

Freedom of Information request 125-18

Request

In accordance with the Freedom of Information Act, I would be grateful if you could comply with the following requests:

1. Please provide information on the (a) longest and (b) average time it has taken between a medical letter has been being “dictated” and “typed up” within your health board in each month since January 2016, up to the present day, where a letter that has been typed up it is to be counted in the month that this occurred.
2. Please provide any guidance given on timescales between a medical letter being “dictated” and “typed up”.
3. Please provide information on how many letters at present have been dictated but not yet typed up.

Response

1. The table below shows the longest and average number of days between a letter being downloaded into the system and it being typed up for every Month since January 2016 based on a total of 20 Specialities:

2016	Longest	Average
Jan	77	12
Feb	49	12
Mar	42	13
Apr	76	17
May	85	18
Jun	77	16
Jul	62	17
Aug	70	17
Sep	65	15
Oct	42	15
Nov	62	9
Dec	35	10

2017	Longest	Average
Jan	52	13
Feb	56	9
Mar	44	9
Apr	*53	*9
May	*	*11
Jun	64	11
Jul	46	12
Aug	70	12
Sep	76	10
Oct	28	11
Nov	53	10
Dec	70	12

2018	Longest	Average
Jan	118	16
Feb	58	12
Mar		
Apr		
May		
Jun		
Jul		
Aug		
Sep		
Oct		
Nov		
Dec		

* Corrupt data on dates during this timeframe results

2. The guidance is for non urgent letters to be typed up within 10 working days.
3. Current number of letters in the system which have not yet been typed up is 2050.

If you are not satisfied with the way your request has been handled or the decision given, you may ask NHS Borders to review its actions and the decision. If you would like to request a review please apply in writing to, Freedom of Information Review, NHS Borders, Room 2EC3, Education Centre, Borders General Hospital, Melrose, TD6 9BS or foi.enquiries@borders.scot.nhs.uk.

The request for a review should include your name and address for correspondence, the request for information to which the request relates and the issue which you wish to be reviewed. Please state the

reference number **125-18** on this request. Your request should be made within 40 working days from receipt of this letter.

If following this review, you remain dissatisfied with the outcome, you may appeal to the Scottish Information Commissioner and request an investigation of your complaint. Your request to the Scottish Information Commissioner should be in writing (or other permanent form), stating your name and an address for correspondence. You should provide the details of the request and your reasons for dissatisfaction with both the original response by NHS Borders and your reasons for dissatisfaction with the outcome of the internal review. Your application for an investigation by the Scottish Information Commissioner must be made within six months of your receipt of the response with which you are dissatisfied. The address for the Office of the Scottish Information Commissioner is, Office of the Scottish Information Commissioner, Kinburn Castle, Doubledykes Road, St Andrews, Fife.