

## Freedom of Information request 519-22

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### Request

I am looking for information regarding complaints about staff facilities (e.g., welfare rooms or break rooms), excluding canteens. As such, can I request the following for the last five financial years (2018/19, 19/20, 20/21, 21/22 and 22/23):

1. The total number of complaints by staff in your hospitals, with a breakdown by location, regards the state/condition/quality of staff facilities or the lack of staff facilities?
2. The nature of any complaints by staff in your hospitals, with a breakdown by location, regards the state/condition/quality of staff facilities or the lack of staff facilities?
3. The actions/response by management in response to any complaints by staff in your hospitals, with a breakdown by location, regards the state/condition/quality of staff facilities or the lack of staff facilities?

### Response

1. There have been no formal grievances raised by NHS Borders staff regarding staff facilities such as welfare rooms or break rooms between 2018 and 2022.
2. Provision of adequate staff rest areas has been noted as one of the outcomes from a staff-side Staff Wellbeing Survey, the national IMatter survey (the NHS and Social Care in Scotland Staff Experience tool) and ongoing local work from "Collecting Your Voices" (a local staff communication and engagement process).
3. The NHS Borders Staff Wellbeing Group, Chaired by the Employee Director, has oversight of any progress with regards to staff rest areas and is currently considering a proposal for an additional welfare area within the Borders General Hospital estate. Outdoor covered areas are also being considered for the BGH & Community Hospitals. However, the Staff Wellbeing Group does not hold any specific information regarding staff complaints in relation to staff rest areas.

Staff wellbeing remains of the utmost importance to the NHS Borders management teams and staff side partners and is frequently and openly discussed at various forums with projects currently being planned and progressed.

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 **519-22** 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.