

WESTERN ISLES NHS BOARD



SUMMARY REPORT for Quarter 4 2024/2025 ~ COMPLAINTS &SCOTTISH PUBLIC SERVICES OMBUDSMAN (SPSO)

1. Background.

- 1.1 The SPSO complaints framework states senior management should take an active interest in complaints and review the information gathered on a regular basis. A key role in managing complaints is to ensure that organisational learning from complaints is captured and reported.
- 1.2 Complaints data and learning from complaints should be considered routinely as part of the management information used to monitor performance. Analysis of complaints outcomes will provide a detailed record of services that are not being provided to the service users' satisfaction. Reviewing this information provides opportunities to improve service delivery, whether in response to highlighted faults or as a proactive measure to increase efficiency and consequently service user satisfaction.

2. Summary.

- 2.1 This report details new complaints received for quarter 4 of 2024/2025. Also attached as Appendix 1 is the Service Improvement Tracker summarised at paragraph 9 and any investigations undertaken by the SPSO during this 3-month period described at paragraph 10.

3. Number of Complaints received.

- 3.1 In total **(20)** complaints were received, **(4)** was dealt with as Stage 1 complaints and **(16)** investigated as Stage 2 complaints, by NHS Western Isles **1st January to 31st March 2025**. A Stage 1 complaint is known as early resolution and will be resolved in 5 working days. It is for issues that are straightforward and easily resolved, requiring little or no investigation. A Stage 2 complaint is for Investigation and will be resolved in 20 working days, where possible. This is for issues that have not been resolved at the early resolution stage or that are complex, serious or "high risk".

3.2

	2024/2025				
	Q1	Q2	Q3	Q4	Total
Total Number of Complaints Received	15	28	14	20	77
Stage 1	1	5	1	4	11
Stage 2	14	23	13	16	66

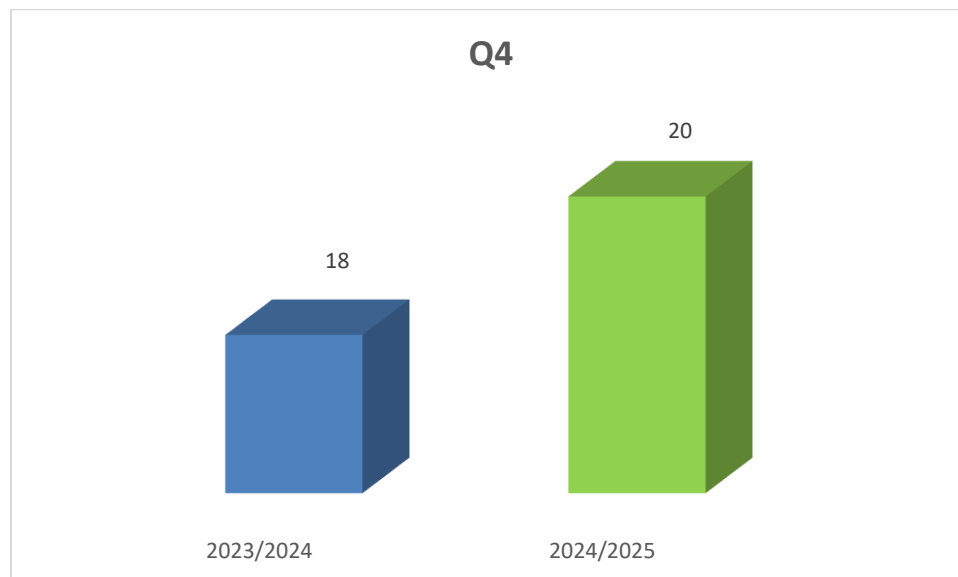
3.3

	2023/2024				
	Q1	Q2	Q3	Q4	Total
Total Number of Complaints Received	8	11	7	18	44
Stage 1	1	3	0	2	6
Stage 2	7	8	7	16	38

3.4

	Q4 2024/25	Q4 2023/24
Jan	8	4
Feb	7	5
Mar	5	9
Total Number of complaints received	20	18
Total Number of complaints- Stage 1	4	2
Total Number of complaints- Stage 2	16	16

3.5 A comparison of the total number of complaints by **Q4 in 2023/2024 and 2024/2025** is as follows:



4. **Issues raised.**

- 4.1 Complaints received are often made up of various issues that the complainer wishes to bring to the Board's attention. There were **(28)** separate issues within the **20** complaints received in **Q4 2024/2025**. These are categorised in the table below and compared to the same quarter in 2023/2024.

