

## Freedom of Information request 172-20

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### Request

Under the Freedom of Information Act, could you please provide me with the following information:

1. Which of the hospitals within your area use capacity management, including demand prediction, products/software for:
  - a) Emergency Departments;
  - b) Minor Injuries Units/ Urgent Treatment (or Care) Centres.
2. Which of the hospitals within your area employ consultancies to assist in capacity management, including demand and capacity modelling, for:
  - a) Emergency Departments
  - b) Minor Injuries Units/ Urgent Treatment (or Care) Centres.
3. Who the providers of such products are for each hospital;
4. What the capital cost of the product in place in each hospital is;
5. What the annual revenue cost of the product in place in each hospital is.

### Response

1. Please find below the hospitals within NHS Borders that use capacity management software:
  - a) Emergency Department at Borders General Hospital
  - b) None
2. NHS Borders do not use consultancies to assist in capacity management.
3. Trakcare.
4. As this product has been in place for more than 10 years we no longer hold this data, therefore under Section 12 of the FOI(S)A 2002 this data is not held.
5. The annual revenue cost of this product is £254,198.52 (excl VAT).

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](mailto: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 **172-20** 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.