NHS Borders
Planning & Performance

NHS Borders
Education Centre
Borders General Hospital
Melrose
Roxburghshire
TD6 9BD
01896 825545
foi.enquiries@borders.scot.nhs.uk

Freedom of Information request 9-21

Request and Response

Under the terms of the Freedom of Information Act (2000) I would like to request some information from the NHS.

1. Contact details for the following or most senior equivalent roles:

	Name	Email
CIO or Director of ICT	June Smyth	june.smyth@borders.scot.nhs.uk
CCIO	Cathy Kelly	catherine.kelly1@borders.scot.nhs.uk
Head of Digital	Jackie Stephen	jackie.stephen@borders.scot.nhs.uk
IT Operations Manager	Kevin Messer	kevin.messer@borders.scot.nhs.uk
IT Strategy Manager	N/A	
CFO or Director of Finance	Andrew Bone	andrew.bone@borders.scot.nhs.uk
Director of Transformation	June Smyth	june.smyth@borders.scot.nhs.uk

2. What primary software systems do you use?

Deployed Systems	Product Name	Vendor	Version	Contract end date	Number of licenses
Human Resources	eEES			National Agreement	
Finance	eFinancials			National Agreement	
EMR/EHR/EPR	TRAK EMIS Web	Intersystems EMIS Health	T2018	July 2025 April 2022	
Any Social Care Systems	N/A				
Contact Centre	N/A				
Email and Collaboration	O365	Microsoft		National Agreement managed by NSS	3700

3. What computing devices do you provide for your staff?

Computing Devices	Number of Devices	Operating System version
MS Windows	3700	Win 7 & Win 10
Apple Mac	0	
Chrome Devices	0	
Android Phones	528	Various
Apple iPhones	3	
Apple iPads	210	Various

4.

Infrastructure Services	Supplier	Contract type and expiry
Details of any software Enterprise Agreement	Microsoft	National Agreement managed by NSS
Details of any Business Process Outsource arrangement for technology		N/A
Who provides your data centre?		Internal
What Software as a Service packages do you use?	Topdesk, Cohort Trak	Public Cloud – Nov 2021 Public Cloud – Apr 2021 Private Cloud – Jul 2025
Do you use any public Cloud infrastructure services (AWS/Azure/Google/UKCloud)?	Azure	National Agreement managed by NSS

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 **9-21** 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.