

## Freedom of Information request 340-18

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### Request

1. How many items of mobility equipment, (i.e. wheelchairs, crutches, walking sticks) have not been returned to the health board after being issued for temporary assistance?
2. What percentage of temporarily issued mobility equipment is not returned?
3. What is the total value of the non-returned mobility equipment?
4. What steps are taken to encourage compliance and the return of equipment when due?

### Response

1. A total of 270 items of mobility equipment (walking aids, crutches, walking sticks etc.) which had been identified as no longer required by user during period 2017-18 were unable to be collected / returned.
2. This equated to 18% of the 1493 total number of items that were identified as no longer being required during the period 2017-18.
3. The total value of these 270 items at new purchase value is £8,216.08.
4. Equipment users are advised by all professionals at the point of equipment issue that the items are issued under a 'loan' arrangement and are required to be returned / collected when no longer required. Users are supplied with a duplicate copy of the order documentation at the point of equipment supply, which includes the contact details and physical address of the equipment service, which reiterates the requirement to return, or request uplift, of the item(s) when no longer required.

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](mailto: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 **340-18** 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.