

## Freedom of Information request 417-23

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### Request

1. To ask the health board how many complaints have been made to the health board by patients or their family members or on their behalf (eg – by an elected representative) during the last five years, broken down per year.
2. To ask the health board, of the above, how many complaints have been made to the health board during the last five years which were escalated to stage two, broken down per year.
3. To ask the health board, of the above, how many complaints received met the stage one target of a response being sent to the complainant within five working days during the last five years, broken down per year.
4. To ask the health board how many complaints which were escalated to stage two met the target of a response being sent to the complainant within 20 working days during the last five years, broken down per year.
5. To ask the health board the a) average waiting time and b) longest waiting time for a stage one complaint to be dealt with during the last year.
6. To ask the health board the a) average waiting time and b) longest waiting time for a stage two complaint to be dealt with during the last year.

### Response

1. The number of complaints made to NHS Borders by patients, or an elected representative is:

2018/19 See Annual Report 2018/19 – link below.  
2019/20 See Annual Report 2019/20 – link below.  
2020/21 See Annual Report 2020/21 – link below.  
2021/22 See Annual Report 2021/22 – link below.  
2022/23 482

2. The number of complaints escalated to Stage Two is:

	No of complaints escalated to Stage 2
2018/19	6
2019/20	3
2020/21	6
2021/22	5
2022/23	6

3. The number of complaints received that met the Stage One target of a response being sent to the complainant within five working days is:

2018/19	See Annual Report 2018/19 – link below.
2019/20	See Annual Report 2019/20 – link below.
2020/21	See Annual Report 2020/21 – link below.
2021/22	See Annual Report 2021/22 – link below.
2022/23	72%

4. The number of complaints which were escalated to Stage Two met the target of a response being sent to the complainant within 20 working days is:

2018/19	See Annual Report 2018/19 – link below.
2019/20	See Annual Report 2019/20 – link below.
2020/21	See Annual Report 2020/21 – link below.
2021/22	See Annual Report 2021/22 – link below.
2022/23	Non-Escalated 31%, Escalated 33%

5. a) The average waiting time for a Stage One complaint to be dealt with during 2022/23 is 6.5 days.

b) The longest waiting time for a Stage One complaint to be dealt with during 2022/23 is 60 days.

6. a) The average waiting time for a Stage Two complaint to be dealt with during 2022/23 is 40 days.

b) The longest waiting time for a Stage Two complaint to be dealt with during 2022/23 is 251 days.

Please note, the NHS Borders Patient Experience Team Annual Report is published on the NHS Border website, Therefore, please note under Section 25 of the Freedom of Information (Scotland) Act 2002 this data is accessible elsewhere. For your information, please find links to these reports for 2018/19 to 2021/22:

- [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](#)

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 **417-23** 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.