

Freedom of Information request 481-23

Request

This is a FOI request pertaining to complaints received by your health board.

1. I would like to know the annual number of Stage 2 complaints made from 2018 to 2022 regarding patient care and clinical practice.
2. I would also like to know the mean average of days taken to resolve (or not) these complaints.

Response

1. The number of Stage 2 complaints made to NHS Borders regarding patient care and clinical practice is:

Year	Stage 2 complaints received
2018	140
2019	140
2020	109
2021	87
2022	172

2. The mean average of days taken to resolve (or not) these complaints is:

Year	Average Days to respond	Average Working Days to respond
2018	27	19
2019	42	29
2020	42	30
2021	42	29
2022	75	52

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 **481-23** 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.