

9 October 2023

Freedom of Information request 687-23

Request

Please can you state the number of complaints that have been made regarding medical treatments in your health board.

1. Please break these down by list of procedure and reason for complaint.
2. Specifically, please state how many patients complained following a surgical procedure, and where possible provide details of the department i.e. neurosurgery.
3. Please state how many cases where patients have had to have corrective surgery following a surgical complaint.

Can you provide this information, where possible for the last five years – 2018 to 2023.

Response

Within NHS Borders, complaints are not logged by procedure type, therefore in order to respond to 1-3 above would require a manual review of individual complaint files/patient records. The Board calculates that the work required to provide the information would exceed the amount prescribed for responding to requests made under the Freedom of Information (Scotland) Act 2002. Under Section 12(1) Excessive cost of compliance, of the Act, we are not obliged to provide you with the information.

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, Education Centre, Borders General Hospital, Melrose, TD6 9BD 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 **687-23** 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.