



# **NHS Highland Complaints Annual Report 2023/2024**

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## Introduction

NHS Highland Feedback and Complaints Annual Report 2023-2024 is a summary of the feedback received by NHS Highland from 1 April 2023 to 31 March 2024. This includes a description of the lessons learnt and improvements made. A summary of the approaches taken to proactively gather feedback to inform and develop local services is also included in this report.

## Encouraging and Gathering Feedback and Complaints

NHS Highland welcomes and encourages feedback from patients, carers and family members about the services we provide. Information about how to provide feedback is made available to patients, carers and family members via the NHS Highland website [Giving us Feedback \(scot.nhs.uk\)](https://www.scot.nhs.uk/giving-us-feedback/) the Feedback information leaflet for patients, relatives and carers both of which encourage individuals how to provide feedback and make a complaint. Sign posting to the Care Opinion website and complaints leaflets are advertised throughout all of NHS Highland patient areas.

NHS Highland gathers patient feedback in a number of different ways; this includes but is not limited to:

- Patients, carers and family members can provide feedback to any NHS Highland member of staff who will be happy to help them. Correspondence can be received via letter, email, telephone and in person. Alternatively they can contact the Feedback Team as follows:
  - NHS Highland Feedback Team  
PO Box 5713  
Inverness  
IV1 9AQ  
01463 705997  
[Nhshighland.feedback@nhs.scot](mailto:Nhshighland.feedback@nhs.scot)
- Patient feedback provided by other organisations
- Online feedback through Care Opinion [www.careopinion.org.uk](https://www.careopinion.org.uk)
- NHS Highland website [Giving us Feedback \(scot.nhs.uk\)](https://www.scot.nhs.uk/giving-us-feedback/)
- Feedback in the local press
- National patient experience surveys
- Letters and information from elected members of Parliament on behalf of patients and families.

Based on feedback received during 2023/2024 we know that the majority of our patients are happy most of the time with the care and treatment provided by NHS Highland. However, on occasion the care and treatment provided does fall short of the high standards we expect. When this happens it is very important that we hear about it in order that we can learn from mistakes made and improve the way we do things in future.

NHS Highland has a dedicated centrally based Feedback Team which supports patients to provide feedback and make complaints. This provides a single point of contact, offers ease of access and a level of consistency for the patient or member of public. All NHS Highland staff is also open to providing front line resolution of complaints were applicable.

To support patients to provide feedback the Patient Advice and Support Service (PASS) is delivered by the Citizens Advice Bureaus in:

- Argyll and Bute

Riverside, Oban Road  
Lochgilphead, Argyll  
PA31 8NG  
Tel: 01546 605 550  
Tel: 01546 605556 (Direct)

- Inverness, Badenoch & Strathspey  
29 Union Street  
IV11LX  
Tel: 01463 237 664
  
- Ross & Cromarty  
Suie House  
Market Square  
Alness  
IV17 0UD  
Tel: 01349 885937 (Direct)
  
- Skye and Lochalsh Citizens Advice Bureau  
The Green  
Portree  
IV51 9BT  
01478 612032
  
- Lochaber Citizens Advice Bureau  
Dudley Road  
Fort William  
PH33 6JB  
Main number: 01397 705 311  
Direct dial: 01397 709 098

At the Clinical Governance Committee complaint reports and SPSO reports are tabled on a quarterly basis. The SPSO report details the outcome of the SPSO investigation and what action the Board has taken.

### **Care Opinion Report 1 April 2023 to 31 March 2024**

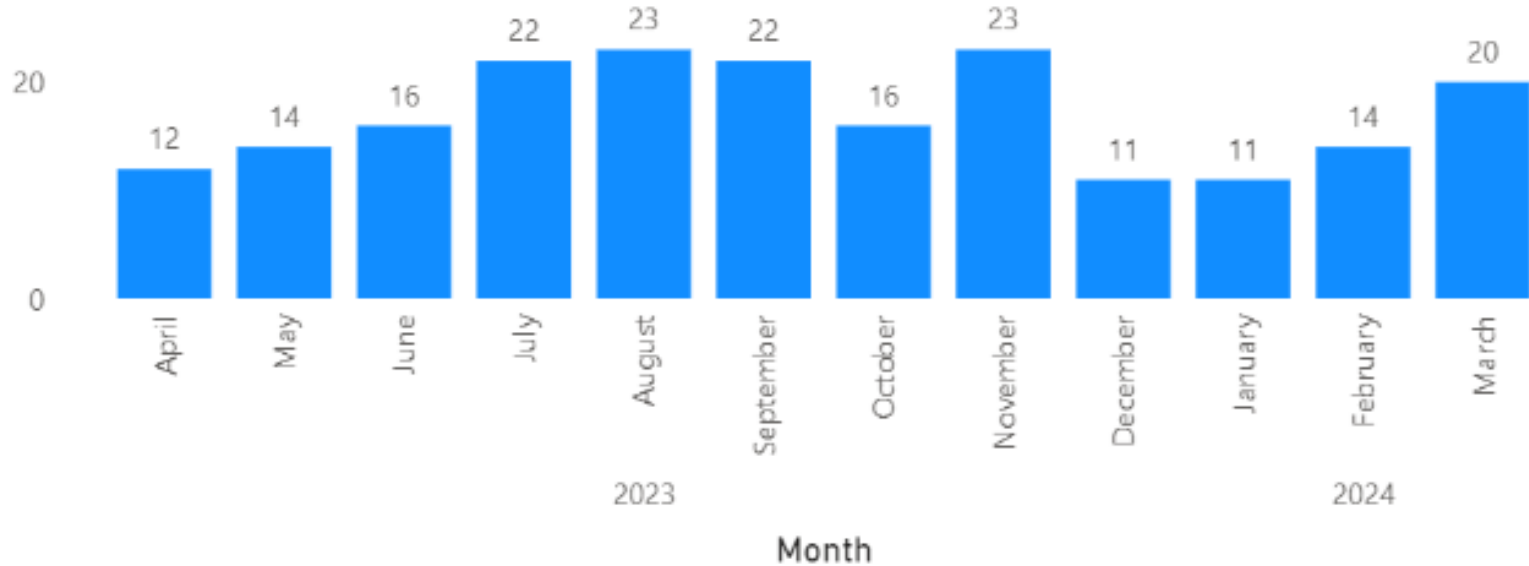
NHS Highland received 145 stories within this timeframe with over 10,317 views. Not all the stories were about NHS Highland but were made by either NHS Highland residents attending NHS Highland or other Boards as well as visitors utilising NHS Highland's services. NHS Highland now has 33 services signed up to use Care Opinion and we aim to improve on this in 2024/2025.



