

## Freedom of Information request 581-18

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### Request

1. Have you conducted a survey/study of decibel levels on wards in your hospitals in the past five years? What were the results?
2. Have you conducted a survey or study of patients' opinions about noise levels on wards in your hospitals in the past five years? What were the results?
3. Have you received any complaints from patients regarding noise levels on wards in your hospitals in the past 12 months? How many have you received and what was their nature?
4. In the past 12 months, have any patients in your hospitals asked to leave in order to escape the noise on wards? How many?
5. Have you installed any means of tackling excess noise on wards in your hospitals in the past five years, such as playing white noise?

### Response

1. NHS Borders have conducted one survey of decibel levels on wards this was in relation to the emergency alarm call system within the staff office on Lindean Ward. Noise levels did not exceed legal action limits, and no further action was taken.
2. NHS Borders began conducting patient surveys in selected wards on 1 January 2015 and between then and 22 March 2016 we extended this project to other wards. We now carry out patient surveys on an ongoing basis every two months (approximately). This includes questions about noise levels on wards, and the information gathered is fed back to ward staff. Data gathered from surveys is attached:



FOI 581-18 Survey  
Data.xlsx

3. There has been 1 complaint from a patient regarding general noise levels on a ward in the past 12 months.
4. There is no record of a patient having asked to leave to escape noise on wards in the past 12 months.
5. NHS Borders have not installed any specific technological means of tackling excess noise on wards in hospital as there has been no requirement for this. Staff are reminded that patients benefit from undisturbed sleep and should take care to minimise unnecessary noise, movement and conversation during periods of rest or sleep.

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 **581-18** 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.