

Health Complaints Received by Subject 2018-19

| Orkney NHS Board Area | | | | | | | | |
|--|------------------|-------------------|----------|------|--------------------------|--------------|------|--------------------------|
| Subject | Orkney NHS Board | GP & GP Practices | Total | Rank | Complaints as % of total | Sector Total | Rank | Complaints as % of total |
| Clinical treatment / diagnosis | 3 | 1 | 4 | 1 | 66.67% | 921 | 1 | 63.47% |
| Communication / staff attitude / dignity / confidentiality | 0 | 0 | 0 | - | 0.00% | 118 | 2 | 8.13% |
| Appointments / Admissions (delay / cancellation / waiting lists) | 0 | 0 | 0 | - | 0.00% | 87 | 3 | 6.00% |
| Policy / administration | 0 | 0 | 0 | - | 0.00% | 56 | 4 | 3.86% |
| Complaints handling | 0 | 0 | 0 | - | 0.00% | 46 | 5 | 3.17% |
| Nurses / nursing care | 0 | 0 | 0 | - | 0.00% | 32 | 6 | 2.21% |
| Lists (incl difficulty registering and removal from lists) | 0 | 0 | 0 | - | 0.00% | 27 | 7 | 1.86% |
| Record keeping | 0 | 0 | 0 | - | 0.00% | 21 | 8 | 1.45% |
| Admission / discharge / transfer procedures | 0 | 0 | 0 | - | 0.00% | 19 | 9 | 1.31% |
| Failure to send ambulance / delay in sending ambulance | 0 | 0 | 0 | - | 0.00% | 16 | 10 | 1.10% |
| Other | 0 | 0 | 0 | - | 0.00% | 6 | 11 | 0.41% |
| Adult Social Work Services (where not covered by HSCP) | 0 | 0 | 0 | - | 0.00% | 5 | 12= | 0.34% |
| Continuing care | 0 | 0 | 0 | - | 0.00% | 5 | 12= | 0.34% |
| Appliances / equipment / premises | 0 | 0 | 0 | - | 0.00% | 3 | 14= | 0.21% |
| Hygiene / cleanliness / infection control | 0 | 0 | 0 | - | 0.00% | 3 | 14= | 0.21% |
| Hotel services - food / laundry etc | 0 | 0 | 0 | - | 0.00% | 1 | 16 | 0.07% |
| Subject unknown | 2 | 0 | 2 | - | 33.33% | 83 | - | 5.72% |
| Out of jurisdiction | 0 | 0 | 0 | - | 0.00% | 2 | - | 0.14% |
| Total | 5 | 1 | 6 | | 100.00% | 1,451 | | 100.00% |
| <i>Complaints as % of total</i> | | | 0.4% | | | 100.0% | | |

Health Complaints Received by Subject 2017-18

| Orkney NHS Board Area | | | | | | | |
|--|------------------|----------|------|--------------------------|--------------|------|--------------------------|
| Subject | Orkney NHS Board | Total | Rank | Complaints as % of total | Sector Total | Rank | Complaints as % of total |
| Clinical treatment / diagnosis | 2 | 2 | 1 | 66.67% | 870 | 1 | 62.01% |
| Admission / discharge / transfer procedures | 1 | 1 | 2 | 33.33% | 25 | 7 | 1.78% |
| Communication / staff attitude / dignity / confidentiality | 0 | 0 | - | 0.00% | 112 | 2 | 7.98% |
| Appointments / Admissions (delay / cancellation / waiting lists) | 0 | 0 | - | 0.00% | 87 | 3 | 6.20% |
| Complaints handling | 0 | 0 | - | 0.00% | 63 | 4 | 4.49% |
| Policy / administration | 0 | 0 | - | 0.00% | 62 | 5 | 4.42% |
| Nurses / nursing care | 0 | 0 | - | 0.00% | 28 | 6 | 2.00% |
| Lists (incl difficulty registering and removal from lists) | 0 | 0 | - | 0.00% | 21 | 8 | 1.50% |
| Failure to send ambulance / delay in sending ambulance | 0 | 0 | - | 0.00% | 10 | 9 | 0.71% |
| Other | 0 | 0 | - | 0.00% | 7 | 10 | 0.50% |
| Record keeping | 0 | 0 | - | 0.00% | 6 | 11 | 0.43% |
| Continuing care | 0 | 0 | - | 0.00% | 4 | 12 | 0.29% |
| Hotel services - food / laundry etc | 0 | 0 | - | 0.00% | 3 | 13= | 0.21% |
| Hygiene / cleanliness / infection control | 0 | 0 | - | 0.00% | 3 | 13= | 0.21% |
| Adult Social Work Services (where not covered by HSCP) | 0 | 0 | - | 0.00% | 2 | 15= | 0.14% |
| Appliances / equipment / premises | 0 | 0 | - | 0.00% | 2 | 15= | 0.14% |
| Subject unknown | 0 | 0 | - | 0.00% | 94 | - | 6.70% |
| Out of jurisdiction | 0 | 0 | - | 0.00% | 4 | - | 0.29% |
| Total | 3 | 3 | | 100.00% | 1,403 | | 100.00% |
| <i>Complaints as % of total</i> | | 0.21% | | | 100.00% | | |

