

Freedom of Information request 79-19

Request

I'm writing to request some information under the Freedom of Information Act (2000).
Could you please provide me with the following information:

1. The number of times in each of the last five years (2018, 2017, 2016, 2015, 2014) that NHS Borders has been unable to staff out-of-hours GP services.

As part of this, could you also provide:

- a. The amount of time (in minutes) where out-of-hours GP services have not been staffed as mentioned above.
- b. Which hospital or NHS service the out-of-hours GP service covered.

Could you please provide this information as an excel spreadsheet with the following fields:

Date (dd/mm/yyyy)	Hospital/Service	Time from	Time until	Total time (h:mm:ss)
01/01/2014	Example	10 am	8pm	10:00:00

Response

1. There have been no instances of Borders Emergency Care Services (BECS) being unable to provide an out of hours primary care service. BECS is based at the Borders General Hospital and does not operate out of any other health board sites.

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 **79-19** 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.