## Indicator One – Learning from Complaints

2023/2024

### Compliments



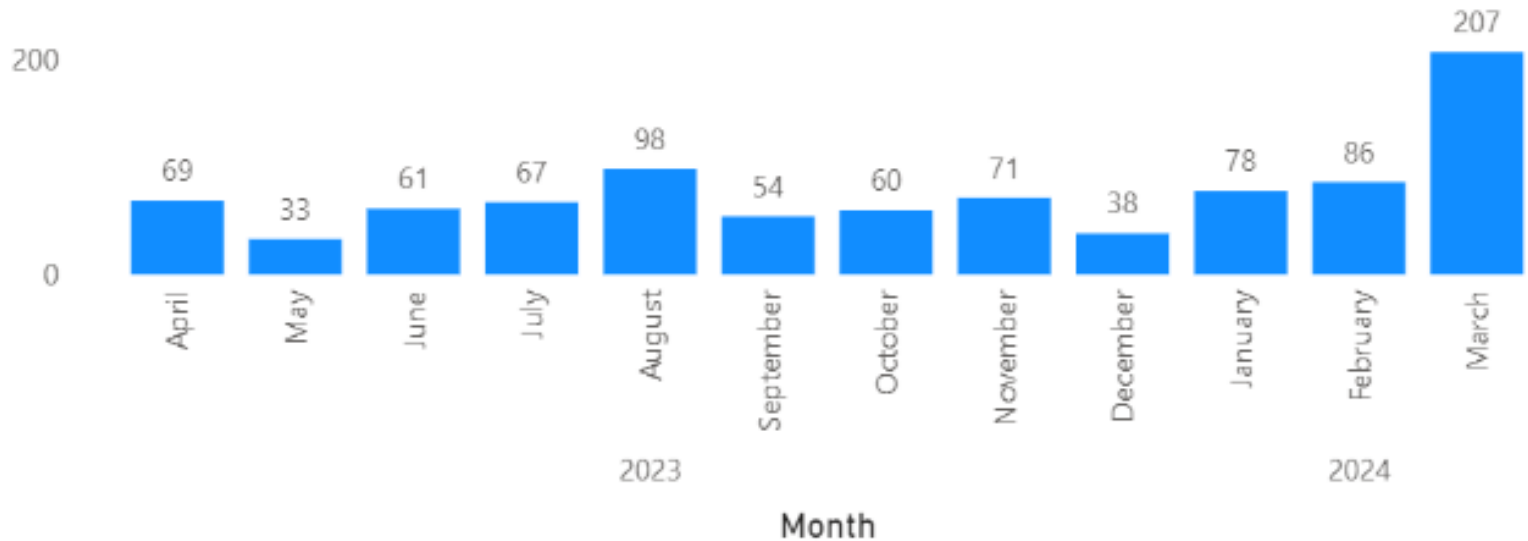
During 2023-2024, 204 compliments were logged in Datix, this is 24% increase compared to last year. These compliments were forwarded to the staff involved and the Chief Executive. Examples are used in the Chief Executive's weekly communication with staff.

### Comments

- "I was in the centre for a knee replacement on 26 January and I would like to say a big thanks to my surgeon and his staff for the exceptional care and treatment I received from the staff from the minute of my arrival till the last minute of my treatment it was first class and I thank you all again."
- "I felt everyone took time to review our birth plan and were really supportive and advocated for us to have the birth we wanted. I managed to have a water birth which is what I had hoped for"
- "Thank you to surgical and nursing staff in Ward 3c and anaesthetist, for care, compassion and kindness."
- "I am writing on behalf of our family to thank the social services and NHS staff who have helped to enable our 94 year old mother to stay at home in the countryside outside Maryburgh where she has lived for over 30 years"
- "I have spoken to XXXX for 5 years now since moving to the NHS Highlands. She has gone above and beyond to help me when in crisis/distress.."

In 2023-2024, 922 concerns were received. Concerns were dealt with by the service in which the concern was raised.

## Concerns



## Comments

- Enquiry regarding waiting list position, and waiting time for ENT appointment.  
*Passed to service for response*
- Concern regarding access to dental treatment on the NHS in the area.  
*Clarified location of patient and then directed to Dental Helpline*
- Patient looking for information on how to access details regarding a vaccination.  
*Directed the patient to the Vaccination Hub.*
- Wishing a letter to confirm son's name change  
*Passed to Admin for review and response*
- Enquiry regarding the management of Postural tachycardia syndrome (PoTS) within Scotland.  
*Passed to service manager to respond.*

## Stage 1 complaint Issues

Over the course of the year a total of 439 Stage 1 complaint were logged. The below table provides a view of the various issues which were logged on review and investigation of the complaint.

*\*\* The table below is representative of the number of times that an issue has been associated to a complaint, it is not a representation on the volume of overall Stage 1 complaints logged. \*\**

Category	Subcategory	Count
Waiting Times / Delays	Outpatient	50
Other	Other	40
Communication	Blank	38
Other	Blank	27
Treatment	Problems with medication or prescribing	25
Waiting Times / Delays	Blank	25
Staff	Attitude & Behaviour	24
Waiting Times / Delays	Inpatient	21
Communication	Patient/carers not given full information	20
Treatment	Poor Care	14
Waiting Times / Delays	Referrals Delays within admission/attendance	8
Blank	Blank	7
Staff	Blank	7
Physical Environment	Premises	6
Treatment	Blank	6
Treatment	Delays in Diagnosis/Treatments	6
Complaint Handling	Other	3
Procedural Issues		3
Staff	Shortage/Availability	3
Treatment	Consent to Treatment	3
Treatment	Treatment/Investigations carried out poorly	3
Adult Social Care	Blank	2
Communication	Poor communication between professionals/staff	2
Discharge Arrangements	Delays with discharge arrangements	2
Physical Environment	Hygiene & Infection Control	2
Treatment	Poor Co-ordination/Aftercare	2
Waiting Times / Delays	Day Case	2
Waiting Times / Delays	Waiting time in clinic/department	2
Communication	Insensitive Information	1
Communication	Patient/carers not fully involved in treatment decisions	1
Complaint Handling	Blank	1
Complaint Handling	Blank	1
Complaint Handling	Length of time taken to resolve	1
Discharge Arrangements	Problems with transport	1
Patient Privacy / Dignity / Respect	Patient Privacy & Dignity	1
Physical Environment	Blank	1
Physical Environment	Bed Shortages	1
Physical Environment	Catering	1
Physical Environment	Cleanliness/Laundry	1
Procedural Issues	NHS Board Purchasing	1
Procedural Issues	Patient Property/Expenses	1
Treatment	Delays with investigation/test results	1
Treatment	Poor Nursing Care	1

\*Other – this relates to covid related complaints.

### The issues for Stage 1 Complaints

- Delays in receiving vaccinations.  
*Complaint passed to the Vaccination Service for response where eligibility was explained.*
- Patient not happy with outcome of telephone appointment and contents of follow up letter. Notes not correct from letter, wishes for follow up to this to rectify.  
*Nurse Manager called patient and relative to provide update and give reassurance about any future appointments or letters. Staff member agreed they could have provided initial information at appointment more clearly. Nothing further to raise.*
- Child has been referred for Physio in Sept 23. No acknowledgement received and has been told will need to wait until Sept 24. Wishes to see if earlier app can be made.  
*Called the complainant and resolved issue by phone. Complainant happy with outcome.*
- Requesting an x-ray for his injured foot



*Radiology contacted and advised that they had not received the original referral form. Another form was submitted and the complainer has an appointment for an x-ray.*

## Stage 2 complaint Issues

Over the course of the year a total of 798 Stage 2 complaint were logged. The below table provides a view of the various issues which were logged on review and investigation of the complaint

*\*\* The table below is representtive of the number of times that an issue has been associated to a complaint, it is not a representation on the volume of overall Stage 2 complaints logged. \*\**

Category	Subcategory	Count
Treatment	Poor Care	190
Complaint Handling	Length of time taken to resolve	156
Communication	Patient/carers not given full information	138
Staff	Attitude & Behaviour	125
Treatment	Delays in Diagnosis/Treatments	91
Waiting Times / Delays	Outpatient	69
Communication	Patient/carers not fully involved in treatment decisions	67
Waiting Times / Delays	Referrals Delays within admission/attendance	50
Communication	Poor communication between professionals/staff	43
Adult Social Care	Lack of care provision	39
Treatment	Poor Nursing Care	39
Treatment	Treatment/Investigations carried out poorly	32
Staff	Shortage/Availability	30
Waiting Times / Delays	Inpatient	26
Procedural Issues	Policy & Commercial Decisions of NHS Board	23
Other	Other	22
Treatment	Consent to Treatment	20
Treatment	Problems with medication or prescribing	17
Treatment	Poor Co-ordination/Aftercare	15
Treatment	Wrong Diagnosis/Treatment	14
Adult Social Care	Delays with care assessments	13
Communication	Insensitive Information	13
Adult Social Care	Poor care planning	12
Discharge Arrangements	Delays with discharge arrangements	10
Treatment	Clinical Records	10
Communication	Breach of Patient Confidentiality	8
Treatment	Problems with Test Results	7
Discharge Arrangements	Problems with transport	6
Patient Privacy / Dignity / Respect	Patient Privacy & Dignity	6
Physical Environment	Aid/Appliances/Equipment	6
Physical Environment	Premises	6
Treatment	Delays with investigation/test results	6
Adult Social Care	Blank	4
Waiting Times / Delays	Day Case	4
Procedural Issues	NHS Board Purchasing	3
Waiting Times / Delays	Waiting time in clinic/department	3
Complaint Handling	Poor communication about the handling of the complaint	2
Patient Privacy / Dignity / Respect	Patient Status/Discrimination	2
Physical Environment	Cleanliness/Laundry	2
Physical Environment	Hygiene & Infection Control	2
Procedural Issues	Patient Property/Expenses	2
Complaint Handling	Other	1
Physical Environment	Bed Shortages	1
Physical Environment	Catering	1

