

Health Complaints Received by Subject 2018-19

Western Isles NHS Board Area							
Subject	Western Isles NHS Board	Total	Rank	Complaints as % of total	Sector Total	Rank	Complaints as % of total
Clinical treatment / diagnosis	11	11	1	100.00%	921	1	63.47%
Communication / staff attitude / dignity / confidentiality	0	0	-	0.00%	118	2	8.13%
Appointments / Admissions (delay / cancellation / waiting lists)	0	0	-	0.00%	87	3	6.00%
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>11</b>	<b>11</b>		<b>100.00%</b>	<b>1,451</b>		<b>100.00%</b>
Complaints as % of total		0.8%		100.0%			

Health Complaints Received by Subject 2017-18

Western Isles NHS Board Area								
Subject	Western Isles NHS Board	GP & GP Practices	Total	Rank	Complaints as % of total	Sector Total	Rank	Complaints as % of total
Clinical treatment / diagnosis	3	2	5	1	50.00%	870	1	62.01%
Policy / administration	2	0	2	2	20.00%	62	5	4.42%
Communication / staff attitude / dignity / confidentiality	1	0	1	3=	10.00%	112	2	7.98%
Appointments / Admissions (delay / cancellation / waiting lists)	1	0	1	3=	10.00%	87	3	6.20%
Complaints handling	1	0	1	3=	10.00%	63	4	4.49%
Nurses / nursing care	0	0	0	-	0.00%	28	6	2.00%
Admission / discharge / transfer procedures	0	0	0	-	0.00%	25	7	1.78%
Lists (incl difficulty registering and removal from lists)	0	0	0	-	0.00%	21	8	1.50%
Failure to send ambulance / delay in sending ambulance	0	0	0	-	0.00%	10	9	0.71%
Other	0	0	0	-	0.00%	7	10	0.50%
Record keeping	0	0	0	-	0.00%	6	11	0.43%
Continuing care	0	0	0	-	0.00%	4	12	0.29%
Hotel services - food / laundry etc	0	0	0	-	0.00%	3	13=	0.21%
Hygiene / cleanliness / infection control	0	0	0	-	0.00%	3	13=	0.21%
Adult Social Work Services (where not covered by HSCP)	0	0	0	-	0.00%	2	15=	0.14%
Appliances / equipment / premises	0	0	0	-	0.00%	2	15=	0.14%
Subject unknown	0	0	0	-	0.00%	94	-	6.70%
Out of jurisdiction	0	0	0	-	0.00%	4	-	0.29%
<b>Total</b>	<b>8</b>	<b>2</b>	<b>10</b>		<b>100.00%</b>	<b>1,403</b>		<b>100.00%</b>
Complaints as % of total		0.71%		100.0%				

Health Complaints Closed by Outcome 2018-19

Stage	Outcome Group	Western Isles NHS Board Area		
		Western Isles NHS Board	Total	Sector Total
Advice	Not duly made or withdrawn	0	0	260
	Premature	1	1	174
	Resolved	0	0	1
	<b>Total</b>	<b>1</b>	<b>1</b>	<b>435</b>
Early Resolution	Not duly made or withdrawn	0	0	54
	Out of jurisdiction (discretionary)	1	1	45
	Out of jurisdiction (non-discretionary)	1	1	22
	Outcome not achievable	0	0	35
	Premature	0	0	55
	Proportionality	2	2	214
	Resolved	0	0	17
	<b>Total</b>	<b>4</b>	<b>4</b>	<b>442</b>
Investigation	Fully upheld	2	2	162
	Some upheld	1	1	98
	Not upheld	0	0	182
	Not duly made or withdrawn	0	0	11
	Resolved	0	0	1
	<b>Total</b>	<b>3</b>	<b>3</b>	<b>454</b>
<b>Total Complaints</b>		<b>8</b>	<b>8</b>	<b>1,331</b>

<i>Total Premature Complaints</i>	1	1	229
<i>Premature Rate</i>	12.5%	12.5%	17.2%
<i>Total Investigation Decisions</i>	3	3	442
<i>Total Upholds</i>	3	3	260
<i>Uphold Rate</i>	100.0%	100.0%	58.8%

Health Complaints Determined by Outcome 2017-18

Stage	Outcome Group	Western Isles NHS Board Area				Sector Total
		Western Isles NHS Board	Dentists & Dental Practices	GP & GP Practices	Total	
Advice	Not duly made or withdrawn	0	0	0	0	256
	Out of jurisdiction (non-discretionary)	0	0	0	0	2
	Outcome not achievable	0	0	0	0	1
	Premature	0	0	0	0	242
	<b>Total</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>501</b>
Early Resolution	Not duly made or withdrawn	0	1	0	1	62
	Out of jurisdiction (discretionary)	2	0	0	2	52
	Out of jurisdiction (non-discretionary)	0	0	0	0	32
	Outcome not achievable	0	0	0	0	36
	Premature	0	0	0	0	59
	Proportionality	1	0	0	1	195
	Resolved	0	0	1	1	14
	<b>Total</b>	<b>3</b>	<b>1</b>	<b>1</b>	<b>5</b>	<b>450</b>
Investigation	Fully upheld	1	1	0	2	120
	Some upheld	1	0	1	2	141
	Not upheld	2	0	0	2	172
	Not duly made or withdrawn	0	0	0	0	6
	Resolved	0	0	0	0	1
	<b>Total</b>	<b>4</b>	<b>1</b>	<b>1</b>	<b>6</b>	<b>440</b>
<b>Total Complaints</b>	<b>7</b>	<b>2</b>	<b>2</b>	<b>11</b>	<b>1,391</b>	

<i>Total Premature Complaints</i>	0	0	0	0	301
<i>Premature Rate</i>	0.0%	0.0%	0.0%	0.0%	21.6%
<i>Total Investigation Decisions</i>	4	1	1	6	433
<i>Total Upholds</i>	2	1	1	4	261
<i>Uphold Rate</i>	50.0%	100.0%	100.0%	66.7%	60.3%

<i>Old Uphold Rate Calculation</i>					
<i>Total Cases 'Fit for SPSO'</i>	4	1	1	6	440
<i>Total Upholds</i>	2	1	1	4	261
<i>Uphold Rate</i>	50.0%	100.0%	100.0%	66.7%	59.3%