

Table 1

Complaints Received by Subject		NHS 24	Complaints as % of total	Sector Total	Complaints as % of total
2009-10	Admission, discharge & transfer procedures	0	0%	15	2%
	Appliances, equipment & premises	0	0%	1	0%
	Appointments/admissions (delay, cancellation, waiting lists)	2	50%	48	6%
	Clinical treatment/diagnosis	2	50%	413	48%
	Communication, staff attitude, dignity, confidentiality	0	0%	91	11%
	Complaints by NHS staff	0	0%	2	0%
	Complaints handling	0	0%	20	2%
	Continuing care	0	0%	1	0%
	Failure to send ambulance/delay in sending ambulance	0	0%	6	1%
	Hygiene, cleanliness & infection control	0	0%	6	1%
	Lists	0	0%	7	1%
	Lists (incl difficulty registering and removal from lists)	0	0%	1	0%
	Nurses/nursing Care	0	0%	10	1%
	Other	0	0%	2	0%
	Policy/administration	0	0%	156	18%
	Record keeping	0	0%	7	1%
	Out of jurisdiction	0	0%	3	0%
	Subject unknown	0	0%	68	8%
	Total		4		857
2010-11	Admission, discharge & transfer procedures	0	0%	9	1%
	Appliances, equipment & premises	0	0%	5	1%
	Appointments/Admissions (delay, cancellation, waiting lists)	0	0%	35	4%
	Clinical treatment / Diagnosis	3	43%	402	45%
	Communication, staff attitude, dignity, confidentiality	1	14%	64	7%
	Complaints handling	0	0%	27	3%
	Continuing care	0	0%	3	0%
	Failure to send ambulance/delay in sending ambulance	0	0%	1	0%
	Hotel services - food, laundry etc	0	0%	4	0%
	Hygiene, cleanliness & infection control	0	0%	1	0%
	Lists (incl difficulty registering and removal from lists)	0	0%	20	2%
	Nurses / Nursing Care	0	0%	13	1%
	Other	0	0%	8	1%
	Policy/administration	2	29%	143	16%
	Record Keeping	0	0%	10	1%
	Out Of Jurisdiction	0	0%	1	0%
	Subject Unknown	1	14%	142	16%
	Total		7		888

Table 2

NHS 24

Complaints Determined by Outcome		NHS 24	
		NHS 24	Sector Total
2009-10	Discontinued before investigation	0	176
	Discretionary decision not to pursue	0	1
	Other	0	7
	Out of jurisdiction	0	60
	Premature	4	319
	Determined after detailed consideration	0	314
	Report issued: fully upheld	1	33
	Report issued: not upheld	0	9
	Report issued: partially upheld	0	32
	Total	5	951
2010-11	Premature	2	260
	Out of Jurisdiction	1	59
	Outcome Not Achievable	0	25
	No Decision Reached	3	268
	Fully Upheld	0	65
	Partly Upheld	0	50
	Not Upheld	0	113
	Total	6	840