

Freedom of Information request 555-19

Request

1. For the last 7 years, including the current year, the number of complaints received by NHS Borders regarding CAMHS services each year.
2. The proportion compared to total number of complaints received by NHS Borders.
3. Broad categories for the nature of the CAMHS complaints (using criteria in reporting to Executive Team / Board).
4. The outcome of these complaints i.e upheld, partly upheld or not upheld.

Response

1. The table below details the number of complaints received regarding CAMHS services between 2013 and 2019:

Year	Complaints
2013	1
2014	2
2015	2
2016	8
2017	5
2018	6
2019	8

2. These complaints constitute 1.48% of the total number of complaints received over the period between 2013 and 2019.
3. CAMHS complaints over this period have been categorised as below. An individual complaint may fall under multiple categories:
 - Attitude and behaviour
 - Clinical treatment
 - Communication (oral)
 - Communication (written)
 - Competence
 - Date for appointment / waiting times
 - Date of admission / attendance
 - Failure to follow agreed procedures
 - Policy / commercial decisions
4. The table below outlines the outcome of these complaints:

Outcome	Complaints
Fully upheld	7
Partly upheld	10
Not upheld	12
Withdrawn	2
Currently open	1

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 **555-19** 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.