

Freedom of Information request 124-19

Request

I would like to request the following information under the Freedom of Information (Scotland) Act (2002).

- How the health board calculates the expected waiting time given to patients by letter following a referral for an inpatient or day-case procedure.
- The most up to date policy the health board has on communications with patients, including the most up to date policy on communications regarding waiting times.
- If one exists, a template of the letter used when writing to patients following a referral for an inpatient or day-case procedure.

Response

1. Once a patient has been added to the Inpatient or Day Case waiting list, they are sent a letter to confirm they have been added to the waiting list, their Treatment Time Guarantee (TTG) date and a link to a page on the NHS Borders website that displays the most recent experienced waiting times for patients in different services. This is calculated by using the 90th percentile of patients that have waited for Outpatient appointments and the 95th percentile for Inpatient or Day Case patients. While individual times may vary dependent upon procedure and surgeon, this aims to give an estimate of how long patients are expecting to wait to be seen.
2. The NHS Borders Patient Access Policy is accessible on the NHS Borders website:
<http://www.nhsborders.scot.nhs.uk/media/207537/patient-access-policy.pdf>
3. Please find attached letter template sent to patients following referral.



TTG waiting list add
letter.pdf

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 **124-19** 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.

