

Freedom of Information request 116-18

Request

It is disappointing to learn that NHS Borders paid around £16,000 to the PRS and PPL for the privilege of playing muzac to patients who did not ask for it.

In an effort to understand the decision-making process that determined this massive expenditure from NHS Borders I would like to ask if you could supply, please, relevant minutes of meetings that were held and which culminated in the decision to broadcast disruptive muzac in waiting areas, where patients might reasonably expect relative quiet to prevail?

Many thanks, and I look forward to your response in due course.

Here is a link to some information on muzac which I hope you might find useful:

<http://quietscotland.org.uk/research.html>

Response

As this was a historic decision we do not hold minutes of meetings held where the decision to broadcast music in waiting areas was agreed, therefore under Section 17 of the FOI(S)A 2002 we cannot provide. Under Section 15 Duty to provide advice and assistance please find below copies of minutes of meetings and a questionnaire where playing music in waiting rooms has been discussed in recent years:



BGH Participation
Group Minutes 14 4 1



BGH Participation
Group - Action Tracke



OPD A H mini

questionnaire - 13 01

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 **116-18** 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.