## The issues for Stage 2 Complaints

- Seeking Home Vaccination for disabled patient (mobility issues). Seeking clarification regarding criteria for Shingles Vaccine.  
*Apology and explanation regarding the reasons why the shingles vaccination couldn't be given at that time - appt made*
- Parents seeking an appointment with Ophthalmology Services for their 6 year old disabled son (have been denied an appointment previously). Seeking reassurance that waiting area is suitable for children with enhanced needs.  
*Apology given - significant delays due to equipping and health and safety issues which has meant that the sensory room has not been available until more recently. Specific clinics have been scheduled to support and at a time during quieter periods.*
- The lack of psychiatric care in Caithness  
*Explained the process for psychiatric cover in Caithness and plans*
- Care and treatment from GP Practice  
*Apology that patient was not satisfied with care. Explanation of timeline and confirmation that on review management was appropriate.*
- Request a review of Mental Health care and treatment Care worker - costs reimbursed for travel  
*Apology for the delay due to extensive case review – care and treatment deemed appropriate, and carer's expenses have been paid.*

## **All actions taken and improvements made as a result of complaints are recorded on Datix. Example of actions taken/improvements made are:**

- Chaplaincy support given to staff. New post being developed through Maternity for a Bereavement Midwife
- Weekly update of waiting lists and monthly update on data specific to Caithness gathered and shared with North Highland Woman's Hub
- Communications to Staff – To be reminded if the role of ED and the correct methods to direct patients to the most appropriate service
- A working group is being set up to plan care pathways for long covid patients
- A working party has met to increase MDT input on Ruthven Ward
- Staff reminded of importance on the timeliness of logging incidents as they arise.
- New patient questionnaire has been developed, this will be available and presented to patients on discharge.

## **Indicator Two - Complaint Process Experience**

The complaint handling experience survey was re-established, however, the volumes of returned surveys over the year are a small volume of 25 returned surveys.

Themes of response are centred on:

- Questions not being answered in responses
- How the complainants do not feel the response has satisfied their complaint
- Appreciation of contact made by Feedback Team

On reflection we believe that the current process for sending the surveys is not adding value, therefore, we aim to utilise the new InPhase system, which is being introduced in December 2024, to find better ways of capturing feedback on the complaint handling experience.

### **Indicator Three – Staff Awareness and Training**

Complaints training have been organised regularly throughout 2023-2024 with focus on the Complaint Handling Procedure and the role and responsibilities of the Feedback Team and Operational Units. Support resources have been arranged and communicated to support a quality response.

In addition, specific training sessions have been given to Senior Charge nurses, FY1 and FY2 staff, along with a bespoke session for Mental Health Services on how to draft a quality response, and this continues into the latter part of 2024.

Future training sessions are planned for Acute Medical, focusing on quality of investigations and responses.

### **Indicators**

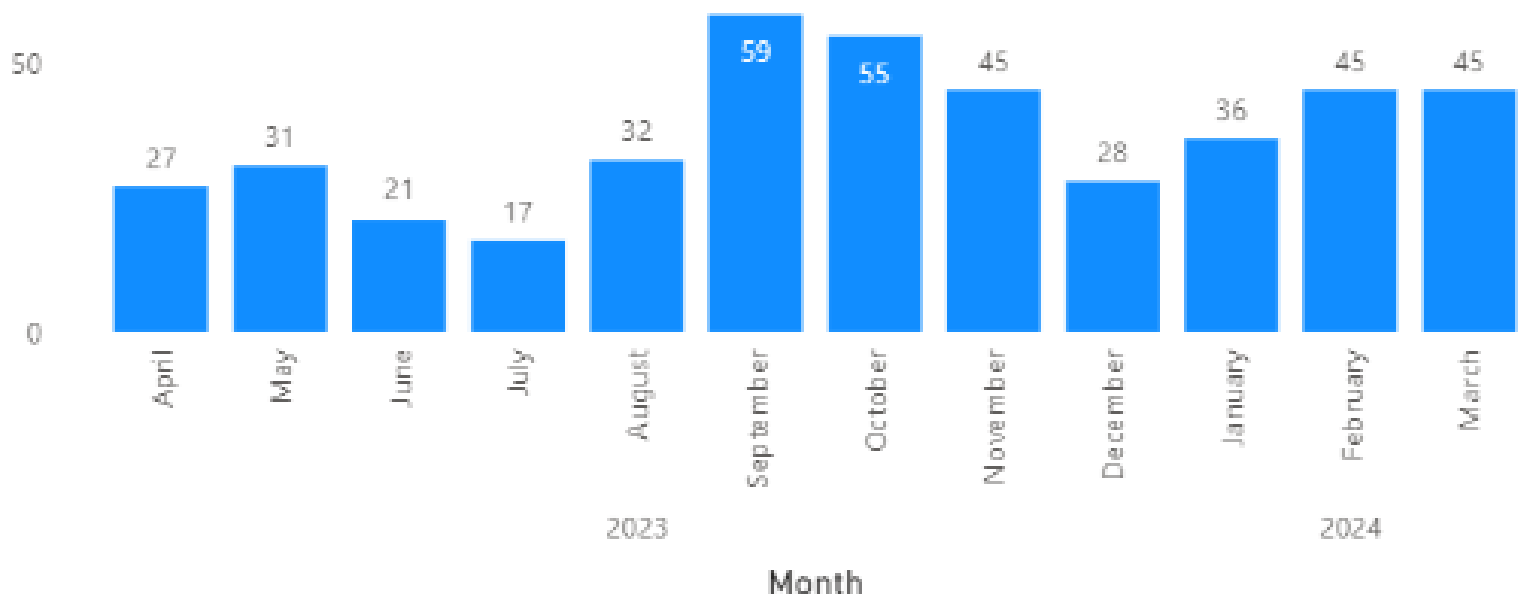
- Indicator four
  - The total number of complaints received
- Indicator five
  - Complaints closed at each stage
- Indicator six
  - Complaints upheld, partially upheld and not upheld
- Indicator seven
  - Working days to respond
- Indicator eight
  - Complaints closed in full within the timescales
- Indicator nine
  - Number of cases where an extension is authorised

