

Freedom of Information request 414-19

Request

Please can you tell me

1. What appointment booking and appointment reminder service system(s) The Trust uses. Name of service/module and name of supplier.
2. What the contract start and end dates are.
3. The contract value (s)
4. How much is spent on SMS messages per year for appointment reminders?
5. How much is spent sending appointment letters per annum.
6. Who at the trust is responsible for this system(s)? Name Job Title and email address.

Response

1. Netcall – Liberty 4 – Remind+
2. This contract commenced in 2012 and we currently have an annual support contract with no end date.
3. The contract value was £6,700.
4. This is part of the Telecoms contract and therefore there is no information held specifically on the cost of SMS messages, therefore under Section 12 of the FOI(S)A 2002 this data is not held.
5. NHS Borders has spent £46,900 this year sending appointment letters.
6. George Ironside, Senior Health Information Manager, george.ironside@borders.scot.nhs.uk

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 **414-19** 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.