

## Freedom of Information request 252-23

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### Request

Please note that all questions relate to the 23rd August 2022 from 2am to 3am.

1. Was the emergency department extremely busy on the 23rd August 2022 between the hours of 2am-3am?
2. How long were patients waiting to be seen by emergency staff?
3. Did those patients who arrived by ambulance wait before they could be seen by emergency department staff? If so, how long?
4. Were the emergency department staff able to respond immediately to the arrival of patients by ambulance? If not, how long did patients wait?
5. Did patients wait on board ambulances due to resource issues in the emergency department? If so, how long did patients wait?

### Response

1. The Freedom of information (Scotland) Act 2002 provides a right of access to the information we hold. It does not require the public authority to express opinions, make suppositions or draw conclusions. Whilst we cannot say if the Emergency Department was “extremely busy” as this is “opinion”, the information NHS Borders holds is that between 2am and 3 am on 23 August 2022, there were 22 patients in the department.
2. Between 2am and 3am on 23 August 2022, the average wait time for a patient to be triaged was 17 minutes and the average wait time for a patient to be seen was 110 minutes.
3. & 4.

There were <5 patients brought in to Borders General Hospital Emergency Department (ED) by ambulance between 2am and 3am on 23 August 2022.

As the number of patients is very small and in accordance with the Code of Practice for Official Statistics any number that is less than five, actual numbers and potentially identifiable information is withheld to help maintain patient confidentiality due to potential risk of disclosure. Further information is available in the [ISD Statistical Disclosure Control Protocol](#).

5. Between 2am and 3am on 23 August 2022, no patients were required to wait on board an ambulance.

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 **252-23** 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.