

Health Complaints Received by Subject 2014-5

Subject	NHS 24	Rank	Complaints as % of total	Sector Total	Rank	Complaints as % of total
Clinical treatment / Diagnosis	1	1=	50.0%	1,126	1	73.0%
Communication / staff attitude / dignity / confidentiality	1	1=	50.0%	130	2	8.4%
Appointments / Admissions (delay / cancellation / waiting lists)	0	-	0.0%	57	3	3.7%
Policy / administration	0	-	0.0%	49	4	3.2%
Complaints handling	0	-	0.0%	33	5	2.1%
Lists (incl difficulty registering and removal from lists)	0	-	0.0%	25	6	1.6%
Continuing care	0	-	0.0%	20	7	1.3%
Nurses / Nursing Care	0	-	0.0%	19	8	1.2%
Record Keeping	0	-	0.0%	16	9	1.0%
Other	0	-	0.0%	14	10=	0.9%
Admission / discharge / transfer procedures	0	-	0.0%	14	10=	0.9%
Appliances / equipment / premises	0	-	0.0%	4	12	0.3%
Failure to send ambulance / delay in sending ambulance	0	-	0.0%	3	13	0.2%
Hotel services - food / laundry etc	0	-	0.0%	2	14	0.1%
Hygiene / cleanliness / infection control	0	-	0.0%	1	15	0.1%
Subject Unknown	0	-	0.0%	25	-	1.6%
Out Of Jurisdiction	0	-	0.0%	4	-	0.3%
Total	2	-	100.0%	1,542	-	100.0%

Complaints as % of total

0.1%

100.0%

Health Complaints Received by Subject 2013-14

Subject	NHS 24	Rank	Complaints as % of total	Sector Total	Rank	Complaints as % of total
Clinical treatment / Diagnosis	5	1	71.4%	913	1	66.2%
Communication, staff attitude, dignity, confidentiality	1	2=	14.3%	128	2	9.3%
Policy/administration	1	2=	14.3%	57	4	4.1%
Appointments/Admissions (delay, cancellation, waiting lists)	0	-	0.0%	75	3	5.4%
Complaints handling	0	-	0.0%	43	5	3.1%
Admission, discharge & transfer procedures	0	-	0.0%	26	6	1.9%
Nurses / Nursing Care	0	-	0.0%	15	7=	1.1%
Continuing care	0	-	0.0%	15	7=	1.1%
Other	0	-	0.0%	13	9	0.9%
Lists	0	-	0.0%	12	10	0.9%
Record Keeping	0	-	0.0%	10	11	0.7%
Failure to send ambulance/delay in sending ambulance	0	-	0.0%	9	12	0.7%
Appliances, equipment & premises	0	-	0.0%	6	13	0.4%
Complaints by NHS staff	0	-	0.0%	3	14	0.2%
Hygiene, cleanliness & infection control	0	-	0.0%	2	15	0.1%
Hotel services - food, laundry etc	0	-	0.0%	1	16=	0.1%
Pre- Contractual or Commercial Matters	0	-	0.0%	1	16=	0.1%
Subject Unknown	0	-	0.0%	48	-	3.5%
Out Of Jurisdiction	0	-	0.0%	2	-	0.1%
Total	7	-	100.0%	1,379	-	100.0%

Complaints as % of total

0.5%

100.0%

Health Complaints Determined by Outcome 2014-15

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	Not duly made or withdrawn	0	339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

Total Premature Complaints	1	376
Premature Rate	33.3%	25.3%

Fit for SPSO Total (ER2, Inv1 & Inv2)	2	475
Total Cases Upheld / Partly Upheld	1	264
Uphold Rate (total upheld / total fit for SPSO)	50.0%	55.6%

Health Complaints Determined by Outcome 2013-14

Stage	Outcome Group	NHS 24	Sector Total
Advice	Out of jurisdiction (discretionary)	0	25
	Out of jurisdiction (non-discretionary)	0	19
	Not duly made or withdrawn	4	331
	Outcome not achievable	0	66
	Premature	0	297
	Resolved	0	2
	Total	4	740
	Early Resolution 1	Out of jurisdiction (discretionary)	0
Out of jurisdiction (non-discretionary)		0	15
Not duly made or withdrawn		0	49
Outcome not achievable		0	37
Premature		1	53
Resolved		0	18
Total		1	198
Early Resolution 2		Fully upheld	0
	Some upheld	0	4
	Not upheld	0	42
	Not duly made or withdrawn	0	7
	Total	0	70
Investigation 1	Fully upheld	0	73
	Some upheld	0	82
	Not upheld	0	115
	Not duly made or withdrawn	0	7
	Resolved	0	1
	Total	0	278
	Investigation 2	Fully upheld	0
Some upheld		0	11
Not upheld		0	0
Total		0	38
Total Complaints	5	1324	

Total Premature Complaints	1	350
Premature Rate	20.0%	26.4%

Fit for SPSO Total (ER2, Inv1 & Inv2)	0	386
Total Cases Upheld / Partly Upheld	0	214
Uphold Rate (total upheld / total fit for SPSO)	-	55.4%