### **Indicators**

#### **Indicator four – Number of complaints received**

Stage 1 only

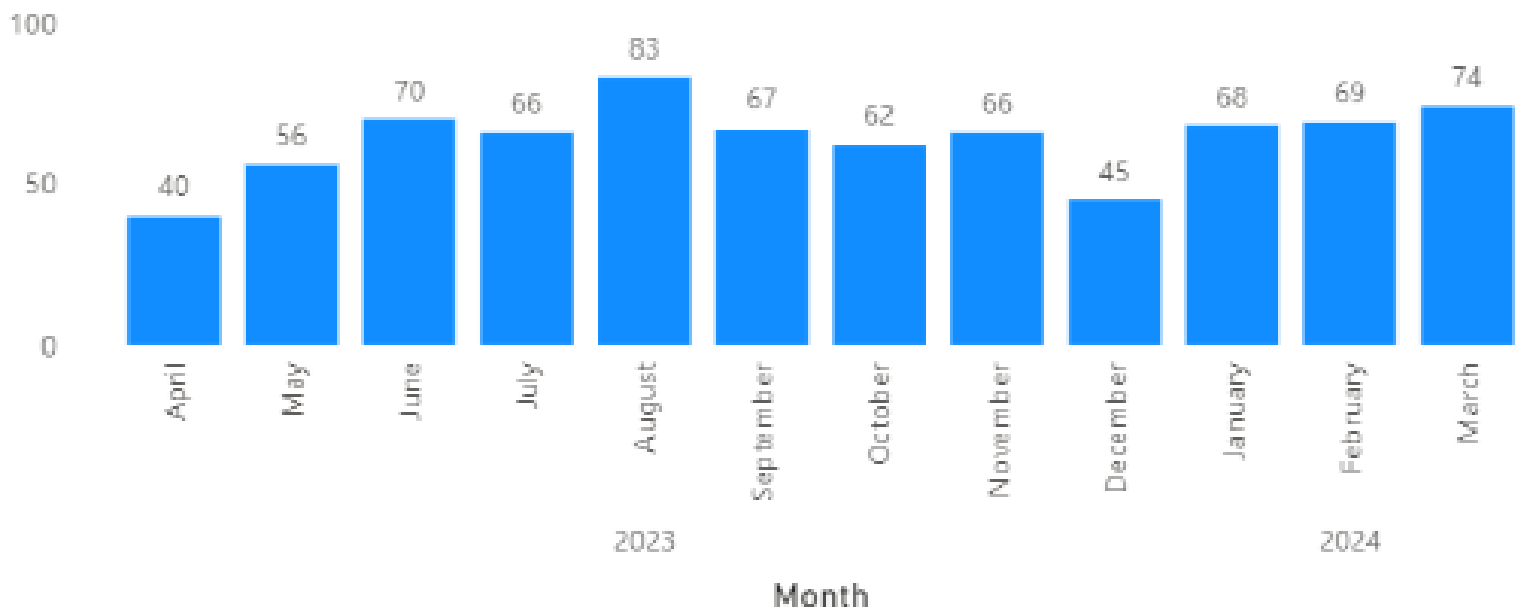
## Stage 1 Cases Received



The number of stage 1 compliant received decrease in the last six months.

## Stage 2 only

## Stage 2 Cases Received

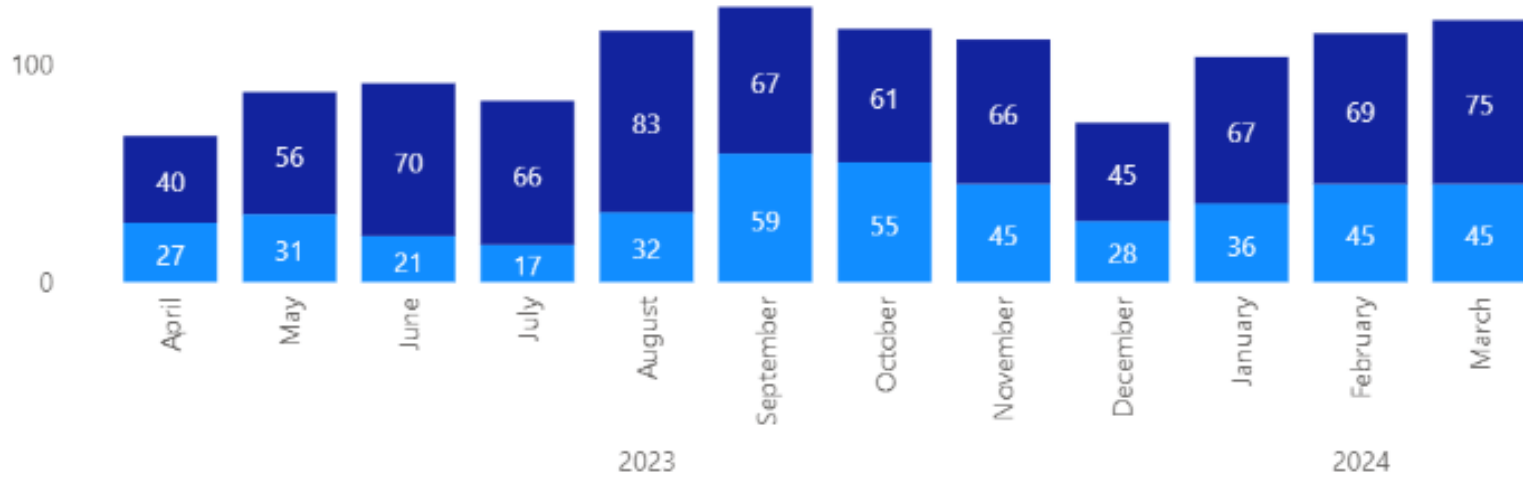


The number of stage 2 complaints received reduced significantly at the beginning of the pandemic and started to increase before reducing again. Stage 2 complaints started to rise again towards the end of the financial year.

## Number of Stage 1 and Stage 2 Complaints Combined

### Stage 1/Stage 2 Cases Received

● Stage 1 ● Stage 2

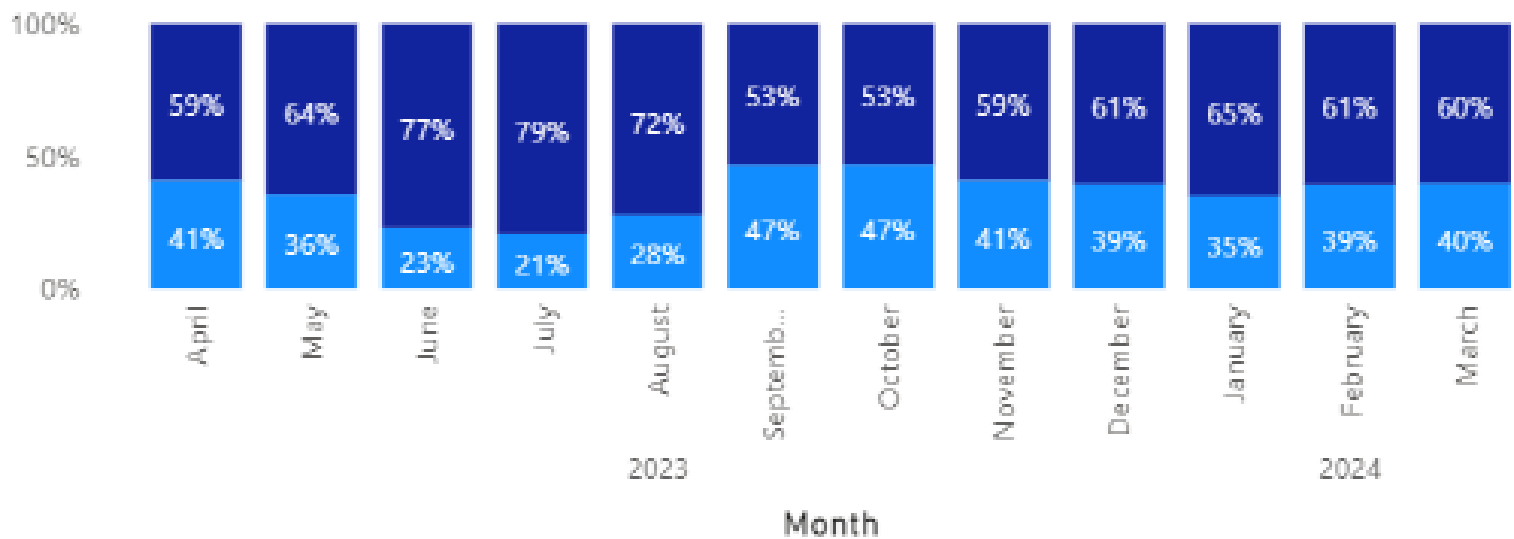


## Indicator five – Complaints closed

The number of complaints closed at stage one and stage two as % of all complaints (closed)

### Closed Stage 1/Stage 2 Cases

● Stage 1 Closed ● Stage 2 Closed



The number of complaints closed at stage two after escalation as % of all complaints (closed)

Month Year	Stage 2 cases closed after escalation (% of all closed cases)
April 2023	3%
May 2023	4%
June 2023	3%
July 2023	3%
August 2023	2%
September 2023	2%
October 2023	1%
November 2023	1%
December 2023	4%
January 2024	2%
February 2024	1%
March 2024	1%

The empty months represent no escalated stage 1 complaints in that month.

