

### Health Complaints Received by Subject 2015-16

Subject	NHS 24	Rank	Complaints as % of total	Sector Total	Rank	Complaints as % of total
Clinical treatment / Diagnosis	5	1	100.0%	1,127	1	74.5%
Communication / staff attitude / dignity / confidentiality	0	-	0.0%	120	2	7.9%
Appointments / Admissions (delay / cancellation / waiting lists)	0	-	0.0%	67	3	4.4%
Policy/administration	0	-	0.0%	41	4	2.7%
Complaints handling	0	-	0.0%	39	5	2.6%
Nurses / nursing care	0	-	0.0%	31	6	2.1%
Record Keeping	0	-	0.0%	19	7	1.3%
Admission / discharge / transfer procedures	0	-	0.0%	14	8	0.9%
Other	0	-	0.0%	12	9	0.8%
Lists (incl difficulty registering and removal from lists)	0	-	0.0%	11	10	0.7%
Continuing care	0	-	0.0%	7	11	0.5%
Failure to send ambulance / delay in sending ambulance	0	-	0.0%	6	12	0.4%
Appliances / equipment / premises	0	-	0.0%	3	13=	0.2%
Hygiene / cleanliness / infection control	0	-	0.0%	3	13=	0.2%
Hotel services - food / laundry etc	0	-	0.0%	1	15	0.1%
Subject Unknown	0	-	0.0%	8	-	0.5%
Out Of Jurisdiction	0	-	0.0%	3	-	0.2%
<b>Total</b>	<b>5</b>	<b>-</b>	<b>100.0%</b>	<b>1,512</b>	<b>-</b>	<b>100.0%</b>

Complaints as % of total

0.3%

100.0%

### Health Complaints Received by Subject 2014-15

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%
<b>Total</b>	<b>2</b>	<b>-</b>	<b>100.0%</b>	<b>1,542</b>	<b>-</b>	<b>100.0%</b>

Complaints as % of total

0.1%

100.0%

## Health Complaints Determined by Outcome 2015-16

Stage	Outcome Group	NHS 24	Sector Total
Advice	Out of jurisdiction (discretionary)	0	13
	Out of jurisdiction (non-discretionary)	0	4
	Not duly made or withdrawn	3	348
	Outcome not achievable	0	4
	Premature	0	301
	Resolved	0	1
	<b>Total</b>	<b>3</b>	<b>671</b>
Early Resolution 1	Out of jurisdiction (discretionary)	0	41
	Out of jurisdiction (non-discretionary)	0	30
	Not duly made or withdrawn	0	70
	Outcome not achievable	1	107
	Premature	0	53
	Resolved	0	16
	<b>Total</b>	<b>1</b>	<b>317</b>
Early Resolution 2	Fully upheld	0	14
	Some upheld	0	4
	Not upheld	0	35
	Not duly made or withdrawn	0	3
	Resolved	0	1
	<b>Total</b>	<b>0</b>	<b>57</b>
Investigation 1	Fully upheld	0	115
	Some upheld	0	122
	Not upheld	0	178
	Not duly made or withdrawn	0	9
	Resolved	0	1
	<b>Total</b>	<b>0</b>	<b>425</b>
	Investigation 2	Fully upheld	1
Some upheld		0	3
Not upheld		0	0
<b>Total</b>		<b>1</b>	<b>38</b>
<b>Total Complaints</b>		<b>5</b>	<b>1508</b>

Total Premature Complaints	0	354
Premature Rate	0.0%	23.5%
Fit for SPSO Total (ER2, Inv1 & Inv2)	1	520
Total Cases Upheld / Partly Upheld	1	293
Uphold Rate (total upheld / total fit for SPSO)	100.0%	56.3%

## 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
	<b>Total</b>	<b>1</b>	<b>722</b>
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
	<b>Total</b>	<b>0</b>	<b>290</b>
Early Resolution 2	Fully upheld	0	24
	Some upheld	0	3
	Not upheld	0	50
	Not duly made or withdrawn	0	4
	<b>Total</b>	<b>0</b>	<b>81</b>
	Investigation 1	Fully upheld	1
Some upheld		0	85
Not upheld		1	153
Not duly made or withdrawn		0	3
Resolved		0	0
<b>Total</b>		<b>2</b>	<b>354</b>
Investigation 2		Fully upheld	0
	Some upheld	0	3
	Not upheld	0	1
	<b>Total</b>	<b>0</b>	<b>40</b>
<b>Total Complaints</b>	<b>3</b>	<b>1487</b>	

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%