

Freedom of Information request 259-20

Request

In the context of the Freedom of Information [Scotland] Act 2002, I am writing to ask you to provide me with the following data from each of the last 3 complete calendar or financial years :

1. How many booking requests were made in each of the last three years by the Health Board to external suppliers or contractors for the provision of communication support [such as Electronic Notetakers or Palantypists] being put in place as part of any Health Board meeting or event where a deaf or hearing impaired person not using BSL was to attend and participate ?
2. How many of those booking requests for communication support at meetings or events were unfulfilled for whatever reason in each of the last three years ?
3. How many of those meetings or events where communication support was not possible were postponed to another date in each of the last three years ?
4. How many of those meetings or events where the requested communication support was not provided went ahead without the support being in place in each of the last three years ?
5. What was the cost to the Health Board of providing communication support for deaf or hearing impaired people attending and participating at meetings or events in each of the last three years ?
6. Where communication support was provided at meetings or events, how many of these were subject to formal checks for quality control purposes over each of the last three years ?

Response

1. NHS Borders have not received any requests to book an electronic notetaker or palantypist. Any requests have been for a BSL interpreter to attend.
2. Not applicable.
3. Not applicable.
4. Not applicable.
5. Not applicable.
6. 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 **259-20** 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.