

Freedom of Information request 185-18

Request

1. The number of complaints and commendations received for AHP services over the last 5 financial years, year by year.
2. Please subdivide this by service i.e. Physiotherapy, OT, SALT, Dietetics and Podiatry.

Response

1-2. The tables below outline the numbers of complaints and commendations received for each AHP service between 2013/14 and 2017/18:

Complaints

Service	2017-2018	2016-2017	2015-2016	2014-2015	2013-2014
Dietetics	3	0	2	2	0
Podiatry	2	1	2	3	4
Occupational Therapy	1	1	0	0	0
Physiotherapy	12	5	10	13	1
Speech & Language Therapy	1	0	0	1	1

Commendations

Service	2017-2018	2016-2017	2015-2016	2014-2015	2013-2014
Dietetics	0	2	19	3	2
Podiatry	0	1	1	1	0
Occupational Therapy	0	0	0	2	3
Physiotherapy	10	5	2	13	3
Speech & Language Therapy	0	0	0	0	0

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 **185-18** 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.