

Freedom of Information request 686-22

Request

1. What was the longest wait recorded in an A&E department in a hospital in this health board in the week ending 27 November 2022?
2. For this wait please provide an explanation, if possible, for why the patient waited so long.
3. What was the longest A&E triage time in this health board in the week ending 27 November 2022?
4. For this wait please provide an explanation, if possible, for why the patient waited so long.

Response

1. The longest wait recorded in the A&E Department of Borders General Hospital in the week ending 27 November 2022 was 1,441 minutes.
2. The reason for this wait was because the patient required a medical bed and due to pressures in the hospital, this was the period of time that patient had to wait for an available bed.
3. The longest A&E triage time in NHS Borders during the week ending 27 November 2022 was 146 minutes.
4. The patient in Q3 was acutely unwell and was seen by a medic within 19 minutes of arrival, prior to being triaged. Therefore time to clinical assessment was 19 minutes.

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 **686-22** 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.