

Health Complaints Received by Subject 2015-16

Subject	Shetland NHS Board Area				Sector Total	Rank	Complaints as % of total
	Shetland NHS Board	Total	Rank	Complaints as % of total			
Clinical treatment / Diagnosis	7	7	1	70.0%	1,127	1	74.5%
Communication / staff attitude / dignity / confidentiality	2	2	2	20.0%	120	2	7.9%
Policy/administration	1	1	3	10.0%	41	4	2.7%
Appointments / Admissions (delay / cancellation / waiting lists)	0	0	-	0.0%	67	3	4.4%
Complaints handling	0	0	-	0.0%	39	5	2.6%
Nurses / nursing care	0	0	-	0.0%	31	6	2.1%
Record Keeping	0	0	-	0.0%	19	7	1.3%
Admission / discharge / transfer procedures	0	0	-	0.0%	14	8	0.9%
Other	0	0	-	0.0%	12	9	0.8%
Lists (incl difficulty registering and removal from lists)	0	0	-	0.0%	11	10	0.7%
Continuing care	0	0	-	0.0%	7	11	0.5%
Failure to send ambulance / delay in sending ambulance	0	0	-	0.0%	6	12	0.4%
Appliances / equipment / premises	0	0	-	0.0%	3	13=	0.2%
Hygiene / cleanliness / infection control	0	0	-	0.0%	3	13=	0.2%
Hotel services - food / laundry etc	0	0	-	0.0%	1	15	0.1%
Subject Unknown	0	0	-	0.0%	8	-	0.5%
Out Of Jurisdiction	0	0	-	0.0%	3	-	0.2%
Total	10	10	-	100.0%	1,512	-	100.0%

Complaints as % of total 0.7% 100.0%

Health Complaints Received by Subject 2014-15

Subject	Shetland NHS Board Area				Sector Total	Rank	Complaints as % of total
	Shetland NHS Board	Total	Rank	Complaints as % of total			
Clinical treatment / Diagnosis	7	7	1	87.5%	1,126	1	73.0%
Nurses / Nursing Care	1	1	2	12.5%	19	8	1.2%
Communication / staff attitude / dignity / confidentiality	0	0	-	0.0%	130	2	8.4%
Appointments / Admissions (delay / cancellation / waiting lists)	0	0	-	0.0%	57	3	3.7%
Policy / administration	0	0	-	0.0%	49	4	3.2%
Complaints handling	0	0	-	0.0%	33	5	2.1%
Lists (incl difficulty registering and removal from lists)	0	0	-	0.0%	25	6	1.6%
Continuing care	0	0	-	0.0%	20	7	1.3%
Record Keeping	0	0	-	0.0%	16	9	1.0%
Admission / discharge / transfer procedures	0	0	-	0.0%	14	10=	0.9%
Other	0	0	-	0.0%	14	10=	0.9%
Appliances / equipment / premises	0	0	-	0.0%	4	12	0.3%
Failure to send ambulance / delay in sending ambulance	0	0	-	0.0%	3	13	0.2%
Hotel services - food / laundry etc	0	0	-	0.0%	2	14	0.1%
Hygiene / cleanliness / infection control	0	0	-	0.0%	1	15	0.1%
Subject Unknown	0	0	-	0.0%	25	-	1.6%
Out Of Jurisdiction	0	0	-	0.0%	4	-	0.3%
Total	8	8	-	100.0%	1,542	-	100.0%

Complaints as % of total 0.5% 100.0%

Health Complaints Determined by Outcome 2015-16

Stage	Outcome Group	Shetland NHS Board Area		
		Shetland NHS Board	Total	Sector Total
Advice	Out of jurisdiction (discretionary)	0	0	13
	Out of jurisdiction (non-discretionary)	0	0	4
	Not duly made or withdrawn	2	2	348
	Outcome not achievable	0	0	4
	Premature	1	1	301
	Resolved	0	0	1
	Total	3	3	671
Early Resolution 1	Out of jurisdiction (discretionary)	1	1	41
	Out of jurisdiction (non-discretionary)	0	0	30
	Not duly made or withdrawn	0	0	70
	Outcome not achievable	1	1	107
	Premature	0	0	53
	Resolved	0	0	16
Total	2	2	317	
Early Resolution 2	Fully upheld	0	0	14
	Some upheld	0	0	4
	Not upheld	0	0	35
	Not duly made or withdrawn	0	0	3
	Resolved	0	0	1
	Total	0	0	57
Investigation 1	Fully upheld	0	0	115
	Some upheld	1	1	122
	Not upheld	4	4	178
	Not duly made or withdrawn	0	0	9
	Resolved	0	0	1
	Total	5	5	425
Investigation 2	Fully upheld	0	0	35
	Some upheld	0	0	3
	Not upheld	0	0	0
	Total	0	0	38
Total Complaints	10	10	1508	

Total Premature Complaints	1	1	354
Premature Rate	10.0%	10.0%	23.5%

Fit for SPSO Total (ER2, Inv1 & Inv2)	5	5	520
Total Cases Upheld / Partly Upheld	1	1	293
Uphold Rate (total upheld / total fit for SPSO)	20.0%	20.0%	56.3%

Health Complaints Determined by Outcome 2014-15

Stage	Outcome Group	Shetland NHS Board Area		
		Shetland NHS Board	Total	Sector Total
Advice	Out of jurisdiction (discretionary)	0	0	17
	Out of jurisdiction (non-discretionary)	0	0	8
	Not duly made or withdrawn	5	5	339
	Outcome not achievable	0	0	33
	Premature	0	0	325
	Resolved	0	0	0
	Total	5	5	722
Early Resolution 1	Out of jurisdiction (discretionary)	0	0	47
	Out of jurisdiction (non-discretionary)	0	0	22
	Not duly made or withdrawn	0	0	51
	Outcome not achievable	0	0	99
	Premature	1	1	51
	Resolved	0	0	20
Total	1	1	290	
Early Resolution 2	Fully upheld	0	0	24
	Some upheld	0	0	3
	Not upheld	0	0	50
	Not duly made or withdrawn	0	0	4
	Total	0	0	81
Investigation 1	Fully upheld	0	0	113
	Some upheld	0	0	85
	Not upheld	1	1	153
	Not duly made or withdrawn	0	0	3
	Resolved	0	0	0
	Total	1	1	354
Investigation 2	Fully upheld	0	0	36
	Some upheld	0	0	3
	Not upheld	0	0	1
	Total	0	0	40
Total Complaints	7	7	1487	

Total Premature Complaints	1	1	376
Premature Rate	14.3%	14.3%	25.3%

Fit for SPSO Total (ER2, Inv1 & Inv2)	1	1	475
Total Cases Upheld / Partly Upheld	0	0	264
Uphold Rate (total upheld / total fit for SPSO)	0.0%	0.0%	55.6%