Some stage 1 complaints are escalated and they are not resolved. This graph shows the percentage of stage 1 complaints escalated as a % of all complaints, which is, therefore small.

### Indicator six – Complaints outcome

The number of stage 1 complaints not upheld, partially upheld and fully upheld. An assessment is made of the complaint outcome.

Year	Fully Upheld	Not Upheld	Other	Partially Upheld	Total
<b>2023</b>	<b>108</b>	<b>82</b>	<b>49</b>	<b>76</b>	<b>315</b>
April	14	4		9	27
May	12	11	1	7	31
June	6	8	3	4	21
July	4	5	4	4	17
August	11	12	5	4	32
September	22	10	16	11	59
October	21	13	9	12	55
November	11	11	8	15	45
December	7	8	3	10	28
<b>2024</b>	<b>64</b>	<b>31</b>	<b>7</b>	<b>22</b>	<b>124</b>
January	15	12	2	7	36
February	24	7	1	11	43
March	25	12	4	4	45
<b>Total</b>	<b>172</b>	<b>113</b>	<b>56</b>	<b>98</b>	<b>439</b>

## Stage 1 complaints not upheld, partially upheld and fully upheld as a % of all closed stage 1 complaints

Year	Fully Upheld	Not Upheld	Other	Partially Upheld	Total
<b>2023</b>	<b>34.29%</b>	<b>26.03%</b>	<b>15.56%</b>	<b>24.13%</b>	<b>100.00%</b>
April	51.85%	14.81%		33.33%	100.00%
May	38.71%	35.48%	3.23%	22.58%	100.00%
June	28.57%	38.10%	14.29%	19.05%	100.00%
July	23.53%	29.41%	23.53%	23.53%	100.00%
August	34.38%	37.50%	15.63%	12.50%	100.00%
September	37.29%	16.95%	27.12%	18.64%	100.00%
October	38.18%	23.64%	16.36%	21.82%	100.00%
November	24.44%	24.44%	17.78%	33.33%	100.00%
December	25.00%	28.57%	10.71%	35.71%	100.00%
<b>2024</b>	<b>51.61%</b>	<b>25.00%</b>	<b>5.65%</b>	<b>17.74%</b>	<b>100.00%</b>
January	41.67%	33.33%	5.56%	19.44%	100.00%
February	55.81%	16.28%	2.33%	25.58%	100.00%
March	55.56%	26.67%	8.89%	8.89%	100.00%
<b>Total</b>	<b>39.18%</b>	<b>25.74%</b>	<b>12.76%</b>	<b>22.32%</b>	<b>100.00%</b>

'Other' represents the grouping of other codes selected in the outcome field. These include 'transferred to another unit', 'irresolvable', 'unreasonable complaint', 'conciliation', 'complaint withdrawn'. In most cases this is irresolvable and they are escalated to be dealt with as a stage 2 complaint.

## The number of stage 2 complaints not upheld, partially upheld and fully upheld

Year	(Blank)	Fully Upheld	Not Upheld	Partially Upheld	Total
<b>2023</b>	<b>3</b>	<b>221</b>	<b>113</b>	<b>211</b>	<b>548</b>
April		16	9	14	39
May		24	13	19	56
June	1	27	18	24	70
July		25	17	23	65
August	1	42	13	26	82
September	1	31	14	21	67
October		22	10	29	61
November		25	8	32	65
December		9	11	23	43
<b>2024</b>	<b>3</b>	<b>57</b>	<b>52</b>	<b>90</b>	<b>202</b>
January	1	18	17	30	66
February		25	12	31	68
March	2	14	23	29	68
<b>Total</b>	<b>6</b>	<b>278</b>	<b>165</b>	<b>301</b>	<b>750</b>

Stage 2 complaints not upheld, partially upheld and fully upheld as a % of all closed stage 2 complaints

Year	(Blank)	Fully Upheld	Not Upheld	Partially Upheld	Total
<b>2023</b>	<b>0.55%</b>	<b>40.33%</b>	<b>20.62%</b>	<b>38.50%</b>	<b>100.00%</b>
April		41.03%	23.08%	35.90%	100.00%
May		42.86%	23.21%	33.93%	100.00%
June	1.43%	38.57%	25.71%	34.29%	100.00%
July		38.46%	26.15%	35.38%	100.00%
August	1.22%	51.22%	15.85%	31.71%	100.00%
September	1.49%	46.27%	20.90%	31.34%	100.00%
October		36.07%	16.39%	47.54%	100.00%
November		38.46%	12.31%	49.23%	100.00%
December		20.93%	25.58%	53.49%	100.00%
<b>2024</b>	<b>1.49%</b>	<b>28.22%</b>	<b>25.74%</b>	<b>44.55%</b>	<b>100.00%</b>
January	1.52%	27.27%	25.76%	45.45%	100.00%
February		36.76%	17.65%	45.59%	100.00%
March	2.94%	20.59%	33.82%	42.65%	100.00%
<b>Total</b>	<b>0.80%</b>	<b>37.07%</b>	<b>22.00%</b>	<b>40.13%</b>	<b>100.00%</b>



The number of escalated complaints not upheld, partially upheld and fully upheld. This represents the number of stage 1 complaints that have been escalated.

Year	(Blank)	Fully Upheld	Not Upheld	Partially Upheld	Total
<b>2023</b>	<b>1</b>	<b>14</b>	<b>8</b>	<b>12</b>	<b>35</b>
April		2	1	1	4
May		2	1	2	5
June		2	2	1	5
July		2	2	2	6
August		3		1	4
September	1	2	1		4
October		1			1
November				1	1
December			1	4	5
<b>2024</b>		<b>3</b>	<b>2</b>	<b>3</b>	<b>8</b>
January			2	1	3
February		1		1	2
March		2		1	3
<b>Total</b>	<b>1</b>	<b>17</b>	<b>10</b>	<b>15</b>	<b>43</b>

Escalated complaints not upheld, partially upheld and fully upheld as a % of all closed escalated complaints

Year	(Blank)	Fully Upheld	Not Upheld	Partially Upheld	Total
<b>2023</b>	<b>2.86%</b>	<b>40.00%</b>	<b>22.86%</b>	<b>34.29%</b>	<b>100.00%</b>
April		50.00%	25.00%	25.00%	100.00%
May		40.00%	20.00%	40.00%	100.00%
June		40.00%	40.00%	20.00%	100.00%
July		33.33%	33.33%	33.33%	100.00%
August		75.00%		25.00%	100.00%
September	25.00%	50.00%	25.00%		100.00%
October		100.00%			100.00%
November				100.00%	100.00%
December			20.00%	80.00%	100.00%
<b>2024</b>		<b>37.50%</b>	<b>25.00%</b>	<b>37.50%</b>	<b>100.00%</b>
January			66.67%	33.33%	100.00%
February		50.00%		50.00%	100.00%
March		66.67%		33.33%	100.00%
<b>Total</b>	<b>2.33%</b>	<b>39.53%</b>	<b>23.26%</b>	<b>34.88%</b>	<b>100.00%</b>

### Indicator seven - Average time in working days to respond (closed only)

Below tables do not include re-calculation of cases that were re-opened. The first open to close working day calculation is taken for these re-opened cases

Average time in working days to respond to complaints at stage 1. Stage 1 complaints should be responded to within 5 working days (extended to 10 working days)

Year	Month	Average of Working Days
2023	April	7
2023	May	11
2023	June	4
2023	July	14
2023	August	10
2023	September	7
2023	October	10
2023	November	9
2023	December	7
2024	January	12
2024	February	12
2024	March	10
<b>Average</b>		<b>9</b>

Average time in working days to respond to complaints at stage 2. Stage 2 complaints should be responded to within 20 working days.

