

### Health Complaints Received by Subject 2018-19

Subject	Shetland NHS Board Area				Sector Total	Rank	Complaints as % of total
	Shetland NHS Board	Total	Rank	Complaints as % of total			
Appointments / Admissions (delay / cancellation / waiting lists)	1	1	1	100.00%	87	3	6.00%
Clinical treatment / diagnosis	0	0	-	0.00%	921	1	63.47%
Communication / staff attitude / dignity / confidentiality	0	0	-	0.00%	118	2	8.13%
Policy / administration	0	0	-	0.00%	56	4	3.86%
Complaints handling	0	0	-	0.00%	46	5	3.17%
Nurses / nursing care	0	0	-	0.00%	32	6	2.21%
Lists (incl difficulty registering and removal from lists)	0	0	-	0.00%	27	7	1.86%
Record keeping	0	0	-	0.00%	21	8	1.45%
Admission / discharge / transfer procedures	0	0	-	0.00%	19	9	1.31%
Failure to send ambulance / delay in sending ambulance	0	0	-	0.00%	16	10	1.10%
Other	0	0	-	0.00%	6	11	0.41%
Adult Social Work Services (where not covered by HSCP)	0	0	-	0.00%	5	12=	0.34%
Continuing care	0	0	-	0.00%	5	12=	0.34%
Appliances / equipment / premises	0	0	-	0.00%	3	14=	0.21%
Hygiene / cleanliness / infection control	0	0	-	0.00%	3	14=	0.21%
Hotel services - food / laundry etc	0	0	-	0.00%	1	16	0.07%
Subject unknown	0	0	-	0.00%	83	-	5.72%
Out of jurisdiction	0	0	-	0.00%	2	-	0.14%
<b>Total</b>	<b>1</b>	<b>1</b>		<b>100.00%</b>	<b>1,451</b>		<b>100.00%</b>
<i>Complaints as % of total</i>		0.1%		100.0%			

### Health Complaints Received by Subject 2017-18

Subject	Shetland NHS Board Area				Sector Total	Rank	Complaints as % of total
	Shetland NHS Board	Total	Rank	Complaints as % of total			
Clinical treatment / diagnosis	8	8	1	72.73%	870	1	62.01%
Policy / administration	1	1	2=	9.09%	62	5	4.42%
Hotel services - food / laundry etc	1	1	2=	9.09%	3	13=	0.21%
Communication / staff attitude / dignity / confidentiality	0	0	-	0.00%	112	2	7.98%
Appointments / Admissions (delay / cancellation / waiting lists)	0	0	-	0.00%	87	3	6.20%
Complaints handling	0	0	-	0.00%	63	4	4.49%
Nurses / nursing care	0	0	-	0.00%	28	6	2.00%
Admission / discharge / transfer procedures	0	0	-	0.00%	25	7	1.78%
Lists (incl difficulty registering and removal from lists)	0	0	-	0.00%	21	8	1.50%
Failure to send ambulance / delay in sending ambulance	0	0	-	0.00%	10	9	0.71%
Other	0	0	-	0.00%	7	10	0.50%
Record keeping	0	0	-	0.00%	6	11	0.43%
Continuing care	0	0	-	0.00%	4	12	0.29%
Hygiene / cleanliness / infection control	0	0	-	0.00%	3	13=	0.21%
Adult Social Work Services (where not covered by HSCP)	0	0	-	0.00%	2	15=	0.14%
Appliances / equipment / premises	0	0	-	0.00%	2	15=	0.14%
Subject unknown	1	1	-	9.09%	94	-	6.70%
Out of jurisdiction	0	0	-	0.00%	4	-	0.29%
<b>Total</b>	<b>11</b>	<b>11</b>		<b>100.00%</b>	<b>1,403</b>		<b>100.00%</b>
<i>Complaints as % of total</i>		0.78%		100.00%			

### Health Complaints Closed by Outcome 2018-19

Stage	Outcome Group	Shetland NHS Board Area		
		Shetland NHS Board	Total	Sector Total
Advice	Not duly made or withdrawn	0	0	260
	Premature	0	0	174
	Resolved	0	0	1
	<b>Total</b>	<b>0</b>	<b>0</b>	<b>435</b>
Early Resolution	Not duly made or withdrawn	0	0	54
	Out of jurisdiction (discretionary)	0	0	45
	Out of jurisdiction (non-discretionary)	0	0	22
	Outcome not achievable	0	0	35
	Premature	0	0	55
	Proportionality	1	1	214
	Resolved	0	0	17
	<b>Total</b>	<b>1</b>	<b>1</b>	<b>442</b>
Investigation	Fully upheld	1	1	162
	Some upheld	0	0	98
	Not upheld	0	0	182
	Not duly made or withdrawn	0	0	11
	Resolved	0	0	1
	<b>Total</b>	<b>1</b>	<b>1</b>	<b>454</b>
<b>Total Complaints</b>		<b>2</b>	<b>2</b>	<b>1,331</b>

<i>Total Premature Complaints</i>	0	0	229
<i>Premature Rate</i>	0.0%	0.0%	17.2%

<i>Total Investigation Decisions</i>	1	1	442
<i>Total Upholds</i>	1	1	260
<i>Uphold Rate</i>	100.0%	100.0%	58.8%

### Health Complaints Determined by Outcome 2017-18

Stage	Outcome Group	Shetland NHS Board Area		
		Shetland NHS Board	Total	Sector 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
	<b>Total</b>	<b>2</b>	<b>2</b>	<b>501</b>
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
	<b>Total</b>	<b>2</b>	<b>2</b>	<b>450</b>
Investigation	Fully upheld	2	2	120
	Some upheld	2	2	141
	Not upheld	3	3	172
	Not duly made or withdrawn	0	0	6
	Resolved	0	0	1
	<b>Total</b>	<b>7</b>	<b>7</b>	<b>440</b>
<b>Total Complaints</b>		<b>11</b>	<b>11</b>	<b>1,391</b>

<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%

<i>Old Uphold Rate Calculation</i>			
<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%