

Freedom of Information (Scotland) Act 2002

Environmental Information (Scotland) Regulations 2004

Date received	30/11/22	Subject	Complaints about Face to Face Appointments	
Date passed	30/11/22	Respond by	21/12/22	
Passed to	Corporate Services		FOI number	2022-559
Category of information requested	Governance - Corporate			

Question/s to be answered

- How many complaints has the health board received in each of the last three financial years and so far this year concerning a lack of provision of face-to-face appointments or a failure to provide a face-to-face appointment at GP surgeries? Please break the figures down to show how many complaints there were in each year. Please also give details, if possible, of how many patients the complaints relate to in total in each year.

Year	No of complaints about lack of face to face appointments	No of patients affected
2019/20	0	0
2020/21	0	0
2021/22	0	0
2022/23 -	1	1

- How many of the complaints related to people who complained that their loved ones had died in part as a result of a lack of a face-to-face appointment at a GP surgery? Please break the figures down for each year.

None

- How many complaints has the health board received in each of the last three financial years and so far this year concerning a lack of provision of face-to-face appointments or a failure to provide a face-to-face appointment at other health facilities (not GP surgeries), i.e. consultants etc.? Please break the figures down to show how many complaints there were in each year. Please also give details, if possible, of how many patients the complaints relate to in total in each year.

No complaints in any of the years identified.

- How many of these complaints related to people who complained that their loved ones had died in part as a result of a lack of a face-to-face appointment at other health facilities (not GP surgeries), i.e. consultants etc.? Please break the figures down for each year.

N/A