Health Complaints Closed by Outcome 2018-19

| Stage | Outcome Group | Orkney NHS Board Area | | |
|-------------------------|---|-----------------------|------------|--------------|
| | | Orkney NHS Board | Total | Sector Total |
| Advice | Not duly made or withdrawn | 3 | 3 | 260 |
| | Premature | 0 | 0 | 174 |
| | Resolved | 0 | 0 | 1 |
| | Total | 3 | 3 | 435 |
| Early Resolution | Not duly made or withdrawn | 0 | 0 | 54 |
| | Out of jurisdiction (discretionary) | 0 | 0 | 45 |
| | Out of jurisdiction (non-discretionary) | 0 | 0 | 22 |
| | Outcome not achievable | 0 | 0 | 35 |
| | Premature | 0 | 0 | 55 |
| | Proportionality | 0 | 0 | 214 |
| | Resolved | 0 | 0 | 17 |
| Total | 0 | 0 | 442 | |
| Investigation | Fully upheld | 1 | 1 | 162 |
| | Some upheld | 0 | 0 | 98 |
| | Not upheld | 1 | 1 | 182 |
| | Not duly made or withdrawn | 0 | 0 | 11 |
| | Resolved | 0 | 0 | 1 |
| | Total | 2 | 2 | 454 |
| Total Complaints | | 5 | 5 | 1,331 |

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|-----------------------------------|------|------|-------|
| <i>Total Premature Complaints</i> | 0 | 0 | 229 |
| <i>Premature Rate</i> | 0.0% | 0.0% | 17.2% |

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|--------------------------------------|-------|-------|-------|
| <i>Total Investigation Decisions</i> | 2 | 2 | 442 |
| <i>Total Upholds</i> | 1 | 1 | 260 |
| <i>Uphold Rate</i> | 50.0% | 50.0% | 58.8% |

Health Complaints Determined by Outcome 2017-18

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

| | | | | |
|-----------------------------------|------|------|------|-------|
| <i>Total Premature Complaints</i> | 0 | 0 | 0 | 301 |
| <i>Premature Rate</i> | 0.0% | 0.0% | 0.0% | 21.6% |

| | | | | |
|--------------------------------------|--------|-------|-------|-------|
| <i>Total Investigation Decisions</i> | 3 | 2 | 5 | 433 |
| <i>Total Upholds</i> | 3 | 1 | 4 | 261 |
| <i>Uphold Rate</i> | 100.0% | 50.0% | 80.0% | 60.3% |

| | | | | |
|------------------------------------|--------|-------|-------|-------|
| <i>Old Uphold Rate Calculation</i> | | | | |
| <i>Total Cases 'Fit for SPSO'</i> | 3 | 2 | 5 | 440 |
| <i>Total Upholds</i> | 3 | 1 | 4 | 261 |
| <i>Uphold Rate</i> | 100.0% | 50.0% | 80.0% | 59.3% |