

Freedom of Information request 253-18

Request

In your health board:

1. For all patients that have been removed from the list for an operation, over the last 12 months, what has their destination been? i.e. operated on by a private provider, socially unavailable etc.
2. When a patient has their operation rescheduled, does your NHS Board reset their waiting time that is recorded?

Response

1. Over the past 12 months, a total of 762 patients have been removed from the waiting list for surgery. A breakdown of the reasons are below:

Cancelled by Clinician	200
Cancelled by Patient or GP	189
Deceased - Take off List	22
In Ward	1
Not Contactable	20
Patient Treated Elsewhere	107
Patient Unfit	59
Requires Further Diagnostics	11
Surgery Declined	65
Treated as Emergency	28
Multiple CNA/DNA	60
Grand Total	762

2. If a patient's surgery is rescheduled their waiting time is only reset if it is;
 - a. A patient cancellation (i.e. patient was unwell, did not attend or cancelling an accepted appointment) and;
 - b. Is within their 12 week Target Time Guarantee (TTG) date

If a patient is cancelled for hospital reasons i.e. consultant is unavailable or equipment issues, this would not reset the patients waiting time in line with the national policy.

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 **253-18** 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.