

Freedom of Information request 415-19

Request

Please tell me what system is used to facilitate Bank Staffing requirements .

1. Name of service/module and name of supplier.
2. What the contract start and end dates are.
3. The contract value
4. Please tell me if SMS text messages are used as part of the emergency bank staffing solution (i.e. where shifts are having to be filled at short notice due to sickness etc). if so what is the annual spend on SMS for this service.
5. Please tell me if SMS are used for any other elements of e-rostering and if so what the annual spend is.
6. Is a separate system required for this other than your primary Bank Staffing solution?
7. Who in the Trust is responsible for Bank Staffing systems and procedure? Name Job Title and email address?

Response

1. The Nursebank and Facilities Service utilise Allocate software.
2. The contract dates are 1 October 2018 to 30 September 2019.
3. The contract value is £3650.
4. NHS Borders do not use Allocate SMS text messaging service.
5. NHS Borders do not use e-rostering.
6. The Nursebank service use BT text system which is procured through our Estates Department. The cost for this service is not recorded separately therefore we are unable to provide this data as this is not held.
7. The Director of Nursing, Midwifery & Acute Services, Mrs Nicky Berry, has overall responsibility for the Nursebank and the Head of Estates and Facilities, Mr Brian Douglas, has overall responsibility for the Facilities Bank.

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 **415-19** 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.

