

Environmental Information Regulations Request 482-19

Request

We are making a request under the above Act for information relating to the bus stance within the outdoor area of the Borders General Hospital, Huntlyburn, Melrose.

In particular, we require the following information:

1. All weather warnings made by you or given to you over the period 28th December 2018 to 28th February 2019;
2. Records of all gritting carried out at the above noted locus within the above described period;
3. All written or electronic records detailing any complaints made internally and externally regarding the above noted locus within the above described period;
4. All written or electric records of safety inspections of the above noted locus within the above described period; and
5. Policy in relation to bad weather and gritting for the above noted locus within the above described period.
6. We would also request any photographs held relating to the above noted locus within the above described period

Response

1. NHS Borders did not issue any weather warnings during the period in question.
2. Please find attached below document outlining gritting activity during the period in question.



EIR 482-19 Gritting
Activity.pdf

3. During the period in question the NHS Patient Experience Team did not receive any complaints relating to the bus stance at the Borders General Hospital.
4. No safety inspections of the bus stance area were conducted during the period in question.
5. Please find attached below Winter Maintenance Protocol.



Winter Maintenance
Protocol.pdf

6. No photos of the area have been taken within the period in question.

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 **482-19** 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.