

### Health Complaints Received by Subject 2014-5

Subject	Western Isles NHS Board Area					Sector Total	Rank	Complaints as % of total
	Western Isles NHS Board	GP & GP Practices	Total	Rank	Complaints as % of total			
Clinical treatment / Diagnosis	7	2	9	1	75.0%	1,126	1	73.0%
Appointments / Admissions (delay / cancellation / waiting lists)	1	0	1	2=	8.3%	57	3	3.7%
Continuing care	1	0	1	2=	8.3%	20	7	1.3%
Other	1	0	1	2=	8.3%	14	10=	0.9%
Communication / staff attitude / dignity / confidentiality	0	0	0	-	0.0%	130	2	8.4%
Policy / administration	0	0	0	-	0.0%	49	4	3.2%
Complaints handling	0	0	0	-	0.0%	33	5	2.1%
Lists (incl difficulty registering and removal from lists)	0	0	0	-	0.0%	25	6	1.6%
Nurses / Nursing Care	0	0	0	-	0.0%	19	8	1.2%
Record Keeping	0	0	0	-	0.0%	16	9	1.0%
Admission / discharge / transfer procedures	0	0	0	-	0.0%	14	10=	0.9%
Appliances / equipment / premises	0	0	0	-	0.0%	4	12	0.3%
Failure to send ambulance / delay in sending ambulance	0	0	0	-	0.0%	3	13	0.2%
Hotel services - food / laundry etc	0	0	0	-	0.0%	2	14	0.1%
Hygiene / cleanliness / infection control	0	0	0	-	0.0%	1	15	0.1%
Subject Unknown	0	0	0	-	0.0%	25	-	1.6%
Out Of Jurisdiction	0	0	0	-	0.0%	4	-	0.3%
<b>Total</b>	<b>10</b>	<b>2</b>	<b>12</b>	<b>-</b>	<b>100.0%</b>	<b>1,542</b>	<b>-</b>	<b>100.0%</b>

Complaints as % of total

0.8%

100.0%

### Health Complaints Received by Subject 2013-14

Subject	Western Isles NHS Board Area					Sector Total	Rank	Complaints as % of total
	Western Isles NHS Board	GP & GP Practices	Total	Rank	Complaints as % of total			
Clinical treatment / Diagnosis	11	1	12	1	66.7%	913	1	66.2%
Communication, staff attitude, dignity, confidentiality	2	0	2	2=	11.1%	128	2	9.3%
Other	2	0	2	2=	11.1%	13	9	0.9%
Appointments/Admissions (delay, cancellation, waiting lists)	1	0	1	4=	5.6%	75	3	5.4%
Nurses / Nursing Care	1	0	1	4=	5.6%	15	7=	1.1%
Policy/administration	0	0	0	-	0.0%	57	4	4.1%
Complaints handling	0	0	0	-	0.0%	43	5	3.1%
Admission, discharge & transfer procedures	0	0	0	-	0.0%	26	6	1.9%
Continuing care	0	0	0	-	0.0%	15	7=	1.1%
Lists	0	0	0	-	0.0%	12	10	0.9%
Record Keeping	0	0	0	-	0.0%	10	11	0.7%
Failure to send ambulance/delay in sending ambulance	0	0	0	-	0.0%	9	12	0.7%
Appliances, equipment & premises	0	0	0	-	0.0%	6	13	0.4%
Complaints by NHS staff	0	0	0	-	0.0%	3	14	0.2%
Hygiene, cleanliness & infection control	0	0	0	-	0.0%	2	15	0.1%
Hotel services - food, laundry etc	0	0	0	-	0.0%	1	16=	0.1%
Pre- Contractual or Commercial Matters	0	0	0	-	0.0%	1	16=	0.1%
Subject Unknown	0	0	0	-	0.0%	48	-	3.5%
Out Of Jurisdiction	0	0	0	-	0.0%	2	-	0.1%
<b>Total</b>	<b>17</b>	<b>1</b>	<b>18</b>	<b>-</b>	<b>100.0%</b>	<b>1,379</b>	<b>-</b>	<b>100.0%</b>