Year	Month	Average of Working Days
2023	April	34
2023	May	28
2023	June	31
2023	July	35
2023	August	34
2023	September	40
2023	October	48
2023	November	37
2023	December	42
2024	January	26
2024	February	41
2024	March	38
<b>Average</b>		<b>36</b>

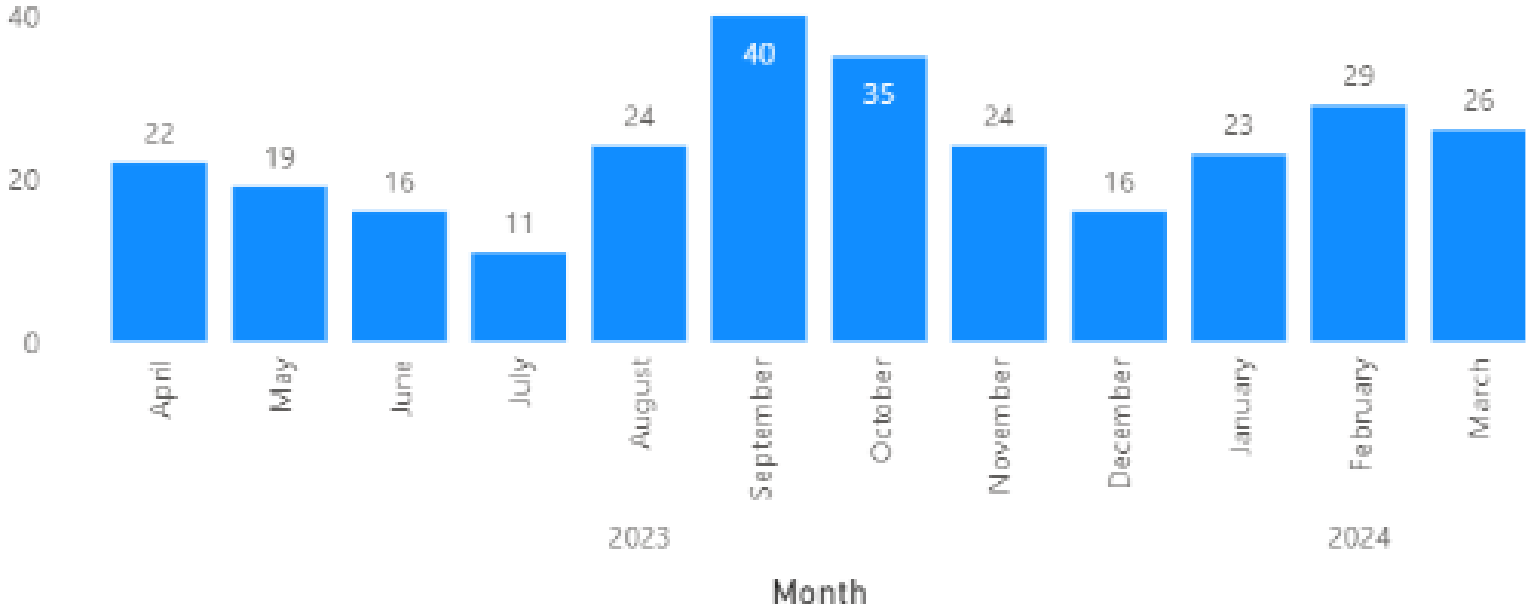
Average time in working days to respond to escalated complaints (only)

Year	Month	Average of Working Days
2023	April	20
2023	May	35
2023	June	23
2023	July	33
2023	August	17
2023	September	63
2023	October	4
2023	November	56
2023	December	44
2024	January	23
2024	February	23
2024	March	13
<b>Average</b>		<b>31</b>

**Indicator eight - Complaints closed in full within the timescales**

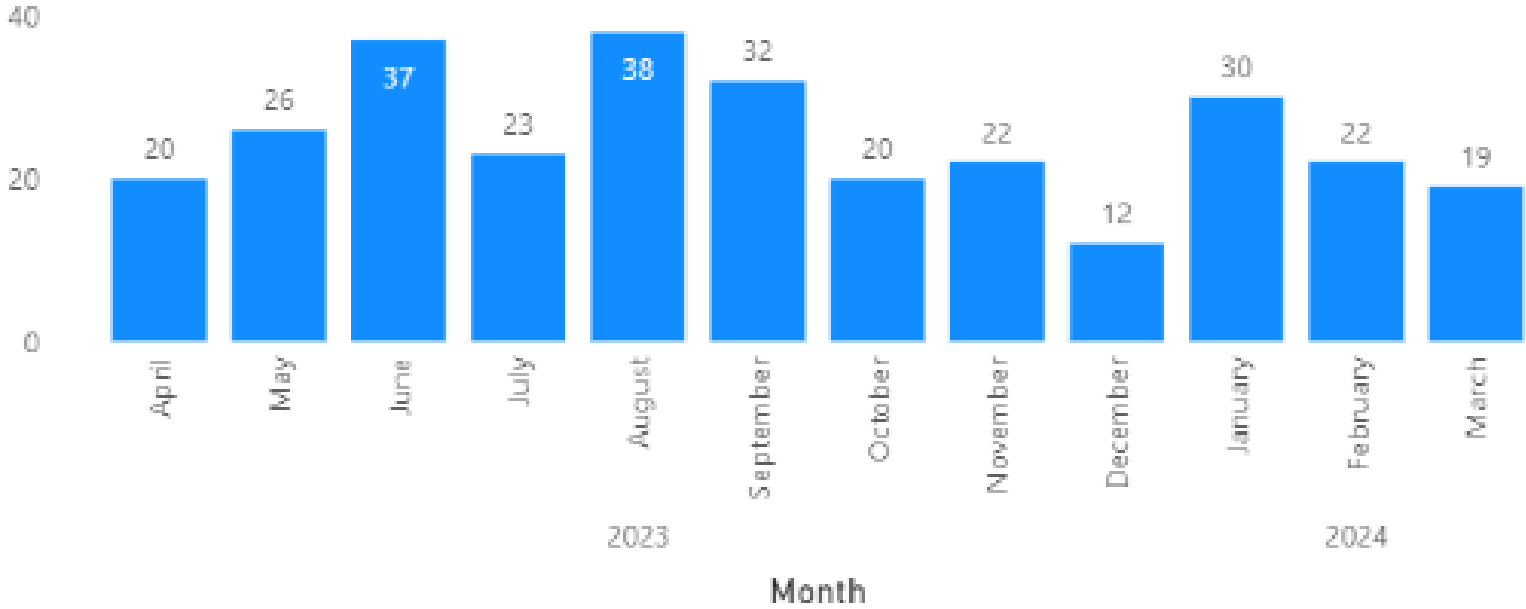
The number of stage 1 complaints closed within 5 working days. The number of complaints closed in desired timescale decreased after August 2020.

