

## Freedom of Information request 287-18

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### Request

The number of complaints made to your organisation either by patients; or on their behalf about the maltreatment of patients detained under the Mental Health (Scotland) Act since January 2014. Specifically regarding:

- Perceived physical abuse by staff, whether carers, nurses or doctors;
- Perceived psychological or emotional abuse by any of the above;
- The number of investigations opened during the above time period by the health board or any external agency of which you are aware as a result of receiving a complaint.

### Response

NHS Borders Feedback and Complaints Team do not record information about whether or not patients are detained under the Mental Health (Scotland) Act. Therefore under Section 17 of the FOI(S)A this data is not held.

Since 2014 NHS Borders has not received any complaints relating to any of the above points from any patient or on behalf of any patient.

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](mailto: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 **287-18** 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.