

Freedom of Information request 279-17

Request

We are making a request under the above Act for information relating to the bus stance within the outdoor area of the Borders General Hospital, Huntlyburn, Melrose.

In particular, we require the following information:

1. All weather warnings made by you or given to you over the period 28th December 2016 to 28th February 2017;
2. Records of all gritting carried out at the above noted locus within the above described period;
3. All written or electronic records detailing any complaints made internally and externally regarding the above noted locus within the above described period;
4. All written or electric records of safety inspections of the above noted locus within the above described period; and
5. Policy in relation to bad weather and gritting for the above noted locus within the above described period.
6. We would also request any photographs held relating to the above noted locus within the above described period

Response

1. Please find attached a copy of the weather warning issued on 22 February 2017, please note this was the only warning issued during the period in question:



Weather
Warning.pdf

2. Please find below gritting record for the period requested:



Gritting Record.pdf

3. During the period in question the Feedback and Complaints Team did not receive any complaints relating to the bus stance at the Borders General Hospital.
4. Please find below a risk assessment completed of car parks and walkways at the Borders General Hospital, Huntlyburn and Cauldshiels:



Risk Assessment.pdf

5. Please find below NHS Borders' Winter Maintenance Policy that was in operation during the period in question:



Winter
Maintenance.pdf

6. There are no photographs held relating to the above locus within the described period.

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 **279-17** 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.