

Freedom of Information request 64-18

Request

I would like to ask a few questions about the hospital TV services please?
I would like to check about the TV services offered by the hospital please?
I wondered which company provides the service?
I wanted a list of each TV package offered, including what is included, the full costs, the duration, and the list of channels this provides access to?
I wondered if there are any ways a patient can watch the TV for free and if so what are these periods and how are they accessed?
I wondered which payment methods are available to pay for the TV service and if there are any additional costs such as admin fees etc?
I wondered if refunds are available for the service and if so in what circumstances?
Does the trust profit from this scheme and if so how many in the last financial year?

Response

NHS Borders provides free access to televisions in hospital. All free to air TV channels are available; we do not provide chargeable TV packages to patients.

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 **64-18** 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.