

Freedom of Information request 146-22

Request

I am writing under the Freedom of Information Act Scotland 2002 to request the following information from NHS Borders. I would be grateful if you could provide me with the following information that refers to the month of October 2021 unless specifically mentioned;

- 1) Please provide BGH in-patient occupancy levels for Oct 2021.
- 2) Please provide delayed discharge numbers for Oct 2021.
- 3) Please provide dates in Oct 2021 when surge demand exceeded capacity for in-patients and the A and E department.
- 4) Please provide dates when BGH A and E staffing fell below agreed safe staffing levels. Should this have happened please advise what measures were undertaken to address this for Oct 2021.
- 5) Please provide data relating to Scottish Ambulance Service to BGH hangovers for Oct 2021. Specifically broken down into the following time frames; < 15 mins, > 30 mins and > 60 mins. In those > 60mins please advise if any assessment of severity was undertaken.
- 6) Please provide data relating to BGH A and E waiting times for Oct 2021. Specifically broken down to <12 hours, 12-24 hours and 48-72 hours. Where possible please provide information as to where patients were actually waiting eg waiting room, car, cubicle, chair or trolley in a corridor.
- 7) Does NHS Borders offer same day emergency care (SDEC). That is rapid same day multi-disciplinary assessment and starting treatment on the same day. " Right care. Right place. Right time".
- 8) Please provide dates in Oct 2021 that members of HM Armed Forces were deployed to NHS Borders and where they were utilised.
- 9) Please provide dates in Oct 2021 that there was consultant care in the BGH A and E.
- 10) Please advise whether NTproBNP or BNP are used as a diagnostic tool at the BGH.
- 11) Please advise if rapid access trans-thoracic echocardiography is available in the A and E department at the BGH.
- 12) Please advise if there are existing treatment guidelines or protocols at the BGH either in cardiology, acute internal medicine or in the A and E department for acute heart failure.
- 13) Please provide data relating to immediate discharge letters from A and E for Oct 2021. Specifically numbers of patients discharged from A and E without an immediate discharge letter and numbers where the issue of the letter took longer than four days
- 14) Please provide a copy of NHS Borders A and E inventory of medicines for discharge home supply to patients.
- 15) Please advise regards 14) above, how often stock taking and resupply occurs provided by NHS Borders pharmacy.
- 16) Please advise regards 14 and 15) above if there were any periods in Oct 2021 resupply did not occur.

17) Please advise of NHS Borders pharmacy opening hours for Oct 2021.

18) Please provide data for the number of patients discharged home without medication but with an A and E prescription to submit to a dispensing chemist post discharge.

19) Please advise if it is normal practice to alert vulnerable patients relatives they are being discharged from BGH A and E as during the period known as Covid accompanying patients to A and E was severely restricted.

Response

1. Please see Borders General Hospital (BGH) inpatient occupancy levels for October 2021:

Date	Total Staffed Beds	Total Occupied Beds	Percentage Occupancy
01/10/2021	207	184	88.9%
02/10/2021	207	180	87.0%
03/10/2021	207	185	89.4%
04/10/2021	211	201	95.3%
05/10/2021	214	201	93.9%
06/10/2021	215	201	93.5%
07/10/2021	214	204	95.3%
08/10/2021	214	195	91.1%
09/10/2021	213	195	91.5%
10/10/2021	213	193	90.6%
11/10/2021	213	194	91.1%
12/10/2021	214	195	91.1%
13/10/2021	214	200	93.5%
14/10/2021	214	190	88.8%
15/10/2021	214	184	86.0%
16/10/2021	214	194	90.7%
17/10/2021	210	198	94.3%
18/10/2021	208	200	96.2%
19/10/2021	206	193	93.7%
20/10/2021	206	195	94.7%
21/10/2021	215	202	94.0%
22/10/2021	214	195	91.1%
23/10/2021	220	199	90.5%
24/10/2021	222	202	91.0%
25/10/2021	223	207	92.8%
26/10/2021	225	212	94.2%
27/10/2021	233	222	95.3%
28/10/2021	233	219	94.0%
29/10/2021	231	214	92.6%
30/10/2021	230	210	91.3%
31/10/2021	230	203	88.3%
Total	6704	6167	92.0%

Notes: Excludes Medical Paediatrics & Obstetrics

2. Please see delayed discharge numbers for October 2021:

BGH	Number of Cases	Occupied Bed days
Regular	30	526
Complex	0	0
Total	30	526

3. Please see dates in October 2-21 when surge demand exceeded capacity for inpatients as measured by the number of patients who spent more than 12 hours in the Emergency Department waiting for admission:

