

Freedom of Information request 360-20

Request

Please answer all questions for the years 2016-17, 2017-18, 2018-19, 2019-20.

1. What is the total number of cataract operations (and other lens operations) Optical Express has performed under their contract with your health board?
2. How many of these patients required further surgery due to post op problems following cataract operations at Optical Express?
3. What are the names of the surgeons performing cataract ops at Optical Express on behalf of the NHS in your area?
4. Is your health board aware of the high number of Optical Express' private patients left with problems who are refused aftercare by the company after their year of cover is up, who are then forced to burden the NHS with costs of expensive treatment and operations?
5. Can you ask all relevant hospitals to give you their numbers for damaged Optical Express patients who have been treated by the NHS in the last four years?

Response

NHS Borders have never used Optical Express and therefore there is no contract in place.

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 **360-20** 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.