

Date: 09/04/2024
Your Ref:
Our Ref: 8517

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

Dear

FREEDOM OF INFORMATION – OUTPATIENT APPOINTMENT

I write in response to your request for information in relation to outpatient appointments within NHS Lothian.

Question:

- Are there any situations outside of intimate examinations, when a consultant in Lothian can bring a manager, lead or clinical director into outpatient appointments? If so, on what grounds, and do they need to notify a patient in advance or seek consent?

Keen to know, and soon, what the position is for justification for bringing a manager (even if they have a nursing background), into appointments. Is there anytime this would be justified without giving the patient prior notification, seeking consent or attempting to resolve any issues outside of clinic settings?

e.g. if a patient is being difficult, abusive, taking up time, refusing treatment, enforcement of clinic times, to manage expectations, to act as a legal witness?

Answer:

Within outpatients, Clinicians may request a member of staff to join them in a consultation for a number of reasons such as support for the patient or for the purposes of training. This would be supported by a member of the outpatient team, who need not necessarily be, but may happen to be, a member of clinical staff with managerial responsibilities such as a Senior Charge Nurse or Deputy.

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. 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