

Health Complaints Received by Subject 2017-18

Western Isles NHS Board Area								
Subject	Western Isles NHS Board	GP & GP Practices	Total	Rank	Complaints as % of total	Sector Total	Rank	Complaints as % of total
Clinical treatment / diagnosis	3	2	5		50.00%	870	1	62.01%
Policy / administration	2	0	2		20.00%	62	5	4.42%
Communication / staff attitude / dignity / confidentiality	1	0	1		10.00%	112	2	7.98%
Appointments / Admissions (delay / cancellation / waiting lists)	1	0	1		10.00%	87	3	6.20%
Complaints handling	1	0	1		10.00%	63	4	4.49%
Nurses / nursing care	0	0	0		0.00%	28	6	2.00%
Admission / discharge / transfer procedures	0	0	0		0.00%	25	7	1.78%
Lists (incl difficulty registering and removal from lists)	0	0	0		0.00%	21	8	1.50%
Failure to send ambulance / delay in sending ambulance	0	0	0		0.00%	10	9	0.71%
Other	0	0	0		0.00%	7	10	0.50%
Record keeping	0	0	0		0.00%	6	11	0.43%
Continuing care	0	0	0		0.00%	4	12	0.29%
Hotel services - food / laundry etc	0	0	0		0.00%	3	13=	0.21%
Hygiene / cleanliness / infection control	0	0	0		0.00%	3	13=	0.21%
Adult Social Work Services (where not covered by HSCP)	0	0	0		0.00%	2	15=	0.14%
Appliances / equipment / premises	0	0	0		0.00%	2	15=	0.14%
Subject unknown	0	0	0		0.00%	94	-	6.70%
Out of jurisdiction	0	0	0		0.00%	4	-	0.29%
<b>Total</b>	<b>8</b>	<b>2</b>	<b>10</b>		<b>100.00%</b>	<b>1,403</b>		<b>100.00%</b>
<i>Complaints as % of total</i>			0.71%			100.00%		

Western Isles NHS Board Area									
Subject	Dentists & Dental Practices	GP & GP Practices	Western Isles NHS Board	Total	Rank	Complaints as % of total	Sector Total	Rank	Complaints as % of total
Clinical treatment / Diagnosis	2	2	2	6	1	66.7%	1017	1	71.9%
Policy / administration	0	0	1	1	2=	11.1%	47	4	3.3%
Complaints handling	0	0	1	1	2=	11.1%	39	5	2.8%
Admission / discharge / transfer procedures	0	0	1	1	2=	11.1%	12	11	0.8%
Communication / staff attitude / dignity / confidentiality	0	0	0	0	-	0.0%	106	2	7.5%
Appointments / Admissions (delay / cancellation / waiting lists)	0	0	0	0	-	0.0%	85	3	6.0%
Nurses / Nursing Care	0	0	0	0	-	0.0%	27	6	1.9%
Lists (incl difficulty registering and removal from lists)	0	0	0	0	-	0.0%	18	7	1.3%
Record Keeping	0	0	0	0	-	0.0%	16	8=	1.1%
Other	0	0	0	0	-	0.0%	15	8=	1.1%
Failure to send ambulance / delay in sending ambulance	0	0	0	0	-	0.0%	10	12	0.7%
Appliances / equipment / premises	0	0	0	0	-	0.0%	3	13=	0.2%
Continuing care	0	0	0	0	-	0.0%	3	13=	0.2%
Subject Unknown	0	0	0	0	-	0.0%	16	-	1.1%
<b>Total</b>	<b>2</b>	<b>2</b>	<b>5</b>	<b>9</b>	<b>-</b>	<b>100.0%</b>	<b>1414</b>	<b>-</b>	<b>100.0%</b>
<i>Complaints as % of total</i>				0.64%			100.00%		

Health Complaints Determined by Outcome 2017-18

Stage	Outcome Group	Western Isles NHS Board Area				Sector Total
		Western Isles NHS Board	Dentists & Dental Practices	GP & GP Practices	Total	
Advice	Not duly made or withdrawn	0	0	0	0	256
	Out of jurisdiction (non-discretionary)	0	0	0	0	2
	Outcome not achievable	0	0	0	0	1
	Premature	0	0	0	0	242
	<b>Total</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>501</b>
Early Resolution	Not duly made or withdrawn	0	1	0	1	62
	Out of jurisdiction (discretionary)	2	0	0	2	52
	Out of jurisdiction (non-discretionary)	0	0	0	0	32
	Outcome not achievable	0	0	0	0	36
	Premature	0	0	0	0	59
	Proportionality	1	0	0	1	195
	Resolved	0	0	1	1	14
	<b>Total</b>	<b>3</b>	<b>1</b>	<b>1</b>	<b>5</b>	<b>450</b>
Investigation	Fully upheld	1	1	0	2	120
	Some upheld	1	0	1	2	141
	Not upheld	2	0	0	2	172
	Not duly made or withdrawn	0	0	0	0	6
	Resolved	0	0	0	0	1
	<b>Total</b>	<b>4</b>	<b>1</b>	<b>1</b>	<b>6</b>	<b>440</b>
<b>Total Complaints</b>		<b>7</b>	<b>2</b>	<b>2</b>	<b>11</b>	<b>1,391</b>

*Total Premature Complaints* 0 0 0 0 301

*Premature Rate* 0.0% 0.0% 0.0% 0.0% 21.6%

*Total Investigation Decisions* 4 1 1 6 433

*Total Upholds* 2 1 1 4 261

*Uphold Rate* 50.0% 100.0% 100.0% 66.7% 60.3%

*Old Uphold Rate Calculation*

*Total Cases 'Fit for SPSO'* 4 1 1 6 440

*Total Upholds* 2 1 1 4 261

*Uphold Rate* 50.0% 100.0% 100.0% 66.7% 59.3%

Health Complaints Determined by Outcome 2016-17

Stage	Outcome Group	Western Isles NHS Board Area			Sector Total
		GP & GP Practices	Western Isles NHS Board	Total	
Advice	Not duly made or withdrawn	0	1	1	312
	Premature	0	0	0	242
	<b>Total</b>	<b>0</b>	<b>1</b>	<b>1</b>	<b>554</b>
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	1	1	20
	Outcome not achievable	1	0	1	47
	Premature	0	0	0	54
	Proportionality	0	1	1	113
	Resolved	0	0	0	12
<b>Total</b>	<b>1</b>	<b>2</b>	<b>3</b>	<b>372</b>	
Investigation	Fully upheld	0	2	2	129
	Some upheld	3	1	4	131
	Not upheld	1	2	3	235
	Not duly made or withdrawn	0	0	0	11
	Outcome not achievable	0	0	0	1
	<b>Total</b>	<b>4</b>	<b>5</b>	<b>9</b>	<b>507</b>
<b>Total Complaints</b>		<b>5</b>	<b>8</b>	<b>13</b>	<b>1,433</b>

*Total Premature Complaints* 0 0 0 296

*Premature Rate* 0.0% 0.0% 0.0% 20.7%

*Fit for SPSO Total (Investigations)* 4 5 9 507

*Total Cases Upheld / Some Upheld* 3 3 6 260

*Uphold Rate (total upheld / total fit for SPSO)* 75.0% 60.0% 66.7% 51.3%