

Freedom of Information request 30-19

Request

1. For each sexual health clinic in your board area:

A) The shortest, longest and average (mean) waiting time between making an appointment for a sexual health check and the appointment date for:

- i. People reporting potential symptoms of an STI
- ii. People not experiencing any symptoms

B) The shortest, longest, and average (mean) time a caller has waited on the clinic's phone line in order to make an appointment

Please provide this information for each year for the past five financial years individually (2014-15, 2015-16, 2016-17, 2017-18, 2018-present)

2. Your health board's budget for sexual health services each year for the past five financial years individually (2014-15, 2015-16, 2016-17, 2017-18, 2018-present).

Response

1. Please find details as requested:

A) The shortest, longest and average (mean) waiting time between making an appointment for a sexual health check and the appointment date for:

- i. People reporting potential symptoms of an STI

All of our clinics accommodate patients who walk-in as well as booked appointments, so there is no waiting time for a sexual health check. Some of our clinics run every two weeks, so it might be that patients wanting to be seen at the clinic nearest to their home would wait up to two weeks. However they could be seen sooner if they travelled to a clinic in a nearby town.

- ii. People not experiencing any symptoms

All of our clinics accommodate patients who walk-in as well as booked appointments, so there is no waiting time for a sexual health check. Some of our clinics run every two weeks, so it might be that patients wanting to be seen at the clinic nearest to their home would wait up to two weeks. However they could be seen sooner if they travelled to a clinic in a nearby town.

B) The shortest, longest, and average (mean) time a caller has waited on the clinic's phone line in order to make an appointment

NHS Borders telephone system does not record this information for sexual health services, so it is unavailable. Therefore under Section 17 of the FOI(S)A 2002 this data is not held.

2. Please find below NHS Borders' budget for sexual health services each year requested:

- 14/15 - £584,236
- 15/16 - £624,160
- 16/17 - £629,600
- 17/18 - £618,642
- 18/19 - £627,938

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 **30-19** 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.