Date	Patients waiting over 12 hours for Bed in Emergency Department
04/10/2021	<5
05/10/2021	<5
06/10/2021	<5
09/10/2021	<5
10/10/2021	7
11/10/2021	<5
12/10/2021	5
13/10/2021	<5
16/10/2021	<5
17/10/2021	<5
18/10/2021	5
19/10/2021	8
20/10/2021	<5
23/10/2021	<5
24/10/2021	7
25/10/2021	8
26/10/2021	7
28/10/2021	<5
29/10/2021	<5
31/10/2021	<5
Total	76

Please note that as NHS Borders is such a small Board and the number of patients above is very small, to provide further details could allow individuals to be identified and we would be in breach of the Data Protection Act 2018. We are therefore withholding all other data under Section 38(1)(b) of the Freedom of Information (Scotland) Act 2002. This is in accordance with the Code of Practice for Official Statistics which states that any number that is less than five; actual numbers and potentially identifiable information is withheld to help maintain patient confidentiality due to potential risk of disclosure. Further information is available in the ISD Statistical Disclosure Control Protocol.

4. There was one day in October 2021 that a clinical area declared that they were below safe staffing levels in the BGH at the morning Safety Huddle. Staff would have been moved in to support this area at the point of which they declared unsafe. Please note this data is only recorded for weekdays for the month of October 2021 however, any areas declaring unsafe would have had staff or a senior clinical leader in to support.
5. This information would be held by the Scottish Ambulance Service (SAS) therefore please note under Section 25 of the Freedom of Information (Scotland) Act 2002 this data is accessible elsewhere. For your information please find a link to the SAS website below:
6. Please see BGH waiting times for October 2021 below:

	4 hours or less	4 hours - 12 hours	12 hours - 24 hours	24 hours - 48 hours	48-72 hours	Grand Total
Number of patients	1,786	469	88	10	0	2,353

We are unable to provide where patients were waiting as this information is not held as defined in Section 17, Freedom of Information (Scotland) Act 2002.

7. No, NHS Borders does not offer same day emergency care (SDEC). A 24 hour Urgent Care Service ('Borders Urgent Care Service') was opened during the pandemic which provides access to urgent care 24/7.
8. Members of armed forces personnel were deployed from the 19 October 2021 to 8 December 2021 and were utilised within: Emergency Department (ED), Covid-19 Ward, Medical Assessment Unit, Ward 4, DME, Ward 9, and Border Stroke Unit/Margaret Kerr Unit.
9. NHS Borders ED Consultant cover is as follows:
 - Monday 12 hours
 - Tuesday 12 hours
 - Core hours for the rest of the week
 - 3 out of 6 weekends

Access to Speciality Consultant in ED is available 24 hours a day 7 days a week.

10. BNP is not used by the BGH; it is however used in Primary and Community Services.
11. Rapid access echocardiography is available at times in BGH ED for emergencies only (cardiac arrest/peri arrest). During 09:00-17:00 Monday to Friday emergency scans can be done if clinically essential. Out with these times it is dependent on whether a trained middle grade or consultant doctor is on duty.
12. The BGH does not have specific protocols for acute heart failure, but advice for patients with acute heart failure is available from NHS Borders Cardiology Department within working hours, NHS Lothian Cardiology Department out of hours and via the Scottish Advanced Heart Failure Unit for all patients with severe refractory acute heart failure.
13. Please see below:

Total discharges in October 2021 from ED	1991
Discharged with Immediate Discharge Letter (IDL)	1947
Discharged with IDL > 4days	72
Discharged with no IDL	47

14. See attached NHS Borders ED inventory of medicines for discharge home supply to patients, please note this is over-labelled medicines only as these would be used as discharge packs:



Q14 Data.xlsx

15. Medicines are re-stocked twice weekly and any critical items are replaced daily.
16. In October 2021 all top-ups were completed as scheduled.
17. NHS Borders Pharmacy is open 08:50 to 16:30 Monday to Friday & 10:00 to 13:00 Saturday & Sunday.
18. This data is not recorded electronically. It will be held in a patient's record, but to extract this data would require a manual trawl of all patient records of those who attended the ED and the cost of carrying out this work would exceed the limit set in the Fees Regulations of the Freedom of Information (Scotland) Act 2002 and under Section 12 we are not required to provide.
19. For both vulnerable patients and non-vulnerable patients, NHS Borders assists in ensuring they get home safely and can arrange transport home. With regards to Covid-19, this depends on the individual situation. The ED department has slightly more flexibility in regards to letting visitors in due to the nature of emergency treatment and care.

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 **146-22** 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.