

Freedom of Information request 331-18

Request

In the Patient Rights (Scotland) Act 2011, Section 10 Clause 2b states the Health Board must 'provide an explanation to the patient as to why the treatment did not start within the maximum waiting time'. I would like to know how many of these explanations have been handed out every year since 2011 by your health board.

Response

Please find below the number of NHS Borders Treatment Time Guarantee Breach Letters which includes the explanation of why the Board did not treat the patient within their maximum waiting time. NHS Borders do not have a record of the number of letters sent prior to 2014, therefore under Section 17 of the FOI(S)A 2002 we cannot provide this data:

Year	No. of Letters
2014	293
2015	133
2016	87
2017	725
2018 (until 30/07/2018)	943

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 **331-18** 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.