8.13%
Complaints handling	1	3	14.29%	46	5	3.17%
Appointments / Admissions (delay / cancellation / waiting lists)	0	-	0.00%	87	3	6.00%
Policy / administration	0	-	0.00%	56	4	3.86%
Nurses / nursing care	0	-	0.00%	32	6	2.21%
Lists (incl difficulty registering and removal from lists)	0	-	0.00%	27	7	1.86%
Record keeping	0	-	0.00%	21	8	1.45%
Admission / discharge / transfer procedures	0	-	0.00%	19	9	1.31%
Failure to send ambulance / delay in sending ambulance	0	-	0.00%	16	10	1.10%
Other	0	-	0.00%	6	11	0.41%
Adult Social Work Services (where not covered by HSCP)	0	-	0.00%	5	12=	0.34%
Continuing care	0	-	0.00%	5	12=	0.34%
Appliances / equipment / premises	0	-	0.00%	3	14=	0.21%
Hygiene / cleanliness / infection control	0	-	0.00%	3	14=	0.21%
Hotel services - food / laundry etc	0	-	0.00%	1	16	0.07%
Subject unknown	2	-	28.57%	83	-	5.72%
Out of jurisdiction	0	-	0.00%	2	-	0.14%
Total	7		100.00%	1,451		100.00%
<i>Complaints as % of total</i>	0.5%			100.0%		

Health Complaints Received by Subject 2017-18

Subject	NHS 24			Sector Total	Rank	Complaints as % of total
	NHS 24	Rank	Complaints as % of total			
Clinical treatment / diagnosis	4	1	80.00%	870	1	62.01%
Communication / staff attitude / dignity / confidentiality	1	2	20.00%	112	2	7.98%
Appointments / Admissions (delay / cancellation / waiting lists)	0	-	0.00%	87	3	6.20%
Complaints handling	0	-	0.00%	63	4	4.49%
Policy / administration	0	-	0.00%	62	5	4.42%
Nurses / nursing care	0	-	0.00%	28	6	2.00%
Admission / discharge / transfer procedures	0	-	0.00%	25	7	1.78%
Lists (incl difficulty registering and removal from lists)	0	-	0.00%	21	8	1.50%
Failure to send ambulance / delay in sending ambulance	0	-	0.00%	10	9	0.71%
Other	0	-	0.00%	7	10	0.50%
Record keeping	0	-	0.00%	6	11	0.43%
Continuing care	0	-	0.00%	4	12	0.29%
Hotel services - food / laundry etc	0	-	0.00%	3	13=	0.21%
Hygiene / cleanliness / infection control	0	-	0.00%	3	13=	0.21%
Adult Social Work Services (where not covered by HSCP)	0	-	0.00%	2	15=	0.14%
Appliances / equipment / premises	0	-	0.00%	2	15=	0.14%
Subject unknown	0	-	0.00%	94	-	6.70%
Out of jurisdiction	0	-	0.00%	4	-	0.29%
Total	5		100.00%	1,403		100.00%
<i>Complaints as % of total</i>	0.36%			100.00%		

Health Complaints Closed by Outcome 2018-19

Stage	Outcome Group	2018-19	
		NHS 24	Sector Total
Advice	Not duly made or withdrawn	2	260
	Premature	0	174
	Resolved	0	1
	Total	2	435
Early Resolution	Not duly made or withdrawn	0	54
	Out of jurisdiction (discretionary)	0	45
	Out of jurisdiction (non-discretionary)	0	22
	Outcome not achievable	1	35
	Premature	1	55
	Proportionality	1	214
	Resolved	0	17
	Total	3	442
Investigation	Fully upheld	1	162
	Some upheld	0	98
	Not upheld	4	182
	Not duly made or withdrawn	0	11
	Resolved	0	1
	Total	5	454
Total Complaints		10	1,331

<i>Total Premature Complaints</i>	1	229
<i>Premature Rate</i>	10.0%	17.2%
<i>Total Investigation Decisions</i>	5	442
<i>Total Upholds</i>	1	260
<i>Uphold Rate</i>	20.0%	58.8%

Health Complaints Determined by Outcome 2017-18

Stage	Outcome Group	2017-18	
		NHS 24	Sector Total
Advice	Not duly made or withdrawn	0	256
	Out of jurisdiction (non-discretionary)	0	2
	Outcome not achievable	0	1
	Premature	2	242
	Total	2	501
Early Resolution	Not duly made or withdrawn	0	62
	Out of jurisdiction (discretionary)	0	52
	Out of jurisdiction (non-discretionary)	0	32
	Outcome not achievable	0	36
	Premature	0	59
	Proportionality	1	195
	Resolved	0	14
	Total	1	450
Investigation	Fully upheld	0	120
	Some upheld	0	141
	Not upheld	1	172
	Not duly made or withdrawn	0	6
	Resolved	0	1
	Total	1	440
	Total Complaints	4	1,391

<i>Total Premature Complaints</i>	2	301
<i>Premature Rate</i>	50.0%	21.6%
<i>Total Investigation Decisions</i>	1	433
<i>Total Upholds</i>	0	261
<i>Uphold Rate</i>	0.0%	60.3%

<i>Old Uphold Rate Calculation</i>		
<i>Total Cases 'Fit for SPSO'</i>	1	440
<i>Total Upholds</i>	0	261
<i>Uphold Rate</i>	0.0%	59.3%