

Freedom of Information request 263-23

Request

1. How many complaints have been lodged regarding any aspect of care a patient received in NHS hospitals in this health board in each year since 2018? Please also provide this for the current year to date.
2. In relation to question 1, how many of these complaints were escalated to stage 2? Please provide this data for each year since 2018, including the current year to date.
3. In relation to question 1 how many of these complaints were escalated to the Scottish Public Services Ombudsman? Please provide this data for each year since 2018, including the current year to date. Please provide this data for each year since 2018, including the current year to date.
4. In relation to question 1, how many of these cases went to judicial review?
5. In relation to questions 1-4 what was the longest period of time before a complaint was resolved or escalated?
6. In relation to questions 1-4, what was the average period of time before a complaint was resolved or escalated?

Response

1,2 3 & 6 - The response for the period up to 2017/18 to 2021/2022 is available in the Patient Experience Annual Reports published on NHS Borders website; see below:

[NHS Borders Patient Experience Team Annual Report 2021/22](#)
[NHS Borders Patient Experience Team Annual Report 2020/21](#)
[NHS Borders Patient Experience Team Annual Report 2019/20](#)
[NHS Borders Feedback and Complaints Annual Report 2018/19](#)
[NHS Borders Feedback and Complaints Annual Report 2017/18](#)

1. From April 2022 to Feb 2023

	No of complaints received
Apr-22	26
May-22	45
Jun-22	37
Jul-22	34
Aug-22	41
Sep-22	55
Oct-22	54
Nov-22	40
Dec-22	33
Jan-23	43
Feb-23	38

2.

	No of complaints escalated to Stage 2
Apr-22	1
May-22	0
Jun-22	1
Jul-22	0
Aug-22	0
Sep-22	0
Oct-22	1
Nov-22	0
Dec-22	0
Jan-23	1
Feb-23	1

3.

	No of referrals to Scottish Public Services Ombudsman
Apr-22	0
May-22	0
Jun-22	1
Jul-22	0
Aug-22	2
Sep-22	0
Oct-22	0
Nov-22	0
Dec-22	0
Jan-23	0
Feb-23	1

4. Judicial review is not part of the NHS complaint handling procedure and therefore under Section 17 of the FOI(S)A we do not hold information on this.

5. From the year 2017/2018 to February 2023 the longest time taken to close a complaint was 260 days. This was a complex complaint which involved a Significant Adverse Event Review.

6.

	Average working days to respond to a Stage Two complaint (non escalated)
Apr-22	28.3
May-22	38.3
Jun-22	23.6
Jul-22	35
Aug-22	38.5
Sep-22	33.2
Oct-22	34.9
Nov-22	33.4
Dec-22	42.3
Jan-23	38
Feb-23	60.3

Month	Average working days to respond to a Stage Two complaint (after escalation)
Apr-22	0
Jun-22	26
Oct-22	0
Jan-23	0
Feb-23	6

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 **263-23** 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.