

Health Complaints Received by Subject 2016-17

Subject	Orkney NHS Board Area				Complaints as % of total	Sector Total	Rank	Complaints as % of total
	GP & GP Practices	Orkney NHS Board	Total	Rank				
Clinical treatment / Diagnosis	5	3	8	1	88.9%	1017	1	71.9%
Policy / administration	0	1	1	2	11.1%	47	4	3.3%
Communication / staff attitude / dignity / confidentiality	0	0	0	-	0.0%	106	2	7.5%
Appointments / Admissions (delay / cancellation / waiting lists)	0	0	0	-	0.0%	85	3	6.0%
Complaints handling	0	0	0	-	0.0%	39	5	2.8%
Nurses / Nursing Care	0	0	0	-	0.0%	27	6	1.9%
Lists (incl difficulty registering and removal from lists)	0	0	0	-	0.0%	18	7	1.3%
Record Keeping	0	0	0	-	0.0%	16	8=	1.1%
Other	0	0	0	-	0.0%	15	8=	1.1%
Admission / discharge / transfer procedures	0	0	0	-	0.0%	12	11	0.8%
Failure to send ambulance / delay in sending ambulance	0	0	0	-	0.0%	10	12	0.7%
Appliances / equipment / premises	0	0	0	-	0.0%	3	13=	0.2%
Continuing care	0	0	0	-	0.0%	3	13=	0.2%
Subject Unknown	0	0	0	-	0.0%	16	-	1.1%
Total	5	4	9	-	100.0%	1414	-	100.0%

Complaints as % of total

0.64%

100.00%

Health Complaints Received by Subject 2015-16

Subject	Orkney NHS Board Area				Sector Total	Rank	Complaints as % of total
	Orkney NHS Board	Total	Rank	Complaints as % of total			
Clinical treatment / Diagnosis	3	3	1	60.0%	1,127	1	74.5%
Communication / staff attitude / dignity / confidentiality	1	1	2=	20.0%	120	2	7.9%
Complaints handling	1	1	2=	20.0%	39	5	2.6%
Appointments / Admissions (delay / cancellation / waiting lists)	0	0	-	0.0%	67	3	4.4%
Policy/administration	0	0	-	0.0%	41	4	2.7%
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	5	5	-	100.0%	1,512	-	100.0%

Complaints as % of total

0.33%

100.00%

Health Complaints Determined by Outcome 2016-17

Stage	Outcome Group	Orkney NHS Board Area			Sector Total
		GP & GP Practices	Orkney NHS Board	Total	
Advice	Not duly made or withdrawn	0	0	0	312
	Premature	0	1	1	242
	Total	0	1	1	554
Early Resolution	Not duly made or withdrawn	0	0	0	68
	Out of jurisdiction (discretionary)	0	0	0	58
	Out of jurisdiction (non-discretionary)	0	0	0	20
	Outcome not achievable	0	0	0	47
	Premature	0	0	0	54
	Proportionality	0	0	0	113
	Resolved	0	0	0	12
	Total	0	0	0	372
Investigation	Fully upheld	2	0	2	129
	Some upheld	0	0	0	131
	Not upheld	1	1	2	235
	Not duly made or withdrawn	0	0	0	11
	Outcome not achievable	0	0	0	1
	Total	3	1	4	507
Total Complaints		3	2	5	1,433

Total Premature Complaints	0	1	1	296
Premature Rate	0.0%	50.0%	20.0%	20.7%
Fit for SPSO Total (Investigations)	3	1	4	507
Total Cases Upheld / Some Upheld	2	0	2	260
Uphold Rate (total upheld / total fit for SPSO)	66.7%	0.0%	50.0%	51.3%

Health Complaints Determined by Outcome 2015-16

Stage	Outcome Group	Orkney NHS Board Area			Sector Total
		Orkney NHS Board	Total		
Advice	Out of jurisdiction	0	0	13	
	Out of jurisdiction (non-	0	0	4	
	Not duly made or	0	0	348	
	Outcome not achievable	0	0	4	
	Premature	0	0	301	
	Resolved	0	0	1	
	Total	0	0	671	
	Early Resolution 1	Out of jurisdiction	1	1	41
Out of jurisdiction (non-		0	0	30	
Not duly made or		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	0	0	3	
	Resolved	0	0	1	
	Total	0	0	57	
Investigation 1	Fully upheld	1	1	115	
	Some upheld	0	0	122	
	Not upheld	1	1	178	
	Not duly made or	0	0	9	
	Resolved	0	0	1	
	Total	2	2	425	
Investigation 2	Fully upheld	0	0	35	
	Some upheld	0	0	3	
	Not upheld	0	0	0	
	Total	0	0	38	
Total Complaints	4	4	1508		

Total Premature Complaints	0	0	354
Premature Rate	0.0%	0.0%	23.5%
Fit for SPSO Total (ER2, Inv1 & Inv2)	2	2	520
Total Cases Upheld / Partly Upheld	1	1	293
Uphold Rate (total upheld / total fit for SPSO)	50.0%	50.0%	56.3%