**Stage 1 Cases Closed Within 5 Working Days**



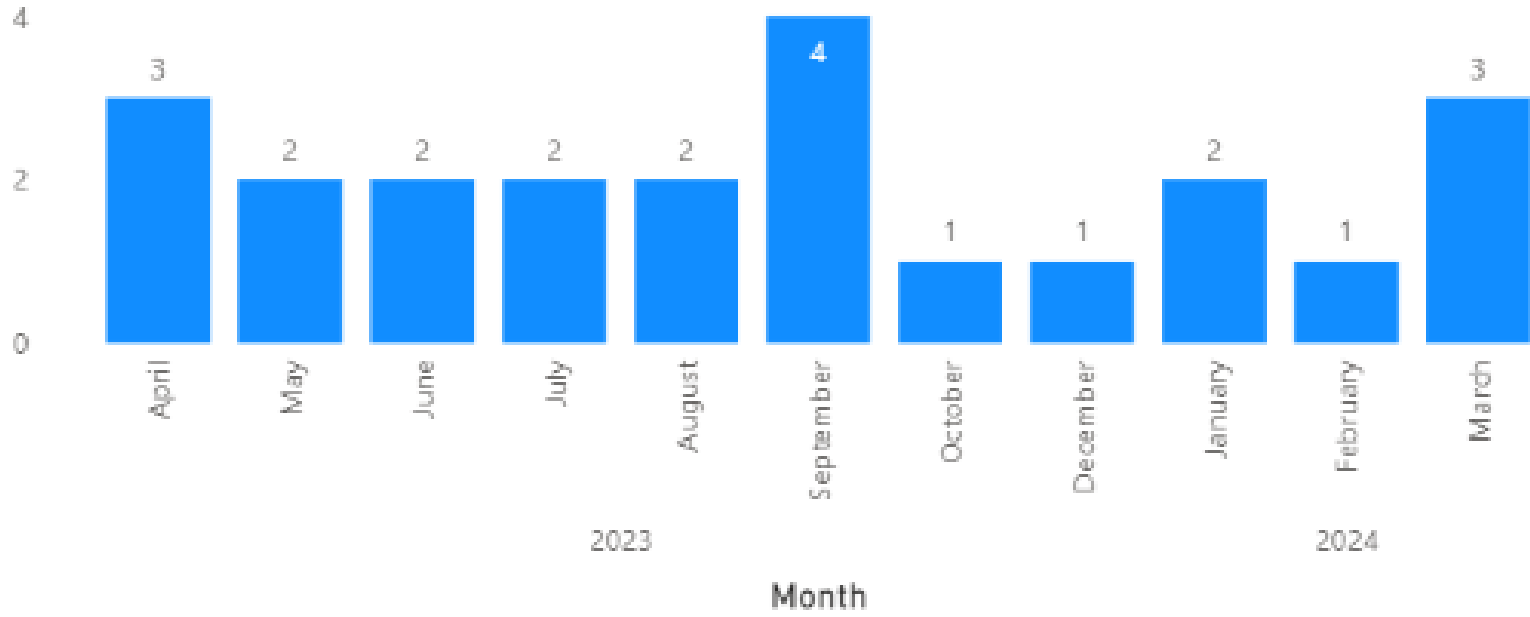
The number of stage 2 complaints closed within 20 working days. The number of complaints closed in desired timescale decreased after October 2020, this was a result of the pandemic across divisions.

**Stage 2 Cases Closed Within 20 Working Days**



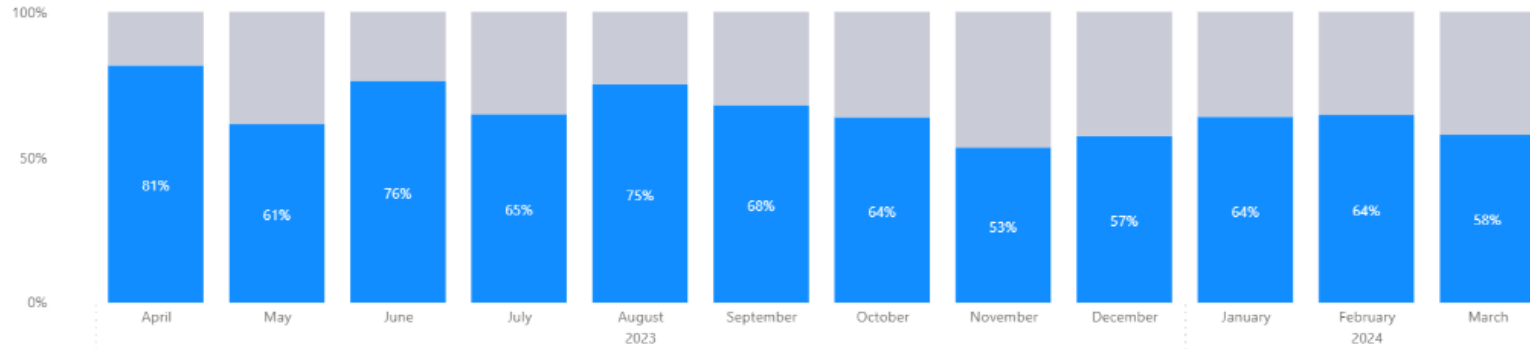
The number of escalated complaints closed within 20 working days

### Escalated Cases Closed Within 20 Working Days

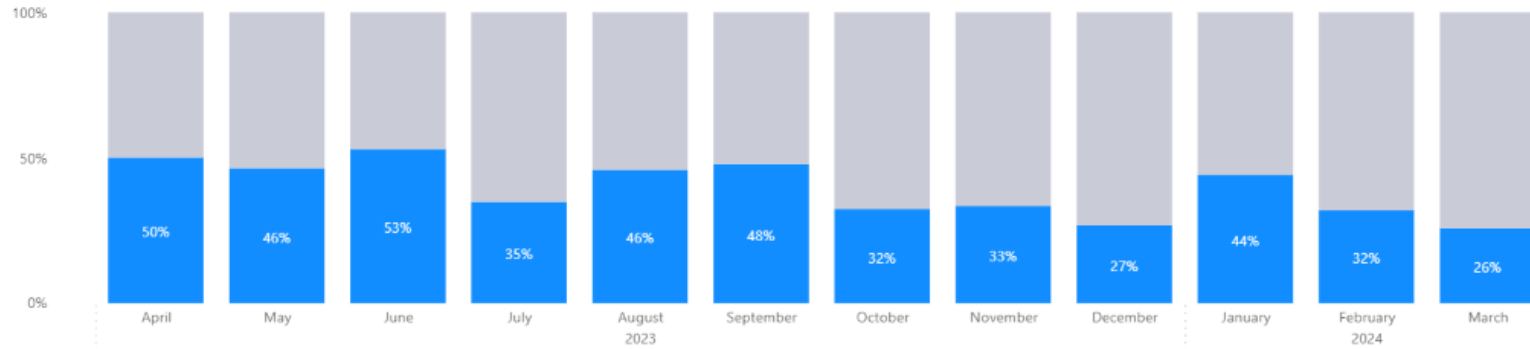


% of complaints closed within working days target (stage 1 and stage 2)

#### Stage 1 Cases | Working Day Performance (%)

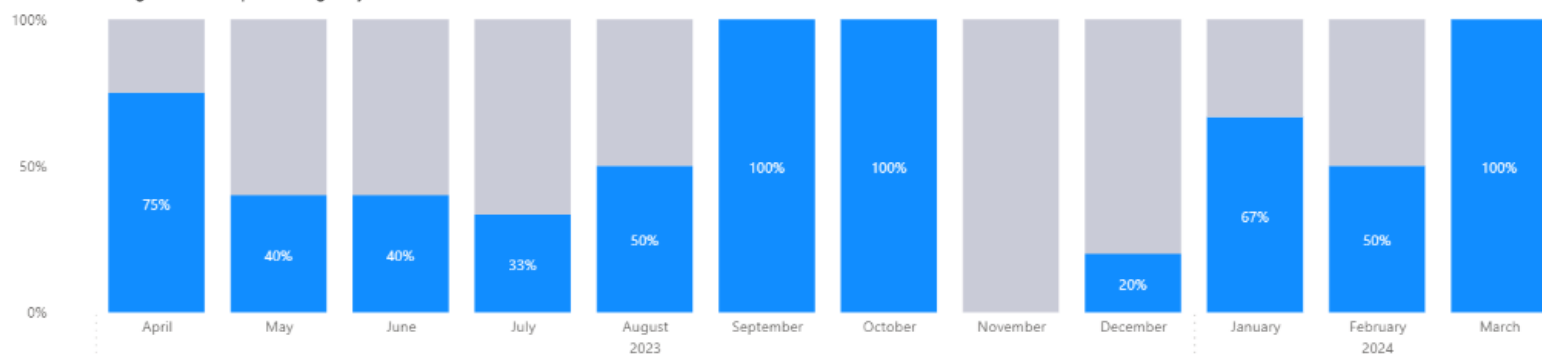


#### Stage 2 Cases | Working Day Performance (%)



## % of complaints closed within working days target (escalated)

Escalated Stage 2 Cases | Working Day Performance (%)

