

Freedom of Information request 309-22

Request

1. How many members of the public lodged a complaint with this health board during the financial year 2021/22? Please also provide the data for 2022/23 so far, as well as 2020/21, 2019/20, 2018/19 and 2017/18. Please provide the reasons behind complaints being made, for example – being unhappy with the treatment they received or a short-notice cancellation. Please also outline the department the complaint pertained to – e.g. CAMHS/ cancer services/ A&E etc.
2. Of those complaints lodged during the 2021/22 financial year, how many were accepted by this health board? Please also provide the data for 2022/23 so far, as well as 2020/21, 2019/20, 2018/19 and 2017/18
3. Of those complaints accepted during the 2021/22 financial year, what was the outcome of those complaints? For example, did they result in compensation or a written apology etc? Please also provide the data for 2022/23 so far, as well as 2020/21, 2019/20, 2018/19 and 2017/18. Where compensation was awarded, what was the largest sum awarded?

Response

1. The attached tables provide detail on complaint numbers, and the issue raised:



2022_07_13
complaint numbers ar

2. All the complaints detailed in the attached tables were accepted by NHS Borders. The only reasons for not accepting a complaint would be that it is outwith timescales, or about a independent contractor (e.g. GP or Dentist). The Patient Experience Team do not hold a central record of complaints that are outwith timescales or about an independent contractor.
3. The NHS complaints procedure does not provide for financial compensation. Complainants are provided with either a written or verbal response. The response will include an apology where appropriate.

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 **309-22** 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.