

Table 1

## Shetland NHS Board Area

Complaints Received by Subject		A GP or General Medical Practice	Shetland NHS Board	Shetland NHS Board Area Total	Complaints as % of total	Sector Total	Complaints as % of total
2009-10	Admission, discharge & transfer procedures	0	0	0	0%	15	2%
	Appliances, equipment & premises	0	0	0	0%	1	0%
	Appointments/admissions (delay, cancellation, waiting lists)	0	0	0	0%	48	6%
	Clinical treatment/diagnosis	0	1	1	50%	413	48%
	Communication, staff attitude, dignity, confidentiality	0	0	0	0%	91	11%
	Complaints by NHS staff	0	0	0	0%	2	0%
	Complaints handling	0	0	0	0%	20	2%
	Continuing care	0	0	0	0%	1	0%
	Failure to send ambulance/delay in sending ambulance	0	0	0	0%	6	1%
	Hygiene, cleanliness & infection control	0	0	0	0%	6	1%
	Lists	0	0	0	0%	7	1%
	Lists (incl difficulty registering and removal from lists)	0	0	0	0%	1	0%
	Nurses/nursing Care	0	0	0	0%	10	1%
	Other	0	0	0	0%	2	0%
	Policy/administration	1	0	1	50%	156	18%
	Record keeping	0	0	0	0%	7	1%
	Out of jurisdiction	0	0	0	0%	3	0%
	Subject unknown	0	0	0	0%	68	8%
	<b>Total</b>	<b>1</b>	<b>1</b>	<b>2</b>		<b>857</b>	
	2010-11	Admission, discharge & transfer procedures	0	1	1	33%	9
Appliances, equipment & premises		0	0	0	0%	5	1%
Appointments/Admissions (delay, cancellation, waiting lists)		0	0	0	0%	35	4%
Clinical treatment / Diagnosis		0	1	1	33%	402	45%
Communication, staff attitude, dignity, confidentiality		1	0	1	33%	64	7%
Complaints handling		0	0	0	0%	27	3%
Continuing care		0	0	0	0%	3	0%
Failure to send ambulance/delay in sending ambulance		0	0	0	0%	1	0%
Hotel services - food, laundry etc		0	0	0	0%	4	0%
Hygiene, cleanliness & infection control		0	0	0	0%	1	0%
Lists (incl difficulty registering and removal from lists)		0	0	0	0%	20	2%
Nurses / Nursing Care		0	0	0	0%	13	1%
Other		0	0	0	0%	8	1%
Policy/administration		0	0	0	0%	143	16%
Record Keeping		0	0	0	0%	10	1%
Out Of Jurisdiction		0	0	0	0%	1	0%
Subject Unknown		0	0	0	0%	142	16%
<b>Total</b>		<b>1</b>	<b>2</b>	<b>3</b>		<b>888</b>	

Table 2

## Shetland NHS Board Area

Complaints Determined by Outcome		Shetland NHS Board Area			
		A GP or General Medical Practice	Shetland NHS Board	Shetland NHS Board Area Total	Sector Total
2009-10	Discontinued before investigation	0	0	0	176
	Discretionary decision not to pursue	0	0	0	1
	Other	0	0	0	7
	Out of jurisdiction	0	0	0	60
	Premature	0	0	0	319
	Determined after detailed consideration	1	0	1	314
	Report issued: fully upheld	0	1	1	33
	Report issued: not upheld	0	0	0	9
	Report issued: partially upheld	0	1	1	32
<b>Total</b>	<b>1</b>	<b>2</b>	<b>3</b>	<b>951</b>	
2010-11	Premature	0	0	0	260
	Out of Jurisdiction	0	0	0	59
	Outcome Not Achievable	0	0	0	25
	No Decision Reached	0	1	1	268
	Fully Upheld	0	0	0	65
	Partly Upheld	1	0	1	50
	Not Upheld	0	1	1	113
	<b>Total</b>	<b>1</b>	<b>2</b>	<b>3</b>	<b>840</b>