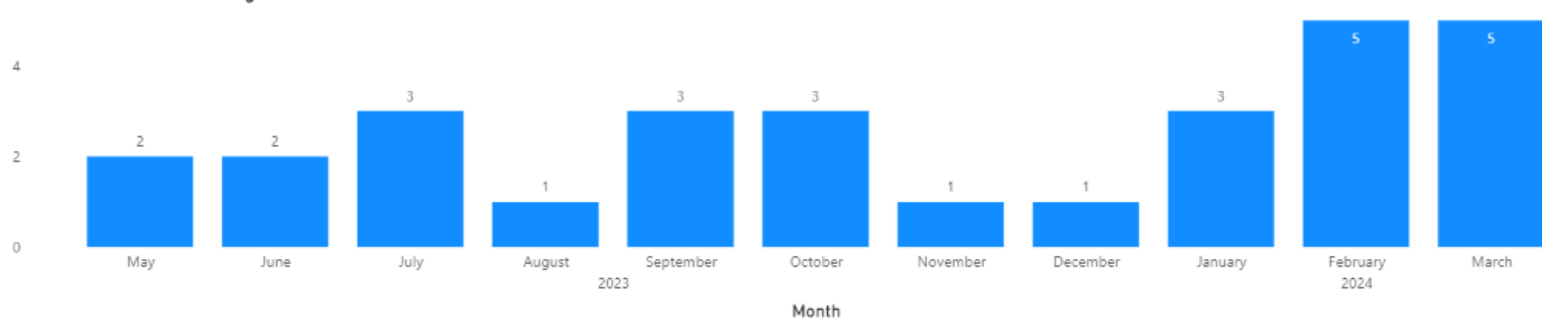


The empty months represent no stage 1 complaints were escalated for the month that had escalated complaints

## Indicator nine – Authorised extensions

Number of complaints closed at stage 1 where extension was authorised

Extension Authorised Stage 1 Closed Cases



Complaints response timescale can be extended to 10 working days with approval

Closed stage 1 complaints where extension was authorised as a % of all complaints at stage 1

Month Year	Extension authorised stage 1 closed cases (% of all closed stage 1 cases)
April 2023	0%
May 2023	6%
June 2023	10%
July 2023	18%
August 2023	3%
September 2023	5%
October 2023	5%
November 2023	2%
December 2023	4%
January 2024	8%
February 2024	12%
March 2024	11%

## Complaint Improvement Activity

As continuation of the Board Improvement Plan, the following actions have progressed in 2023/2024:

1. Focus meetings with the Feedback Team and Operational Units to drive performance
2. A training programme to include training for complaints investigators, feedback team, executive team and operational unit management team
3. A weekly report to identify open complaints in a RAG status format, along with a breakdown in themes and awareness of complaint's raised as High Level
4. Updated Website and Intranet pages
5. Increased collaborative working to resolve complex cases

NHS Highland is in the stages of implementing a new Complaint reporting system called InPhase, which will go-live from the 1 December 2024. The ongoing phases of the InPhase project will advance the Boards plans to streamline the management of complaints and bring about further improvement opportunities.

**NHS Highland**

**Annual Report on Feedback and Complaints**

**Performance Indicator Data collection**

**2023/2024**

**Performance Indicator Four:**

**Summary of total number of complaints received in the reporting year (Stage 1 and Stage 2)**

**\*Does not include complaints with a withdrawn, SPSO or further correspondence status/stage**

Number of complaints received by the NHS Territorial Board or NHS Special Board Complaints and Feedback Team	<b>1207</b>
Number of complaints received by NHS Contractors ( <i>Territorial Boards only</i> )	<b>n/a</b>
<b>Total number of complaints received in NHS Board area</b>	

**NHS Board - sub-groups of complaints received**

<b>Prisons</b>	<b>48</b>
<b>NHS Board Managed Primary Care services:</b>	
GP	<b>58</b>
Dental	<b>27</b>
Ophthalmic	<b>21 (from acute setting)</b>
Pharmacy	<b>4</b>

**No complaints relating to primary care managed opticians**



## NHS Contractors – complaints received

GP	n/a
Dental	n/a
Ophthalmic	n/a
Pharmacy	n/a
<b>Total</b>	n/a

## Performance Indicator Five

The total number of complaints closed by NHS Boards in the reporting year (do not include contractor data, withdrawn cases or cases where consent not received).

Number of complaints closed by the NHS Board	Number	As a % of all NHS Board complaints closed (not contractors)
Stage one	439	37%
Stage two	708	59%
Stage two - Number of escalated complaints	43	4%
<b>Total complaints closed by NHS Board</b>	1190	

## Performance Indicator Six

Complaints upheld, partially upheld and not upheld

Stage one complaints

	Number	As a % of all complaints closed by NHS Board at stage one
Number of complaints upheld at stage one	172	45%
Number of complaints not upheld at stage one	113	29.5%
Number of complaints partially upheld at stage one	98	25.5%
<b>Total stage one closed complaints</b>	The Total volume of stage 1 closed with an outcome is 383. However the total of Stage 1 logged are 439.	

## Stage two complaints

**\*EXCLUDES ESCALTED**

	Number	As a % of all complaints closed by NHS Boards at stage two
Number of complaints upheld at stage two	260	37%
Number of complaints not upheld at stage two	155	22%
Number of complaints partially upheld at stage two	287	41%
<b>Total stage two closed complaints</b>	<b>702</b>	

## Stage two escalated complaints

	Number	As a % of all escalated complaints closed by NHS Boards at stage two
<b>Escalated stage 2 closed complaints only</b>		
Number of escalated complaints upheld at stage two	17	40%
Number of escalated complaints not upheld at stage two	10	23%
Number of escalated complaints partially upheld at stage two	15	35%
<b>Total stage two closed escalated complaints</b>	<b>42</b>	

## Performance Indicator Eight

### Complaints closed in full within the timescales

This indicator measures complaints closed within 5 working days at stage one and 20 working days at stage two.

	Number	As a % of complaints closed by NHS Boards at each stage
Number of complaints closed at stage one within 5 working days.	285	65%
Number of complaints closed at stage two within 20 working days	301	43%
Number of escalated complaints closed at stage two within 20 working days	23	54%
<b>Total number of complaints closed within timescales</b>	<b>609</b>	

\*% scores are based upon the total number of complaints closed at that stage. These can be found in Performance Indicator Five

## Performance Indicator Nine

### Number of cases where an extension is authorised

This indicator measures the number of complaints not closed within the CHP timescale, where an extension was authorised\*

	Number	As a % of complaints closed by NHS Boards at each stage
Number of complaints closed at stage one where extension was authorised	29	7%
Number of complaints closed at stage two where extension was authorised	0	n/a
<b>Total number of extensions authorised</b>		

\*% scores are based upon the total number of complaints closed at that stage. These can be found in Performance Indicator Five

**\*Note:** The SPSO confirm that there is no prescriptive approach about who exactly should authorise an extension – only that the organisation takes a proportionate approach to determining an appropriate senior person – and this is something that NHS Boards should develop a process for internally. This indicator aims to manage the risk of cases being extended beyond the CHP timescale without any senior officer approval.

Completed by:

<b>Name:</b> Leah Smith	<b>Position:</b> Complaints Manager
<b>Tel:</b>	<b>E-mail:</b>
<b>Date:</b> August 2024	