

Freedom of Information request 171-18

Request & Response

I am writing to request information under the Freedom of Information (Scotland) Act 2002 regarding records you hold on incidents of violence and aggression in the area covered by NHS Borders. Please provide information in the table below.

	2015/2016	2016/2017
How many incidents of violence or aggression (including verbal abuse) from patients or visitors towards staff was recorded in 2015 – 2016 and 2016 - 2017 respectively?	1013	823
How many of these incidents were reported as verbal abuse in 2015 – 2016 and 2016 - 2017 respectively?	233	338
How many of these incidents were reported as physical abuse in 2015 – 2016 and 2016 - 2017 respectively?	780	485
How many of these incidents were reported by Nursing Staff (of all grades, qualifications and including bank staff) in 2015 – 2016 and 2016 - 2017 respectively?	N/A*	N/A*

* The role/job title of staff members who report incidents is not recorded, therefore under Section 17 of the FOI(S)A 2002 this information is not held.

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 **171-18** 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.