

Date: 29/02/2024  
Your Ref:  
Our Ref: 8391

Enquiries to : Richard Mutch  
Extension: 35687  
Direct Line: 0131 465 5687  
[loth.freedomofinformation@nhs.scot](mailto:loth.freedomofinformation@nhs.scot)  
[richard.mutch@nhs.scot](mailto:richard.mutch@nhs.scot)

Dear

## FREEDOM OF INFORMATION – CONSULTANT CONTACT

I write in response to your request for information in relation to contacting a consultant.

### Question:

- When patients can / or cannot make direct contact with their consultant (or when they must go through GP or emergency readmission routes to make contact)?
- Can a note can be added to a patients file to give instructions to emergency staff to make contact with their consultant if a patient with a rare condition presents in A&E?

### Answer:

Patients cannot make direct contact with a consultant. GP's make referral on behalf of patients, and within hospital clinical teams may make an internal referral to a consultant.

It is a clinical decision regarding content added to patient records.

I hope the information provided helps with your request.

If you are unhappy with our response to your request, you do have the right to request us to review it. Your request should be made within 40 working days of receipt of this letter, and we will reply within 20 working days of receipt. If our decision is unchanged following a review and you remain dissatisfied with this, you then have the right to make a formal complaint to the Scottish Information Commissioner within 6 months of receipt of our review response. You can do this by using the Scottish Information Commissioner's Office online appeals service at [www.itspublicknowledge.info/Appeal](http://www.itspublicknowledge.info/Appeal). If you remain dissatisfied with the Commissioner's response you then have the option to appeal to the Court of Session on a point of law.

If you require a review of our decision to be carried out, please write to the FOI Reviewer at the email address at the head of this letter. The review will be undertaken by a Reviewer who was not involved in the original decision-making process.

FOI responses (subject to redaction of personal information) may appear on NHS Lothian's Freedom of Information website at: <https://org.nhsllothian.scot/FOI/Pages/default.aspx>

Yours sincerely

**ALISON MACDONALD**  
**Executive Director, Nursing, Midwifery and AHPs**  
Cc: Chief Executive