Category of Issues Raised- Q4	2024/2025	2023/2024
Staff		
Attitude and Behaviour	2	5
Communication (oral)	2	5
Communication (written)	1	
Competence		1
Treatment		
Clinical Treatment	19	18
Waiting Times for		
Date for Admission / Attendance		
Date for Appointment		4
Environment / Domestic		
Aids/Appliances/Equipment	1	2
Catering	1	2
Patient Property / Expenses	1	3
Personal Records		
Premises		3
Procedural Issues		
Policy & Commercial Decisions of NHS Board		
Delays in/at		
Outpatient and other clinics	1	
	28	43

5. Issues within complaints against staff groups.

- 5.1 The table below summarises the Issues with complaints into staff groups for **Q4 2024/2025** compared to the same quarter in **2023/2024**.

Issues Raised – Staff Group	Q4	
	2024/2025	2023/2024
Allied Health Professionals		
Audiologist & hearing therapist		1
Dietician		1
Industrial and Occupational Therapists		2
Physiotherapists		
Radiographers	1	
Consultants / Doctors		
Consultant Psychiatrists	3	
Consultant Surgical	2	4
Consultant Medical	7	3
Doctor	1	11
Junior Doctor		1
GP		
GP	4	
Dental		
Salaried Dentists		
General Dental Practitioners		
Other		
Scientific/technical		
Clinical Biochemist		
NHS Board / Admin Staff / Other Admin		
Administration	2	5
Management	1	
Medical Records staff		
Secretarial staff	1	
Other		2
Nurses		
Mental Health	1	
Nurse	4	8
Nurse Specialist		3
Children's nurse		
Ancillary staff/estates		
Catering staff		1
Other		
Other		1
Total	27	43

6. Ward/Department

- 6.1 The following table summarises the actual complaints between wards/departments and by whether it is a stage 1 or stage 2 complaint for **Q4 – 1 January - 31 March 2025. (4) stage 1 complaint and (16) stage 2 complaints - total (20).**

Ward / Department-Q4 – 1 January - 31 March 2025.	Stage 1	Stage 2	Total
Acute Assessment Unit WIH	1		
Acute Psychiatry Unit WIH		2	
Child & Adolescent Mental Health L & H			
CPN Team Lewis and Harris		1	
CPN Team Southern Isles			
Diabetic Resource Centre		1	
Day Surgery Unit			
Emergency Department U & B			
Emergency Department WIH		1	
Erisort Ward WIH			
High Dependency Unit		1	
Laboratory	1		
Medical Ward 1 WIH			
Medical Ward 2 WIH		3	
Medical Records -WIH			
Occupational Therapy U & B			
Occupational Therapy WI			
Outpatients WIH			
Outpatients Acute		1	
Outpatients U&B		1	
Patient Travel	1		
Patient Travel U & B			
Patient's Home			
Physiotherapy Lewis & Harris		1	
Radiology WIH		1	
Rehabilitation Services - Lewis & Harris			
Reception WIH		1	
Substance Misuse Service - Lewis & Harris			
Surgical Ward WIH		1	
Theatre 2 WIH			
Ward St B			
Ward U&B			
Western Isles Dental Centre			
Western Isles Hospital Reception	1		
Clach Mhile Surgery (Castlebay Barra)		1	
Total	4	16	

7. Complaints Outcomes.

- 7.1 The Complaint outcomes are shown below for **Q4 - 1 January – 31 March 2025**. Complaints withdrawn can be due to the complainant withdrawing or the Board not receiving consent from the patient. Ongoing investigations will be those complaints received in the last month or investigations that have breached the 20-days complaints response deadline.

