

Freedom of Information request 9-23

Request

1. What was the longest wait recorded in an A&E department in a hospital in this health board in the week ending 18 December 2022?
2. What was the longest A&E triage time in this health board in the week ending 18 December 2022?
3. For Questions 1-2 please provide an explanation, if possible, for why the patient waited so long.
4. What was the longest wait recorded in an A&E department in a hospital in this health board in the week ending 25 December 2022?
5. What was the longest A&E triage time in this health board in the week ending 25 December 2022?
6. For questions 4-5 please provide an explanation, if possible, for why the patient waited so long.

Response

1. The longest wait recorded in the NHS Borders A&E Department in the week ending 18 December 2022 was 44 hours and 38 minutes.
2. The longest recorded triage time in the NHS Borders A&E Department in the week ending 18 December 2022 was 1 hour 4 minutes.
3. Longest wait was from arrival to discharge - this patient was seen, and appropriate treatment started but had a long delay to requiring a bed and none available due to the specific requirement for a side room and general significant bed pressures in the hospital. Appropriate treatment was continued and completed during their time in the Emergency Department (ED).

Longest wait to triage – patient attended with a clear minor issue while department was crowded and at a time of staffing pressures. Patient spoke with a nurse who assessed the patient issue as minor. A decision was made to delay full triage to prioritise other essential patient care in the department.

4. The longest wait recorded in the NHS Borders A&E Department in the week ending 25 December 2022 was 49 hours 20 minutes.
5. The longest recorded triage time in the NHS Borders A&E Department in the week ending 25 December 2022 was 57 minutes.
6. Longest wait was seen rapidly in ED and appropriate intensive treatment started. The wait was for a bed in the hospital and appropriate care was provided during the patient's time in ED.

Longest wait to triage - again a decision was made after initial assessment that it was safe for this patient to wait for full triage while staff responded to other patients' needs in the department.

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 **9-23** 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.