

Table 1

Highland NHS Board Area

Complaints Received by Subject		A GP or General Medical Practice	A Dentist or Dental Practice	A Pharmacist or Pharmacy	Highland NHS Board	Highland NHS Board Area Total	Complaints as % of total	Sector Total	Complaints as % of total
2009-10	Admission, discharge & transfer procedures	0	0	0	4	4	11%	15	2%
	Appliances, equipment & premises	0	0	0	0	0	0%	1	0%
	Appointments/admissions (delay, cancellation, waiting lists)	0	0	0	2	2	5%	48	6%
	Clinical treatment/diagnosis	4	0	0	11	15	41%	413	48%
	Communication, staff attitude, dignity, confidentiality	0	0	0	0	0	0%	91	11%
	Complaints by NHS staff	0	0	0	0	0	0%	2	0%
	Complaints handling	0	0	0	3	3	8%	20	2%
	Continuing care	0	0	0	0	0	0%	1	0%
	Failure to send ambulance/delay in sending ambulance	0	0	0	0	0	0%	6	1%
	Hygiene, cleanliness & infection control	0	0	0	0	0	0%	6	1%
	Lists	0	0	0	0	0	0%	7	1%
	Lists (incl difficulty registering and removal from lists)	0	0	0	0	0	0%	1	0%
	Nurses/nursing Care	0	0	0	0	0	0%	10	1%
	Other	0	0	0	0	0	0%	2	0%
	Policy/administration	0	0	0	9	9	24%	156	18%
	Record keeping	0	0	0	1	1	3%	7	1%
	Out of jurisdiction	0	0	0	0	0	0%	3	0%
	Subject unknown	0	0	0	3	3	8%	68	8%
	Total	4	0	0	33	37		857	
	2010-11	Admission, discharge & transfer procedures	0	0	0	1	1	2%	9
Appliances, equipment & premises		0	0	0	0	0	0%	5	1%
Appointments/Admissions (delay, cancellation, waiting lists)		0	1	0	1	2	3%	35	4%
Clinical treatment / Diagnosis		3	0	0	26	29	48%	402	45%
Communication, staff attitude, dignity, confidentiality		0	0	0	3	3	5%	64	7%
Complaints handling		0	0	0	5	5	8%	27	3%
Continuing care		0	0	0	0	0	0%	3	0%
Failure to send ambulance/delay in sending ambulance		0	0	0	0	0	0%	1	0%
Hotel services - food, laundry etc		0	0	0	0	0	0%	4	0%
Hygiene, cleanliness & infection control		0	0	0	0	0	0%	1	0%
Lists (incl difficulty registering and removal from lists)		0	0	0	0	0	0%	20	2%
Nurses / Nursing Care		0	0	0	1	1	2%	13	1%
Other		0	0	0	1	1	2%	8	1%
Policy/administration		0	0	1	9	10	17%	143	16%
Record Keeping		0	0	0	3	3	5%	10	1%
Out Of Jurisdiction		0	0	0	0	0	0%	1	0%
Subject Unknown		0	0	0	5	5	8%	142	16%
Total		3	1	1	55	60		888	

Table 2

Highland NHS Board Area

Complaints Determined by Outcome		Highland NHS Board Area				Sector Total
		A GP or General Medical Practice	A Pharmacist or Pharmacy	Highland NHS Board	Highland NHS Board Area Total	
2009-10	Discontinued before investigation	0	0	4	4	176
	Discretionary decision not to pursue	0	0	0	0	1
	Other	0	0	2	2	7
	Out of jurisdiction	0	0	5	5	60
	Premature	0	0	9	9	319
	Determined after detailed consideration	2	0	19	21	314
	Report issued: fully upheld	1	0	1	2	33
	Report issued: not upheld	0	0	0	0	9
	Report issued: partially upheld	0	0	0	0	32
	Total	3	0	40	43	951
2010-11	Premature	0	0	12	12	260
	Out of Jurisdiction	0	0	7	7	59
	Outcome Not Achievable	0	0	1	1	25
	No Decision Reached	1	1	14	16	268
	Fully Upheld	2	0	4	6	65
	Partly Upheld	0	0	1	1	50
	Not Upheld	3	0	6	9	113
	Total	6	1	45	52	840

Highland NHS Board (Medical Practice)

Published	Case Ref.	Summary	Overall Report Decision	Recommendation(s)
21/07/2010	200903057	the Practice did not do enough to investigate the symptoms displayed by Mr B and failed to diagnose severe sepsis which had developed as a result of community acquired pneumonia (not upheld).	not upheld	The Ombudsman has no recommendations to make.