

Freedom of Information request 198-19

Request

In accordance with the Freedom of Information Act, I would be grateful if you could comply with the following request:

1. Which hospital wards run by the health board have patient WIFI access, broken down by hospital facility.
2. Which hospital wards run by the health board have free patient WIFI access, broken down by hospital facility.
3. Which hospitals run by the health board charge for patient WIFI access. Please indicate whether this charge is administered by the health board or by a company that has a contract with the health board.
4. For those hospitals which charge for patient WIFI access, what is the rate charged.

Response

1. All wards in the Borders General Hospital have access to free public WIFI which can be used by patients. Plans have just been finalised to install free patient WIFI into the community hospitals in Hawick, Kelso, Duns and Peebles.
2. As above, NHS Borders provides free patient access to WIFI.
3. NHS Borders do not charge for patient WIFI access.
4. Not applicable.

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 **198-19** 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.