Complaint outcomes.	Stage 1	Stage 2	Total
Not Upheld		8	8
Fully Upheld	4		4
Partially Upheld		6	6
Complaint Withdrawn		1	1
Transferred to another unit			
Irresolvable other			
Consent not received		1	1
Investigation Ongoing			
Total	4	16	20

8. Response Times.

- 8.1 The SPSO recognise there are significant ongoing resource pressures on public bodies; that said, it is important that Board's respond to complaints at a time when communication with services users is more important than ever.
- 8.2 The normal timeframe for stage 2 complaints is that the complainant should receive a complaints response within 20 days. SPSO advice for any delay is to keep complainants updated about this from the outset of your organisation's communication with them. Be open about the reasons for delays in the complaints handling process and realistic with them about the current timescale for responding to complaints.
- 8.3 Acknowledgement of Complaints – There was **(4)** stage 1 complaint during **Q4 - 1 January to 31 March 2025**. These 4 were acknowledged and dealt with in 5 days. There were **(16)** stage 2 complaints and all **(16)** were acknowledged within 3 days **Total (20)**.
- 8.4 Escalation, response times and second responses.

There was **(4)** stage 1 complaint completed within 5 working days. **(1)** This complaint was escalated to stage 2 from stage 1 complaint and dealt with 56 days later. Three stage 1 complaints were not escalated.

There were **(6)** stage 2 complaints completed within the 20 days.

There are **(10)** stage 2 complaints not completed within the 20 days.

There are **(0)** stage 2 complaints ongoing for this period.

There were (4) stage 2 complaints which required second responses:

202402696 second response not yet completed. Due by (18/6/2025). **Ongoing.**
202402698 second response not yet completed. Due by (11/6/2025). **Ongoing.**
202402705 second response not yet completed. Due by (13/6/2025). **Ongoing.**
202402712 second response not yet completed. Due by (13/6/2025). **Ongoing.**

(10) Complaints not completed within 20 working days:

(5), Stage 2 **Medical Director**, complaints not completed within the 20-day deadline. Details are as follows:

1. **202402704.** This complaint was completed on day 36, **(16)** days after the deadline due to leave. **Completed.**
2. **202402705.** This complaint was completed on day 45, **(25)** days after the deadline due to staff annual leave and IO work commitments. Delay authorised. Second response due 13/6/2025. **Ongoing.**
3. **202402708.** This complaint was completed on day 42, **(22)** days after the deadline due to staff annual leave and IO work commitments. Delay authorised. **Completed.**
4. **202402710.** This complaint was completed on day 34, **(14)** days after the deadline due to staff annual leave and IO work commitments. Delay authorised. **Completed.**
5. **202402712.** This complaint was completed on day 32, **(12)** days after the deadline due to staff annual leave and IO work commitments. Delay authorised. Second response due 13/6/2025. **Ongoing.**

(5), Stage 2 **Nurse Director**, complaints were not completed within the 20-day deadline details are as follows:

6. **202402696.** This complaint was completed on day 72, **(52)** days after the deadline due to the complexity of complaint. Delay authorised. Second response due 18/6/2025. **Ongoing.**
7. **202402698.** This complaint was completed on day 53, **(33)** days after the deadline due to staff workload and staff leave. Delay authorised. Second response due 11/6/2025. **Ongoing.**
8. **202402700.** This complaint was completed on day 36, **(16)** days after the deadline due to awaiting staff responses. Delay authorised. **Completed.**
9. **202402713.** This complaint was completed on day 59, **(39)** days after the deadline due to awaiting staff responses and staff annual leave. Delay authorised. **Completed.**
10. **202402716.** This complaint was completed on day 22, **(2)** days after the deadline due to IO work commitments. Delay authorised. **Completed.**

There were (0) complaints which were responded to under the child-friendly complaints procedure during this period.

8.4 **Update from Q1 and Q2.**

Q1.

No outstanding complaints from this period.

Q2.

No outstanding complaints from this period.

Q3.

No outstanding complaints from this period.

**Debbie Bozkurt
Director of Finance and Procurement/
Chief Financial Officer of the Integrated Joint Board
For and on behalf of
Gordon G. Jamieson
Chief Executive.
03/06/2025**