

Freedom of Information request 159-17

Request

In 2010 the Scottish Government, with the RCGP, published Treating access: a toolkit for GP practices to improve their patients' access to primary care.

The report highlighted the benefits of GP surgeries having modern websites which could allow patients to order repeat prescriptions and book some appointments online.

1. Following the publication of the Scottish Government's report, what progress has been made in NHS Borders to ensure more GP surgeries offer such services?
2. What percent of GP surgeries in the health board area allow patients to a) order repeat prescriptions online, and b) book some appointments online?

Response

- 1) NHS Borders have rolled out the facility and offered support to practices to adopt it as well as encouraging their practice population to use the facility as much as possible.
- 2) 95% of practices are allowing patients to order repeat prescriptions online; 78% allow patients to book some appointments online.

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 **159-17** 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.