

Freedom of Information request 298-18

Request

It is my wish that you fulfil your obligations within the Freedom of Information Act 2000 and inform me of the following for the last full 12 months:-

1. Any complaints made regarding the care provided by NHS Borders, their employees or facilities.
2. If there are complaints, how they were addressed, as well as a breakdown of the complaints care facility, e.g. GP, Hospital (name hospital)
3. The number of complaints made in relation to the care provided by Borders General Hospital within the past 12 full months
4. How these complaints were resolved (through one response letter, investigations, referrals to the Care Inspectorate etc.)
5. (i) How many of these complaints were in relation to the Children & Adolescent Mental Health Services?
(ii) What were their nature, were there any safeguarding or whistleblowing concerns?
(iii) Is this outsourced wholly to NHS Lothian or do you maintain some psychiatric services? If only some, which (do they include specialist care for U16's)
6. How many complaints were made in regard of the children's mental health services provided, including the care and professionalism shown by frontline staff, including but not limited to: Staff nurses, HCAs, doctors, psychiatrists, psychologists, pharmacists employed by NHS Borders etc.
7. Any collated feedback in regard to Border General Hospital's conduct
8. Any collated feedback in regard to Children's mental health services
9. Your whistleblowing procedure
10. Your complaint procedure
11. Financials allocated to Mental Health Services and how they were spent in the last twelve months.
12. Financials allocated to any children's services and inpatient care, how this was spent over the last full twelve months.

Response

1. From 1 April 2017 to 31 March 2018 NHS Borders received 353 complaints.
2. All the complaints received were addressed in line with NHS Borders's complaints handling policy. From 01/04/2017 to 31/03/2018 complaint areas were:

Borders General Hospital	253
Primary & Community Services	33
Community Hospitals	7
Mental Health	39
Support Services	23

3. There were 253 complaints in relation to the Borders General Hospital.
4. All complaints are managed in line with NHS Borders Complaints Handling Policy. Stage 1, Early Resolution, complaints may receive a verbal response. Stage 2, Investigation Stage, complaints receive a written response signed by an Executive Director following an investigation, meetings may also be held with complainants either before or after a written response is issued. For Stage 2 complaints, if a complainant is unhappy with NHS Borders response to their complaint they have the option of taking their complaint to the Scottish Public Services Ombudsman (SPSO). During 2017/18, there were 9 referrals made to the SPSO.
5. (i) There were 6 complaints relating to NHS Borders Children & Adolescent Mental Health Services.
(ii) Issues raised:
 - Communication:
 - Patient has not been sent any communication.
 - Lack of a clear explanation.
 - Email communication.
 - Attitude & behaviour:
 - Insensitive to patient needs
 - Lack of support
 - Staff attitude
 - Clinical Treatment
 - Disagreement with treatment/care plan.

(iii) NHS Borders has a Service Level Agreement in place with NHS Lothian for the care and treatment of children that require in-patient care. Patients receiving out-patient care are seen by NHS Borders.
6. As 5 (i) above.
7. Charts 1 to 3 (Appendix 1) represent the feedback gathered, between December 2014 and March 2018, from patient feedback questionnaires

8. There is no collated feedback available relating to children's mental health services.

9. Please find attached a copy of NHS Borders Whistleblowing Policy:



Whistleblowing v2
1.pdf

10. Please find attached a copy of NHS Borders Complaints Procedure:



NHSB_Complaints_Procedure.pdf

11. Please find below a list of directly allocated funding to Mental Health Services in 2017/18 and Q1 of 2018/19. Please note this does not include baseline funding to the service:

Psychological Therapies & CAMHS	£142,711
Veterans First Point	£69,024
Mental Health Innovation	£124,116
Distress Brief Interventions Programme	£50,000
Primary Care Transformation Out of Hours & Mental Health	£389,124
Mental Health Services Outcomes Framework	£278,500
Mental Health Strategy 2017-27	£162,019
Stress & Distress Project	£31,589

12. Please find below a list of directly allocated funding to Children's Services and In-Patient Services in 2017/18 and Q1 of 2018/19. Please note this does not include baseline funding to the services:

Health Visitor Additional Funding	£382,926
Health Start Vitamin Scheme	£4,724
Neonatal Expenses	£15,624
Health Visitors	£402,400
National IV Fluids Protocol	£40,000
Colorectal Cancers	£97,505
Trauma & Orthopaedics	£38,000
Enhanced Recovery – Emergency Laparotomy Programme	£54,279
COPD Pathways	£12,500
6 Essential Actions for Unscheduled Care	£354,236
Patient Flow	£156,000

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 **298-18** 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.

