

Freedom of Information request 390-18

Request

Please could I request the following under for the FOI act;

General CCG Info

1. Estimated catchment population for the CCG (for 2017)

Date range; 2017 January - December 2017 (inclusive)

Segmented monthly for all data if possible

Employee information

2. Number of each healthcare type* per department**
3. For each healthcare type in each department
 - a. Appointments***;
 - i. Number of New Appointments, Follow Up Appointments and Telephone appointments (as three separate numbers if possible)
 - b. Average (contracted) number of hours worked per month per employee type
 - c. Number of scheduled appointments per month
 - d. Average appointment time**** (if scheduled or recorded) for each health care type in each department for each type of appointment
 - i. Or department recommended
 - e. Average salary of each employee type in each department

The aim of collecting this information is to understand the allocation of financial resources on human capital within the CCG.

I have attached definitions for a few terms below to clarify what is exactly meant if any terms may be interpreted as vague.

Definitions;

Average - either the mean, or the exact figure (if it is available or recorded)

*Health-care types;

Allied Health Professional, Anaesthetist, Assistant Practitioner, Clinical Nurse Specialist, Consultant, Dietitian, Doctor, General Practitioner, Healthcare Assistant, Healthcare Scientist, Midwife, Modern Matron, Occupational Therapist, Optometrist, Pharmacist, Physiotherapist, Psychologist, Radiologist, Registered Nurse, Registrar, Junior Doctor, Research Nurse, Speech Therapist, Staff Grade, Associate Specialist, Technician, Therapy Assistant

(if you think this list is incorrect or has incorrect overlays please can you send the most fine-grained list you can)

**** Department**

For each department in the CCG. Example list;
A&E, Allergy services, Cardiology, Children's & Adolescent Services, Colorectal cancer services, Dementia Services, Dermatology, Diabetic Medicine, Diagnostic Endoscopy, Diagnostic Physiological Measurement, Ear, Nose & Throat, Endocrinology and Metabolic Medicine, Gastrointestinal and Liver services, General Surgery, Geriatric Medicine, Gynaecology, Haematology, Head and neck cancer services, Intensive Care, Maternity services, Neonatal Care, Nephrology, Neurology, Ophthalmology, Orthopaedics, Pain Management, Physiotherapy, Plastic surgery, Prostate Cancer Service, Respiratory Medicine, Rheumatology, Surgery -Breast,Urology, Vascular surgery

*****Appointments**

New appointments

- Initial appointment when the patient is physically in the healthcare centre seeing the healthcare professional.
- Follow-up appointment
- Any follow up appointment appointment within the hospital. The patient could be an inpatient or outpatient.
- Telephone
- Number of telephone conversations (with each health-care type)

******Appointment time**

I understand that most may not be recorded. If there are recommendations for appointment length please can you give these. On the off chance there is an issue with GDPR on issuing average appointment times please can you give a small range of appointment times.

Response

1. Please find below a link to practice populations within the NHS Borders area, therefore under Section 25 of the FOI(S)A 2002 this data is accessible elsewhere:

<http://www.isdscotland.org/Health-Topics/General-Practice/Workforce-and-Practice-Populations/>
<https://www.nrscotland.gov.uk/statistics-and-data/statistics/statistics-by-theme/population/population-estimates/mid-year-population-estimates/mid-2017/list-of-tables>

2. Workforce information is available at the following website, therefore under Section 25 this information is accessible elsewhere:

<https://www.isdscotland.org/Health-Topics/Workforce/Publications/2018-06-05/2018-06-05-Workforce-Report.pdf>

3. a,c,d - Appointments – Please find attached report on 'average' planned duration of appointments - based on clinic slots in TrakCare. For some services there is a range depending on clinician and type of condition being presented / treated. An assessment of 'average' for these has been made:



18 08 16 FoI Length
of Appointment Times

- b. Average (contracted) number of hours worked per month per employee type:

	Per Individual	Per Type
Medical (Hospital)	147.55	33788
Medical and dental support	132.64	7561

Nursing and midwifery	133.82	190964
Allied health professions	122.18	30055
Other therapeutic services	135.39	15434
Personal and social care	99.36	2782
Healthcare science	134.27	10876

e. Average Basic Salary Range per employee type:

Allied Health Professional - £23,113 – £43,471
 Anaesthetist - £78,304 - £105,570
 Assistant Practitioner - Not Applicable
 Clinical Nurse Specialist - £27,635 - £43,471
 Consultant - £78,304 - £105,570
 Dietitian - £23,113 – 43,471
 Doctor - £23,672 - £105,570
 General Practitioner - Not Applicable
 Healthcare Assistant - £17,110 - £21,349
 Healthcare Scientist - £27,635 - £37,010
 Midwife - £27,635 - £43,741
 Modern Matron - Not Applicable
 Occupational Therapist - £23,113 – 43,471
 Optometrist - £27,635 - £37,010
 Pharmacist - £32,974 - £43,471
 Physiotherapist - £23,113 – £43,471
 Psychologist - £32,974 - £43,471
 Radiologist - £78,304 - £105,570
 Registered Nurse - £23,113 - £29,905
 Registrar - Not Applicable
 Junior Doctor -,Not Applicable
 Research Nurse - Not Applicable
 Speech Therapist - £23,113 – £43,471
 Staff Grade - Not Applicable
 Associate Specialist - £54,238 - £89,281
 Technician - £18,292 - £21,349
 Therapy Assistant - £18,292 - £21,349

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 **390-18** 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.