

Health Complaints Received by Subject 2017-18

Subject	NHS 24			Sector Total	Rank	Complaints as % of total
	NHS 24	Rank	Complaints as % of total			
Clinical treatment / diagnosis	4	1	80.00%	870	1	62.01%
Communication / staff attitude / dignity / confidentiality	1	2	20.00%	112	2	7.98%
Appointments / Admissions (delay / cancellation / waiting lists)	0	-	0.00%	87	3	6.20%
Complaints handling	0	-	0.00%	63	4	4.49%
Policy / administration	0	-	0.00%	62	5	4.42%
Nurses / nursing care	0	-	0.00%	28	6	2.00%
Admission / discharge / transfer procedures	0	-	0.00%	25	7	1.78%
Lists (incl difficulty registering and removal from lists)	0	-	0.00%	21	8	1.50%
Failure to send ambulance / delay in sending ambulance	0	-	0.00%	10	9	0.71%
Other	0	-	0.00%	7	10	0.50%
Record keeping	0	-	0.00%	6	11	0.43%
Continuing care	0	-	0.00%	4	12	0.29%
Hotel services - food / laundry etc	0	-	0.00%	3	13=	0.21%
Hygiene / cleanliness / infection control	0	-	0.00%	3	13=	0.21%
Adult Social Work Services (where not covered by HSCP)	0	-	0.00%	2	15=	0.14%
Appliances / equipment / premises	0	-	0.00%	2	15=	0.14%
Subject unknown	0	-	0.00%	94	-	6.70%
Out of jurisdiction	0	-	0.00%	4	-	0.29%
Total	5		100.00%	1,403		100.00%

Complaints as % of total

0.36%

100.00%

Subject	NHS 24				Sector Total	Rank	Complaints as % of total
	NHS 24	Total	Rank	Complaints as % of total			
Clinical treatment / Diagnosis	4	4	1	80.0%	1017	1	71.9%
Appointments / Admissions (delay / cancellation / waiting lists)	1	1	2	20.0%	85	3	6.0%
Communication / staff attitude / dignity / confidentiality	0	0	-	0.0%	106	2	7.5%
Policy / administration	0	0	-	0.0%	47	4	3.3%
Complaints handling	0	0	-	0.0%	39	5	2.8%
Nurses / Nursing Care	0	0	-	0.0%	27	6	1.9%
Lists (incl difficulty registering and removal from lists)	0	0	-	0.0%	18	7	1.3%
Record Keeping	0	0	-	0.0%	16	8=	1.1%
Other	0	0	-	0.0%	15	8=	1.1%
Admission / discharge / transfer procedures	0	0	-	0.0%	12	11	0.8%
Failure to send ambulance / delay in sending ambulance	0	0	-	0.0%	10	12	0.7%
Appliances / equipment / premises	0	0	-	0.0%	3	13=	0.2%
Continuing care	0	0	-	0.0%	3	13=	0.2%
Subject Unknown	0	0	-	0.0%	16	-	1.1%
Total	5	5	-	100.0%	1414	-	100.0%

Complaints as % of total

0.35%

100.00%

Health Complaints Determined by Outcome 2017-18

		NHS 24	
Stage	Outcome Group	NHS 24	Sector Total
Advice	Out of jurisdiction (non-discretionary)	0	2
	Outcome not achievable	0	1
	Premature	2	242
	Total	2	501
Early Resolution	Not duly made or withdrawn	0	62
	Out of jurisdiction (discretionary)	0	52
	Out of jurisdiction (non-discretionary)	0	32
	Outcome not achievable	0	36
	Premature	0	59
	Proportionality	1	195
	Resolved	0	14
	Total	1	450
Investigation	Fully upheld	0	120
	Some upheld	0	141
	Not upheld	1	172
	Not duly made or withdrawn	0	6
	Resolved	0	1
	Total	1	440
Total Complaints		4	1,391

<i>Total Premature Complaints</i>	2	301
<i>Premature Rate</i>	50.0%	21.6%

<i>Total Investigation Decisions</i>	1	433
<i>Total Upholds</i>	0	261
<i>Uphold Rate</i>	0.0%	60.3%

<i>Old Uphold Rate Calculation</i>		
<i>Total Cases 'Fit for SPSO'</i>	1	440
<i>Total Upholds</i>	0	261
<i>Uphold Rate</i>	0.0%	59.3%

Health Complaints Determined by Outcome 2016-17

Stage	Outcome Group	NHS 24	Sector Total
Advice	Not duly made or withdrawn	1	312
	Premature	0	242
	Total	1	554
Early Resolution	Not duly made or withdrawn	0	68
	Out of jurisdiction (discretionary)	0	58
	Out of jurisdiction (non-discretionary)	0	20
	Outcome not achievable	0	47
	Premature	0	54
	Proportionality	0	113
	Total	0	372
Investigation	Fully upheld	1	129
	Some upheld	0	131
	Not upheld	1	235
	Not duly made or withdrawn	0	11
	Outcome not achievable	0	1
	Total	2	507
	Total Complaints	3	1,433

<i>Total Premature Complaints</i>	0	296
<i>Premature Rate</i>	0.0%	20.7%

<i>Fit for SPSO Total (Investigations)</i>	2	507
<i>Total Cases Upheld / Some Upheld</i>	1	260
<i>Uphold Rate (total upheld / total fit for SPSO)</i>	50.0%	51.3%