

***Private & Confidential***

Roger Smith

Date: 28.05.2021  
Your Ref:  
Our Ref: FOI Req 5356

Enquiries to: Information Governance Manager  
Extension: 3031  
Direct Line: 01851 708031  
E-mail: [wi.FOI-requests@nhs.scot](mailto:wi.FOI-requests@nhs.scot)

Dear Sirs,

**Request for information under the Freedom of Information (Scotland) Act 2002**

Further to your recent enquiry under the Freedom of Information Act, received on 21 April 2021 please find our response below. In your request you asked for the following information:

Q1 I would like to know the total no. Of complaints you have received regarding the mental health care of your service users in last 2 years and how many serious untoward incidents have happened with these service users in last 2 years.

A1 **Complaints**  
**The figures broken down are as follows:**

1/4/2019 - 31/3/2020 = 5  
1/4/2020 - 31/3/2021 = 4  
1/4/2021 - 21/4/2021 = 1

**Serious Untoward Incidents**

**There have been 2 Significant Adverse Event reviews commissioned and completed during the last 2 years.**

If you are dissatisfied with the way NHS Western Isles has dealt with your request, you have a right to request a review of our actions and decisions in relation to your request within 40 working days and we will respond within 20 working days of its receipt. For this review you should write to Information Governance Manager, NHS Western Isles, 37 South Beach, Stornoway Isle of Lewis, HS1 2BB stating clearly why you wish a review to be carried out.

If, following the outcome of a request for review, you are still dissatisfied you have the right to make an application for a decision by the Scottish Information Commissioner under section 47(1) of the Freedom of Information (Scotland) Act 2002 within 6 months of receiving the response to review letter. The Commissioner can be contacted at Kinburn Castle, Doubledykes Road, St Andrews, Fife, KY16 9DS or by telephone on 01334 464610 or via the website [www.itspublicknowledge.info/Appeal](http://www.itspublicknowledge.info/Appeal).

Oifisean Bòrd na Slàinte  
37 Mol a Deas, Steòrnabhagh, Eileanan Siar, HS1 2BB

Headquarters  
37 South Beach, Stornoway, Western Isles, HS1 2BB

Cathraiche: G. NicCannon  
Ceannard an Gníomh: G. MacSheumais

Chair: Gillian McCannon  
Chief Executive: Gordon Jamieson



*Western Isles NHS Board is the common name of Western Isles Health Board*

**“The best at what we do”**

*NHS Western Isles will work actively with patients, the public and our partners to improve our community's health and wellbeing, to tackle inequalities, and to deliver high quality, reliable clinical services.*

If you have any further queries regarding this response please do not hesitate to contact me.

Yours sincerely



Carol Macdonald  
Information Governance Manager

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