NHS Borders
Communications & Engagement

NHS Borders
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Borders General Hospital
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Freedom of Information request 597-22

Request

For clarity I would define triage as 'a health assessment that should be made within 15 minutes of a patient's arrival at A&E to help identify 'red flags''

1. What is the average triage time in this health board? Please provide this figure for each year since 2017, including the current calendar year.

2. What is the longest triage time in this health board? Please provide this figure for each year since 2017, including the current calendar year.

3. How many people have had to wait longer than 15 minutes to be triaged in this health board? Please provide this figure for each year since 2017, including the current calendar year.

Response

1. The average triage time in minutes in NHS Borders is:

Year	Average minutes from arrival to triage
2017	14
2018	14
2019	13
2020	8
2021	8
2022	13

2. 'Time to triage' datasets include non-emergency patients who are planned to attend the department. These patients are not triaged and as such their timestamp for triage is recorded as later in their ED journey. This dataset also requires cleansing to remove inaccurate recordings in instances such as when triage is taken on paper and the electronic patient record is updated later. As such, longest triage times are not a true representation of waits in the department for triage. This information is not held electronically. The data may be held in a patient's record, but to extract this data would require a manual trawl of all patient records 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.

3. The number of people who had to wait longer than 15 minutes to be triaged in NHS Borders is:

Year	Number of attendances
2017	9762
2018	9931
2019	9319
2020	3959
2021	4138
2022	7072

Please note: These are unplanned attendances only – excludes planned and AAU attendances.

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 **597-22** 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.