

Freedom of Information request 18-17

Request

1. Could the health board provide a breakdown of where WiFi is available and where it is not in hospitals across the health board, at ward level?
2. Could the health board include whether the WiFi in each area is free for patients to use or paid for?
3. Are televisions available to all inpatients in hospital across the health board?
4. Are phone lines available to all inpatients in hospital across the health board?

Response

1. Wi-Fi as available across the BGH, Education Centre and Newstead sites for NHS Borders staff using NHS Borders owned devices. Public Wi-Fi is available from the Margaret Kerr Unit, Stroke Unit, Renal Unit, MacMillan Centre, Children's Ward (Ward 15), SCBU and the Dining Room – these are available to all patients and visitors in the specified areas.
2. Wi-Fi in the areas detailed is free to patients and visitors.
3. Televisions are available to all inpatients across NHS Borders.
4. Telephone lines are also available to all inpatients across NHS Borders.

If you are not satisfied with the way your request has been handled or the decision given, you may ask NHS Borders to review its actions and the decision. If you would like to request a review please apply in writing to, Freedom of Information Review, NHS Borders, Room 2EC3, Education Centre, Borders General Hospital, Melrose, TD6 9BS or foi.enquiries@borders.scot.nhs.uk.

The request for a review should include your name and address for correspondence, the request for information to which the request relates and the issue which you wish to be reviewed. Please state the reference number **18-17** on this request. Your request should be made within 40 working days from receipt of this letter.

If following this review, you remain dissatisfied with the outcome, you may appeal to the Scottish Information Commissioner and request an investigation of your complaint. Your request to the Scottish Information Commissioner should be in writing (or other permanent form), stating your name and an address for correspondence. You should provide the details of the request and your reasons for dissatisfaction with both the original response by NHS Borders and your reasons for dissatisfaction with the outcome of the internal review. Your application for an investigation by the Scottish Information Commissioner must be made within six months of your receipt of the response with which you are dissatisfied. The address for the Office of the Scottish Information Commissioner is, Office of the Scottish Information Commissioner, Kinburn Castle, Doubledykes Road, St Andrews, Fife.