

Freedom of Information request 405-18

Request & Response

I would be grateful if you could provide the following information for community based services commissioned by the Health Board or on your behalf by another Health Board.

Could you please complete the following table for as many providers of Out-of-hours (OOH) services as you have operating within the Health Board area?

Name of Health Board	NHS Borders
Name(s) of Local Authority	Scottish Borders Council

	Population served by health board (000's)	Name of your medical out-of-hours (OOH) services provider?	Who provides the call handling (NHS 24 111) service?	Who provides the NHS Inform service?	What is the total value of the OOH spend for your health board in 2017-18? (£K)	Has OOH service provision in your area been privatised since the review in 2015?
Provider 1	114,000	Borders Emergency Care Service	NHS24 electronically transfer patient contacts requiring a local response to Borders Emergency Care Service.	NHS24	£1892K	No
Provider 2	-					

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 **405-18** 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.