

Freedom of Information request 548-22

Request

In the last five years can you please tell me:

- 1.The number of doctors or nurses who have reported verbal abuse (including racist slurs) from patients or by the family/friends of patients
- 2.The number of doctors or nurses who have reported physical abuse from patients or by the family/friends of patients
- 3.The number of doctors or nurses who have had property taken or vandalised by patients or by the family/friends of patients
- 4.How many incidences of abuse led to police action
- 5.The number of cases of abuse over the past five years.

Clarification Request:

1. Are you willing to receive the data per financial year?
2. Our recording methods do not distinguish between staff groups, therefore we would not be able to identify if it was a Doctor or a Nurse who made the report – our data would be inclusive of all staff categories. Would you like to receive the data in this format?
3. For Q5 – are you looking for a total of the data for questions 1 and 2 combined, or are you seeking additional information not covered in the previous questions (please provide details)?

Clarification:

1. Yes I am willing to receive the data per financial year
2. Yes that's fine I'm happy to receive data that is inclusive of all staff categories
3. I am looking for the total number of physical and verbal abuse tallied for each year

Response

1. The numbers of NHS Borders staff who have reported verbal abuse (including racist slurs) from patients or by the family/friends of patients are:

2018/2019	2019/2020	2020/2021	2021/2022	2022/2023
470	284	308	227	143

2. The numbers of NHS Borders staff who have reported physical abuse from patients or by the family/friends of patients are:

2018/2019	2019/2020	2020/2021	2021/2022	2022/2023
667	492	428	822	164

3. The NHS Borders adverse events system does not capture the perpetrator of the theft / damage to property, therefore, this information is not held, as defined in Section 17, Freedom of Information (Scotland) Act 2002.
4. The NHS Borders adverse events system does not capture if an incidence of abuse led to police action, therefore, this information is not held, as defined in Section 17, Freedom of Information (Scotland) Act 2002.
5. The total numbers of cases of abuse reported in NHS Borders are:

2018/2019	2019/2020	2020/2021	2021/2022	2022/2023
1137	776	736	1049	307

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 **548-22** 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.