

Freedom of Information request 243-17

Request

In relation to the hospitals noted in the accompanying email please provide the following information for each hospital:

Reception Service

1. Does the hospital have a reception service?
2. Is the service dedicated to the individual hospital?
3. What are the hours of operation of the reception service?
4. What are the staffing levels, FTE and shift patterns for the service?
5. Are the reception staff employed on 'Agenda for Change' contracts?
6. Please confirm the annual staffing cost for the provision of the reception services including management and supervision.

Switchboard Service

1. Does the hospital have a telephone switchboard located on the premises?
2. Does the switchboard handle calls for any other sites? If so, please quantify the number of calls annually for the host site and those for the remote sites.
3. What are the hours of operation for the switchboard?
4. What are the staffing levels in FTE?
5. Please advise the shift patterns on weekdays and at weekends
6. Are the switchboard staff employed on 'Agenda for Change' contracts?
7. Please confirm the annual staffing cost for the provision of the switchboard service including management and supervision - costs relating to the provision and maintenance of the telecoms equipment should be excluded.
8. Do the switchboard staff also operate/handle the helpdesk calls?
9. Are the switchboard staff directly employed by the NHS Board or by a third party – if the latter please advise the name of the contractor.

Response

Please find below information on the Borders General Hospital, Melrose:

Reception Service

1. Yes – provided by the Royal Voluntary Service
2. Yes
3. 9am-5pm
4. Not applicable.
5. Not applicable.
6. Not applicable.

Switchboard Service

1. Yes
2. No
3. Operates 24 hours 7 days a week.
4. 6.3 WTE switchboard staff.
5. 7am – 3pm (7 days) 3pm – 11pm (7 days) 11pm – 7am (7 days) 9am-5pm (weekdays)

6. Yes
7. £187,300 pa
8. No
9. Directly employed by 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 **243-17** 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.