

Freedom of Information request 286-19

Request

For General Dental Practices in your Health Board region that carry out NHS General Dental Services (GDS) and that are therefore subject to the terms of NHS Dental Practice inspection procedures.

1/. Can you please confirm the number of formal written complaints received direct to the Health Board from dental patients in each financial year 2016/17, 2017/18 and 2018/19 for those dental practices.

For those complaints that have been received then please break them down into (i) the numbers of complaints for each practice, and (ii) identify each respective practice.

2/. If the Health Board receives annual submissions from GDS practices recording how many formal complaints have been handled by their own practice 'in-house' complaints resolution procedures, please confirm (i) numbers and (ii) identify each respective practice for the same financial years 2016/17, 2017/18 and 2018/19

3/. Since April 2016 NHS PCA(D)(2016)3 of NHS (General Dental Services) (Scotland)) Amendment Regulations 2016 enabled NHS Health Boards to carry out unannounced inspections of dental practices providing NHS General Dental Services (GDS).

Can you please confirm (i) how many unannounced inspections have been carried out on dental practices providing NHS General Dental Services (GDS) in your Health Board area in each financial year 2016/17, 2017/18 and 2018/19, and again (ii) identify those practices involved.

Response

- NHS Borders did not receive any formal complaints direct from dental patients in the years requested. For your information NHS Borders has no formal standing to investigate issues involving GP practices, independent dental practices or opticians. Most Family Health Service practitioners, such as GPs, dentists and opticians are not directly employed by the NHS and complaints relating to these services are investigated and responded to by the individual practice.
- Please find below the number of formal complaints handled 'in-house' by GDS practices in the years requested:

| Number of Inhouse Complaints Received | | | |
|--|----------------|----------------|----------------|
| Practice | 2016/17 | 2017/18 | 2018/19 |
| 40 Market Square, Duns | 0 | 1 | 0 |
| Old Telephone Exchange, Eyemouth | 1 | 0 | 7 |
| 19 Bank Street, Gala | 4 | 3 | 4 |
| Borders Orthodontics, Gala | 0 | 2 | 5 |
| 23 Albert Place, Gala | 0 | 4 | 2 |
| 41 North Bridge Street, Hawick | 1 | 2 | 0 |
| G K Dental, Hawick | 1 | 3 | 0 |
| 36 High Street, Peebles | 0 | 1 | 0 |
| 11 Elm Court, Peebles | 1 | 1 | 0 |
| 25 West Port, Selkirk | 0 | 1 | 1 |

3. Please find below the number of unannounced inspections that have been carried out on dental practices in the years requested:

- 2016/17 – None
- 2017/18 – One – GK Dental, 54 High Street, Hawick (complaint not upheld)
- 2018/19 - None

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 **286-19** 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.