

Freedom of Information request 627-18

Request

This is a request under the FOI Act. This is a request for Borders health board. Please can you tell me whether your health board is the lead commissioner for GP out of hours services in its area?

If it is not the lead commissioner, please state what CCG/health board/trust is the lead commissioner and then do not respond to any further questions.

If your health board is the lead commissioner, please respond to the following:

- 1) What is the geographical patch the health board commissions GP out of hours services for and how many patients does this cover?
- 2) What is the name of the current provider of GP out of hours services for this patch?
- 3) How many errors and serious incidents (or equivalent) were reported to the health board relating to GP out of hours services, in the following:
 - a. 2017
 - b. 2018 (please provide the most up-to-date information possible and state up to which month this covers)
- 4) How many occasions has there been no GP cover in the OOH service provided because of a lack of available GPs, in:
 - a. 2016
 - b. 2017
 - c. 2018 (please provide the most up-to-date information possible and state up to which month this covers)
- 5) Please provide copies of any reports on the service's safety that have been produced in this period.
- 6) If the CCG does not collect this information, please set out how it records and evaluates the safety of the service, and provide any information collected that supports this.

Response

1. NHS Borders provides out-of-hours primary care to the 115020 population of Scottish Borders (recorded figure 2017).
2. Borders Emergency Care Service.
3. Please find below the number of incidents reported:
 - a) 2017 – 24 incidents (13 minor and 4 moderate)
 - b) 1 January to 14 December 2018 – 8 incidents (1 moderate, 3 negligible, 3 minimal and 1 major)

4. Please find below the number of occasions there has been no GP cover in the OOHs service because of a lack of available GPs:
- a) 3hrs over two occasions from 1 January-31 December 2016
 - b) 3hrs over two occasions from 1 January-31 December 2017
 - c) 43.5 hrs over 8 occasions from 1 January-14 December 2018

On these occasions a GP was available to provide telephone support and respond in person to any patients requiring urgent GP attention.

5. Please find attached below a copy of a safety report produced in 2018 for the BECS service:



BECS FLOW
Escalation Plan (BGH)

6. All incidents are recorded and investigated on Datix incident reporting software.

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 **627-18** 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.