NHS Tayside has now considered your request dated 2 August 2019.

NHS Tayside wishes to advise you that there are exemptions applicable to the information requested. Please refer to the exemptions section of this correspondence.

**Extract from Request**

“In each of the past five years, how many complaints has the health board received from patients living in Angus? Please provide a breakdown for each year of how many of these complaints related to medical treatment and how many related to non-medical issues. For both types of complaints, how many were upheld in each year?”

**Response**

NHS Tayside is unable to provide information of all complaints received from patients living in Angus in the past five years.

NHS Tayside does not hold the information in the format requested. To provide the information requested would require a substantial trawl to identify complaints, followed by reviewing all records, then manual collation and analysis of the resultant information. This exercise would require the allocation of resources that the service does not have and to comply with your request would result in excessive cost to NHS Tayside.

<table>
<thead>
<tr>
<th>Task</th>
<th>Estimated Cost</th>
<th>Totals</th>
</tr>
</thead>
<tbody>
<tr>
<td>Identify complaints received over the past five years, along with the criteria requested from the electronic recording system.</td>
<td>Band 4 one hour @ £13.00/hour</td>
<td>£13.00</td>
</tr>
<tr>
<td>From list of complaints compiled, review all records to identify those received from patients living in Angus and annotate list accordingly (8153 cases - 5 minutes per record)</td>
<td>Band 3 679 hours @ £11.16/hour</td>
<td>£7,577.64</td>
</tr>
<tr>
<td>Time to collate information and response</td>
<td>Band 4 one hour @ £15.00/hour</td>
<td>£13.00</td>
</tr>
<tr>
<td><strong>Total Estimated Cost</strong></td>
<td></td>
<td><strong>£7,603.64</strong></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Document Ref.</th>
<th>FOISA Exemption Applied</th>
<th>Justification</th>
</tr>
</thead>
<tbody>
<tr>
<td>IGTFOISA6628</td>
<td>Section 12 – Excessive cost of compliance</td>
<td>To compile the requested information would require a manual exercise to extract information from patient records. Once this information had been extracted, verification and analysis of that information would have to be undertaken.</td>
</tr>
</tbody>
</table>
Under section 20 (1) of the Act, if you are dissatisfied with the way NHS Tayside has dealt with your request, you have a right to request a review of our actions and decisions in relation to your request, and you have a right to appeal to the Scottish Information Commission.

A request for an internal review must be made in writing no later than forty working days from receipt of this response and sent to:

Head of Information Governance
Maryfield House (South)
30 Mains Loans
Dundee
DD4 7BT

Or by email to informationgovernance.tayside@nhs.net

If you are not content with the outcome of the internal review, you have the right to apply directly to the Scottish Information Commissioner for a decision. The Scottish Information Commissioner can be contacted at:

Scottish Information Commissioner
Kinburn Castle
Doubledykes Road
St Andrews, Fife
KY16 9DS

Or via the online appeal service: www.itспublicknowledge.info/Appeal

If you have any queries about this correspondence, please contact:

Information Governance Team
Maryfield House
30 Mains Loan
Dundee
DD4 7BT

Telephone - 01382 424413
E-mail: informationgovernance.tayside@nhs.net

Information Governance
NHS Tayside
26 August 2019