

Date 15/07/2025
Your Ref
Our Ref 10244

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

Dear

FREEDOM OF INFORMATION – PORTERING COMPLAINTS

I write in response to your request for information in relation to portering complaints.

Question:

1. The total number of complaints received by the Portering Department in each of the last four years.
2. A breakdown of complaints by category (e.g., service issues, staff conduct, operational concerns) if such categorisation exists.

Answer:

WGH Portering 01.01.21-17.06.25

	Attitude and behaviour	Competence	Patient property / expenses	Total
2021	5<	0	0	5<
2022	5<	5<	0	5<
2023	0	0	5<	5<
2024	0	0	0	0
2025	0	0	0	0
Total	5<	5<	5<	5<

Question:

3. Any summary reports or analyses conducted regarding these complaints over the requested period.

Answer

WGH Portering 01.01.21-17.06.25

	Learning points identified by service/senior managers and shared with teams	Total
2021	5<	5<
Total	5<	5<

Headquarters
Mainpoint
102 West Port
Edinburgh EH3 9DN

Chair Professor John Connaghan CBE
Chief Executive Professor Caroline Hiscox
Lothian NHS Board is the common name of Lothian Health Board

Question:

4. The outcome of complaints, including any actions taken in response (where applicable and anonymised to protect personal data).

Answer

WGH Portering 01.01.21-17.06.25

	Upheld	Partly Upheld	Total
2021	5<	0	5<
2022	5<	0	5<
2023	0	5<	5<
2024	0	0	0
2025	0	0	0
Total	5<	5<	5<

To protect the identity of the individuals involved any figure of 5 or less has not been shown in the table above. Since we do not have their consent to release this data from their records, the information is exempt under section 38(1)(b) of the Freedom of Information (Scotland) Act i.e. to provide it would breach the Data Protection Act (2018).

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
Cc: Chief Executive