

## **Freedom of Information request 127-21**

---

### **Request**

I am writing to you under the Freedom of Information (Scotland) Act 2002 to request the following information from NHS Borders. Please can you provide me with:

- How many patients are currently awaiting an outpatient appointment for a follow-up to cervical screening test?
- How many cervical screening test appointments have been cancelled or postponed since March 2020?
- How many cervical screening test appointments were cancelled or postponed in the year from March 2015 up to March 2020?
- The average waiting time for a cervical screening test appointment in each year since 2015 – 2021
- The average waiting time for an outpatient appointment following a cervical screening test appointment
- How many appointment letters were not sent due to technical issues in the year since March 2020? For example, a technical issue which prevented the printing of the letter at the appropriate time

Please provide the information in the form of a spreadsheet or similar document.

If it is not possible to provide the information requested due to the information exceeding the cost of compliance, please provide advice and assistance as to how I can refine my request.

If you can identify any ways that my request could be refined I would be grateful for any further advice and assistance.

If you have any queries please don't hesitate to contact me and I will be very happy to clarify what I am asking for and discuss the request

### **Response**

1. There are currently 17 patients awaiting an outpatient appointment for a follow-up to cervical screening test.
2. This information would need to be provided by Primary Care and as NHS Borders GP Practices are independent, you would need to request the information from them directly. Therefore please note under Section 25 of the FOI(S)A 2002 this data is accessible elsewhere.
3. This information would need to be provided by Primary Care and as NHS Borders GP Practices are independent, you would need to request the information from them directly. Therefore please note under Section 25 of the FOI(S)A 2002 this data is accessible elsewhere.
4. This information would need to be provided by Primary Care and as NHS Borders GP Practices are independent, you would need to request the information from them directly. Therefore please note under Section 25 of the FOI(S)A 2002 this data is accessible elsewhere.

5. The average waiting time for an outpatient appointment following a cervical screening test appointment is 30.7 days.
6. There have not been any appointment letters not sent by NHS Borders due to technical errors since March 2020.

Under Section 15 of the Freedom of Information (Scotland) Act 2002, duty to provide advice and assistance please note that in July/August 2020, 141 invitations and reminders were not sent due to a technical issue with the National Cervical Screening Programme print contractor. These letters were resent once the error was discovered. This information only relates to invitations and reminders from the National Cervical Screening Programme and the invitations and reminders from the national programme only advise the recipient to contact their GP practice to make an appointment for cervical screening; they do not contain an appointment.

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](mailto: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 **127-21** 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.