

Freedom of Information request 387-19

Request

In your health board, how many recorded cases have there been of physical and verbal abuse against NHS staff in each of the last ten years, broken down by year.

Response

Please find below data on the number of recorded cases of physical and verbal abuse against NHS staff in each of the last ten years. Please note as of the year 2013/14 the system now allows us to differentiate between the affected people but there are still a number which are left blank. There is a high likelihood that staff were affected in these events.

Year	2009 /10	2010/ 11	2011/ 12	2012/ 13	2013/ 14	2014/ 15	2015/ 16	2016/ 17	2017/ 18	2018/ 19	2019/ 20 (Q1 April - June)
Physical aggression against staff	1958	1106	642	1170	295	533	777	468	461	1040	49
Verbal aggression against staff	2286	1288	737	556	195	270	233	320	366	837	74
Person affected not identified					1657	303	286	260	299	150	39

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 **387-19** 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.