

Freedom of Information request 535-18

Request

Topic - Boarding and Digital Innovation in Scotland

Please answer the following questions for Borders General Hospital between September 2017 and September 2018.

1. What is the average cost of a bed per day?
2. What is the average length of stay for a boarded patient?
3. What is the average length of stay for a medical patient?
4. What is the average length of stay for a surgical patient?
5. How many patients have been boarded per month in the past 12 months?
6. What is the average number of boarded patients per week?
7. What system does the hospital use to keep track of the boarded patients?
8. Which month had the most boarded patients between September 2017 and September 2018? How many were there? and what was the average length of stay for these boarded patients?
9. What percentage of all boarded patients exceed their EDD (estimated date of discharge)?
10. What percentage of boarded patients are moved after 5pm?
11. How many elective operations have been cancelled as boarded medical patients are occupying surgical beds?
12. How many patients have breached the A&E 4hr waiting target in in the past 12 months?
13. How many patients breached the A&E 4hr waiting target because there was a wait for a bed in the past 12months?
14. How many patients were directly admitted from A+E to a ward inappropriate for their acute condition?
15. What are the names of the private companies that have sold digital products to Border General Hospital in the last 12 months?
16. Has Border General Hospital purchased or licensed an application (App) from a private provider in the last 12 months. If so what was the total financial spend on this App in the last 12 months?
17. Has Border General Hospital purchased or licensed iOs or android handheld or wearable devices from a private provider? If so what was the total financial spend on this App in the last 12 months?

Response

1. This information is available online from ISD, therefore under Section 25 this data is accessible elsewhere. Please find link for your information: <http://www.isdscotland.org/Health-Topics/Finance/Costs/Detailed-Tables/index.asp>
2. This information is not recorded, therefore under Section 12 of the FOI(S)A 2002 this data is not held.
3. The average length of stay for a medical patient is 4.5 days.
4. The average length of stay for a surgical patient is 3.2 days.
5. NHS Borders do not hold data on boarded patients in a format where this information can be easily extracted. The cost of carrying out this work would exceed the limit set in the Fees Regulations of the FOI(S)A 2002 and therefore under Section 12 we are not required to provide.
6. NHS Borders do not hold data on boarded patients in a format where this information can be easily extracted. The cost of carrying out this work would exceed the limit set in the Fees Regulations of the FOI(S)A 2002 and therefore under Section 12 we are not required to provide.
7. The Patient Administration System TrakCare is configured to show the specialty bed compliment for each ward. We run a daily report using Business Objects which provides a snapshot of the number of boarders in each ward.
8. NHS Borders do not hold data on boarded patients in a format where this information can be easily extracted. The cost of carrying out this work would exceed the limit set in the Fees Regulations of the FOI(S)A 2002 and therefore under Section 12 we are not required to provide.
9. NHS Borders do not hold data on boarded patients electronically to then determine percentage that have exceeded their EDD. This data may be held in a patient's notes but this would require a manual trawl and the cost of carrying out this work would exceed the limit set in the Fees Regulations of the FOI(S)A 2002 and therefore under Section 12 we are not required to provide.
10. NHS Borders do not hold data on boarded patients electronically to then determine percentage moved after 5pm. This data may be held in a patient's notes but this would require a manual trawl and the cost of carrying out this work would exceed the limit set in the Fees Regulations of the FOI(S)A 2002 and therefore under Section 12 we are not required to provide.
11. NHS Borders use 2 different systems to hold this data, therefore we would be unable to extract this data, therefore under Section 12 of the FOI(S)A 2002 this is not held.
12. There have been 2724 patients who breached the A&E 4 hour waiting target in the last 12 months.
13. There were 1254 patients who breached the A&E 4 hour waiting target due to a wait for a bed.
14. No patients have been directly admitted from A&E to a ward inappropriate for their acute conditions.
15. The names of the private companies who have sold digital products to Borders General Hospital are below:

Main Suppliers

- Intersystems
- Clinisys
- Carestream
- Microtech
- Capita
- Trustmarque
- Softcat
- Insight
- Microsoft
- Cisco
- HP
- Ricoh
- Avanti

- Sophos

16. Please find below the main application purchases and licence costs:

- Ricoh(Equitrac) - £54,747.80
- Intersystems (TRAK) - £183,438.45
- Clinisys(PACS&RIS) - £43,666.79
- Softcat(Netcall) - £59,455.79
- TopDesk - £24,698.52

17. No.

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 **535-18** 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.