

Freedom of Information request 142-19

Request

1. If your trust runs one or more A&E departments, could you please provide the total number of physical assaults on staff for each of the following time periods: 2018-2019 (or up until the most recent month), 2017-2018, 2016-2017, 2015-2016 and 2014-2015. Please release any readily available data-sets for these time periods.
2. If your trust runs one or more A&E departments, could you please provide the total number of non-physical assaults on staff for each of the following time periods: 2018-2019 (or up until the most recent month), 2017-2018, 2016-2017, 2015-2016 and 2014-2015. Please release any readily available data-sets.
3. If available, please provide a breakdown of the data **for your whole trust**, for the total number of physical assaults on staff by their profession (see below) for the following time periods: 2018-2019 (or until the most recent month available), 2017-2018, 2016-2017, 2015-2016 and 2014-2015. Please release any readily available data-sets.
4. If recorded, please provide a breakdown of the data **for your whole trust**, of the total number of physical assaults on staff by aggravating factors (see below) for the following time periods: 2018-2019 (or until the most recent month available), 2017-2018, 2016-2017, 2015-2016 and 2014-2015. Please release any readily available data-sets.
5. Could you please provide the amount of money spent on private security guards for each of the following years: 2018-2019 (or until the most recent month available), 2017-2018, 2016-2017, 2015-2016 and 2014-2015. Please release any readily available data-sets.
6. Could you also provide the amount of money total money spent on security measures (including but not exclusive to body cameras, CCTV, re-designing clinical environments, security staff, campaigns) for each of the following years: 2017-2018, (or until the most recent month available), 2017-2018, 2016-2017, 2015-2016 and 2014-2015.

Definitions and criteria for questions 1-4

Physical assault is the intentional application of force against the person without lawful justification resulting in physical injury or personal discomfort. For the purposes of this FOI spitting is included in this definition.

Non-physical assault is the use of inappropriate words or behaviour causing distress and/or constituting harassment. Non-physical assault includes the following (but is not exclusive to) offensive or obscene language; verbal abuse and swearing; brandishing weapons, or objects which could be used as weapons; attempted assaults; offensive gestures; threats; intimidation; harassment or stalking; damage to buildings equipment or vehicles which causes fear for personal safety; offensive language or behaviour related to a person's, race, gender, nationality, religion, disability, age or sexual orientation; inappropriate sexual language or behaviour.

Professions include (but are not exclusive to) the following: nurses (including student nurses), doctors (including student doctors), security staff, healthcare assistants, paramedics, midwives, health visitors and porters.

Aggravating factors can include (but is not is not exclusive to) the following: racial, sexual, sexual harassment, homophobia, ableism, ageism, hate crime, and mental illness or condition.

Clarification Received:

Questions 1 & 2 only relate to A&E staff, while remaining questions relate to entire organisation

Response

1. Please find below the number of physical assaults on A&E staff in the requested years:

Year	Physical Assaults on Staff
2014/15	50
2015/16	33
2016/17	37
2017/18	83
2018/19	45

2. Please find below the number of non-physical assaults on A&E staff in the requested years:

Year	Non-Physical Assaults on Staff
2014/15	61
2015/16	24
2016/17	20
2017/18	35
2018/19	35

3. Please find below the number of physical assaults on all staff by job type in the requested years:

Profession	2014/15	2015/16	2016/17	2017/18	2018/19
Car Park Attendant	5	<5	<5	<5	<5
Family Nurse	0	0	<5	0	0
Security Staff	0	12	12	22	16
Administration / Clerical / Reception Staff / PA	12	10	14	25	17
Associate Specialist	<5	0	<5	0	<5
Catering Staff	0	<5	<5	<5	<5
Consultant	<5	<5	<5	<5	<5
Dentist	<5	0	0	0	<5
Dental Nurse	<5	0	<5	0	<5
Doctor (Unknown Grade)	<5	<5	5	10	6
Domestic / Porter	9	10	8	<5	11
General Practitioner	<5	0	0	<5	0
Health Visitor	<5	0	<5	<5	7
Junior Doctor	<5	<5	<5	<5	<5
Manager	<5	0	<5	<5	0
Nurse / Midwife	225	184	167	170	134
Nursery Nurse	<5	<5	<5	<5	0
Occupational Therapist	<5	0	<5	<5	<5
Other	26	20	11	17	20
Pharmacy Technician	0	0	0	0	<5
Phlebotomist	<5	0	<5	0	0
Physiotherapist	7	0	<5	<5	<5
Podiatrist	0	<5	0	0	0
Radiographer	<5	<5	0	<5	<5
Senior Charge Nurse / Charge Nurse	12	9	5	<5	<5
Speech & Language Therapist	0	<5	5	<5	0
Staff Grade	<5	5	0	<5	<5
Student / Trainee	<5	<5	<5	0	0
Supervisor	<5	8	<5	<5	<5
Unknown	<5	<5	0	0	0
Unqualified Nurse / Midwife	102	107	58	60	66
Unqualified Physiotherapist	<5	0	0	<5	0
Volunteer	<5	0	<5	0	0
Not Reported	463	677	557	659	817
TOTAL	894	1,061	869	1,000	1,118

Please note that job type is not a mandatory field within our adverse event system, and reports without this field completed have been included under the heading "Not Reported"

4. Please find below the number of physical assaults on all staff by aggravating factor in the requested years:

Profession	2014/15	2015/16	2016/17	2017/18	2018/19
Care Plan: Behaviour Not Identified	5	8	<5	5	5
Care Plan: Details Missing	0	<5	0	0	0
Care Plan: Patient Non-Compliant With Treatment	35	48	19	22	40
Communication Issue	34	122	26	20	19
Confusion	192	273	208	208	159
Environmental Issue	15	26	9	9	17
Failure To Follow Instruction	5	8	<5	<5	6
Failure To Follow Policy/Protocol	0	<5	<5	<5	<5
Failure To Follow System/Procedure/Process	<5	<5	<5	<5	0
Human Factors	0	0	0	6	29
Intoxicated/Drugs	8	10	<5	10	6
Lack Of Information	<5	<5	<5	0	0
Lack Of Training	<5	<5	0	<5	<5
Medical Condition	94	127	48	62	87
Medication	6	7	<5	<5	<5
Mental Health Issue	149	217	124	91	113
Other Patient	12	14	<5	<5	<5

Patient Behaviour – No Care Plans	6	6	6	6	14
Patient Non-Compliant	34	70	31	31	54
Resource Issue	0	<5	0	<5	<5
Skill Mix Problem	<5	<5	<5	0	<5
Staffing Levels	10	14	12	9	11
Stress And Distress	0	0	0	44	91
Training Issues	<5	<5	0	<5	0
Working Alone	<5	<5	0	<5	0
Not Recorded	0	0	0	0	17
TOTAL	616	965	505	540	681

Aggravating factors are recorded on the system within contributing factors. There are set lists of contributing factors that reporters/managers can use to identify the relevant issue from, or a free text box for the reporter/manager to identify issues not included on the set lists provided. More than one contributing factor may be added to an adverse event.

5. NHS Borders have had zero spend on private security guards.

6. Please find below the spend on security measures including CCTV by NHS Borders:

Year	Spend
2014/15	£31,712.74
2015/16	£38,075.99
2016/17	£25,417.51
2017/18	£42,535.51
2018/19	£52,938.94

Above costs exclude VAT.

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 **142-19** 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 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.