

Freedom of Information request 459-19

Request

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

In 2014/15, 2015/16, 2016/17, 2017/18, 2018/19 and 2019/20 to date,

1. The number of people declared medically fit for discharge who have been referred to social services for a discharge assessment.
2. The average (mean and median) number of days taken for an discharge assessment to be completed, following a referral.
3. The number of complaints received by the health board regarding a hospital discharge and the number of these complaints which was upheld.

Response

1. Please find below the number of delayed discharge patients who have been declared medically fit for discharge and have been referred to social services for a discharge assessment:

Financial Year	No of Patients
2014/15	365
2015/16	337
2016/17	419
2017/18	413
2018/19	431
2019/20 to date (end Sept 19)	288

Please note the above totals are only for delayed discharge patients only as other discharge patients are not held electronically and to provide this data would require a manual trawl of all patients and the cost of carrying out this work would exceed the limit set in the Fees Regulations of the FOI(S)A 2002 therefore we are not required to provide.

2. This information is not held by NHS Borders but may be available from Scottish Borders Council, therefore under Section 17 of the FOI(S)A 2002 this data is not held.

3. Please find below the number of complaints received regarding a hospital discharge:

Year	Total Discharge Complaints	Fully Upheld
2014-15	7	2
2015-16	6	3
2016-17	4	1
2017-18	3	3
2018-19	1	0
2019-20	0	0

The only discharge issue included in the DATIX electronic system is 'Delay in Discharge', and the complaints listed in the table above were recorded under this heading. The above information does not include complaints about other issues around discharge as this information would only be held in individual files and to extract this would require a manual trawl and the cost of carrying out this work would exceed the limit set in the Fees Regulations of the FOI(S)A 2002 therefore we are not required to provide.

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 **459-19** 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.