Complaints as % of total

1.3%

100.0%

### Health Complaints Determined by Outcome 2014-15

Stage	Outcome Group	Western Isles NHS Board Area			Sector Total
		Western Isles NHS Board	GP & GP Practices	Total	
Advice	Out of jurisdiction (discretionary)	1	0	1	17
	Out of jurisdiction (non-discretionary)	0	0	0	8
	Not duly made or withdrawn	0	0	0	339
	Outcome not achievable	1	0	1	33
	Premature	0	0	0	325
	Resolved	0	0	0	0
	<b>Total</b>	<b>2</b>	<b>0</b>	<b>2</b>	<b>722</b>
Early Resolution 1	Out of jurisdiction (discretionary)	0	0	0	47
	Out of jurisdiction (non-discretionary)	1	0	1	22
	Not duly made or withdrawn	0	0	0	51
	Outcome not achievable	1	0	1	99
	Premature	2	0	2	51
	Resolved	0	0	0	20
	<b>Total</b>	<b>4</b>	<b>0</b>	<b>4</b>	<b>290</b>
Early Resolution 2	Fully upheld	0	0	0	24
	Some upheld	0	0	0	3
	Not upheld	1	1	2	50
	Not duly made or withdrawn	0	0	0	4
	<b>Total</b>	<b>1</b>	<b>1</b>	<b>2</b>	<b>81</b>
Investigation 1	Fully upheld	0	0	0	113
	Some upheld	1	1	2	85
	Not upheld	2	0	2	153
	Not duly made or withdrawn	0	0	0	3
	Resolved	0	0	0	0
	<b>Total</b>	<b>3</b>	<b>1</b>	<b>4</b>	<b>354</b>
Investigation 2	Fully upheld	1	0	1	36
	Some upheld	0	0	0	3
	Not upheld	0	0	0	1
	<b>Total</b>	<b>1</b>	<b>0</b>	<b>1</b>	<b>40</b>
<b>Total Complaints</b>	<b>11</b>	<b>2</b>	<b>13</b>	<b>1487</b>	

Total Premature Complaints	2	0	2	376
Premature Rate	18.2%	0.0%	15.4%	25.3%
Fit for SPSO Total (ER2, Inv1 & Inv2)	5	2	7	475
Total Cases Upheld / Partly Upheld	2	1	3	264
Uphold Rate (total upheld / total fit for SPSO)	40.0%	50.0%	42.9%	55.6%

### Health Complaints Determined by Outcome 2013-14

Stage	Outcome Group	Western Isles NHS Board Area		
		Western Isles NHS Board	Total	Sector Total
Advice	Out of jurisdiction (discretionary)	0	0	25
	Out of jurisdiction (non-discretionary)	0	0	19
	Not duly made or withdrawn	4	4	331
	Outcome not achievable	0	0	66
	Premature	3	3	297
	Resolved	0	0	2
	<b>Total</b>	<b>7</b>	<b>7</b>	<b>740</b>
Early Resolution 1	Out of jurisdiction (discretionary)	0	0	26
	Out of jurisdiction (non-discretionary)	0	0	15
	Not duly made or withdrawn	0	0	49
	Outcome not achievable	0	0	37
	Premature	2	2	53
	Resolved	0	0	18
	<b>Total</b>	<b>2</b>	<b>2</b>	<b>198</b>
Early Resolution 2	Fully upheld	0	0	17
	Some upheld	0	0	4
	Not upheld	2	2	42
	Not duly made or withdrawn	0	0	7
	<b>Total</b>	<b>2</b>	<b>2</b>	<b>70</b>
Investigation 1	Fully upheld	1	1	73
	Some upheld	1	1	82
	Not upheld	1	1	115
	Not duly made or withdrawn	0	0	7
	Resolved	0	0	1
	<b>Total</b>	<b>3</b>	<b>3</b>	<b>278</b>
Investigation 2	Fully upheld	0	0	27
	Some upheld	0	0	11
	Not upheld	0	0	0
	<b>Total</b>	<b>0</b>	<b>0</b>	<b>38</b>
<b>Total Complaints</b>	<b>14</b>	<b>14</b>	<b>1324</b>	

Total Premature Complaints	5	5	350
Premature Rate	35.7%	35.7%	26.4%
Fit for SPSO Total (ER2, Inv1 & Inv2)	5	5	386
Total Cases Upheld / Partly Upheld	2	2	214
Uphold Rate (total upheld / total fit for SPSO)	40.0%	40.0%	55.4%