

Freedom of Information request 31-21

Request

Rota Supplier Information

1. Does your organisation use any third-party software to support the creation of staff rotas? If yes, please state the name of the supplier. (a rota is a pattern of shift work with no individuals attached to it. A rota is used to form a blueprint of compliance or rules based on working patterns for a department, team or unit e.g. to create junior doctor rotas compliant to the 2016 Junior Doctor contract. Rotas are not to be confused with rosters (when shifts are allocated to workers))
2. Out of the following options, which staffing groups are rotas utilised for via your Rota system?
 - a. Medical- Consultants
 - b. Medical- Junior Doctors
 - c. Nursing and Healthcare Assistants (HCAs)
 - d. Admin and Estates
 - e. Scientific, Therapeutic & Technical (STT) Staff and Allied Health Professionals (AHPs)
3. What is the contract start date for your rota supplier? (dd/mm/yy)
4. What is the contract end date for your rota supplier? (dd/mm/yy)
5. What was the annual cost of your rota supplier for the financial year 19/20 (April 2019 - March 2020)?
6. Are there any exit costs incurred for changing rota supplier? If yes, please state the exit cost
7. What framework was used to procure the rota supplier? Please state the specific name of the framework e.g. G-Cloud, HealthTrust Europe, etc
8. Is your Rota supplier the same as your rostering supplier?
9. Does your rota system integrate with your rostering system?
10.
 - a. Does your rota system integrate with your organisation's Payroll system?
 - b. If so, is the integration with payroll through an open API?
11. What other third-party systems does your rota system integrate with?

Functionality

12. Is your rota system used for the creation of rotas?
13. Is your rota system used for the validation of rotas after they have been created?
14. Does your rota system provide exception reporting? (Exception reporting is the formal mechanism that workers can use to register variations from their agreed work schedule, in terms of their working hours and training.)
15. Does your rota system automatically send completed rota patterns to the associated worker?

16. Does your rota system provide online rota approval that can be accessed by multiple teams?
17. Are there two separate teams in place at the organisation for supporting your rota system and your rostering system?

Response

1. Borders Urgent Care Centre and Emergency Department use the Rotamaster software for the management and replication of service rosters. It is not used for the creation of rotas, although this facility is available.
2. Rotamaster is primarily used for clinical rotas (GPs, ANPs, NPs, Speciality Doctors) but we aim to roll this out to other services.
3. 01/04/2020
4. 31/03/2021
5. £12196.00
6. This information is not held, therefore under Section 17 of the FOI(S)A 2002 we cannot provide.
7. All contracts are provided through the NHS National Procurement service - <https://www.nhsscotlandprocurement.scot.nhs.uk/>
8. Yes – Rotamaster
9. Yes.
10. a. Currently no but this facility is available.
b. N/A
11. None.
12. No. Rotamaster is used for the management and replication of service roster and its reporting functions.
13. No.
14. No.
15. Rotas are not automatically sent to the associated worker. This is a web-based facility that enables team members to log on to their individual roster.
16. Web-based facility that enables the team to view the service roster and apply for shifts.
17. No

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 **31-21** 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.