

## Freedom of Information request 67-21

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### Request

I was looking to see if you could provide the following information:

1. What Workforce Scheduling & Client Rostering systems are currently used to support the allocation of community health workers/allied health professionals to patients?
2. When is the contract expiry and yearly contract value of this system?
3. What system is used to record patient Community Health Records?
4. When is the contract expiry and yearly contract value of this system?
5. The total number of Back Office Support Staff that support the allocation process?
6. The total number of allied health professionals/community health staff?
7. Total number of patients allocated to an Allied Health Professional/Community Health worker
8. Date (or date range) of Data Snapshot

### Clarification provided:

If possible would it be able to provide a total for nursing staff and a separate total of anyone with the Job title of Community Health Worker?

### Response

1. SSTS is used to roster staff in NHS Borders.
2. SSTS is a nationally procured system, therefore please note under Section 25 of the FOI(S)A 2002 this data is accessible elsewhere. For your information please find a link to National Services Scotland (<https://www.nhsscotlandprocurement.scot.nhs.uk/>).
3. EMIS Web.
4. The EMIS Web Contract expires on 31 March 2022; the contract value is £111K per annum plus VAT.
5. Under section 17 of the FOI(S)A 2002 this data is not held by NHS Borders therefore we cannot provide.

6. Please find below the total number of Allied Health Professionals/Community Health Staff:
- Community Hospital Nurses – 104 WTE
  - Community Nursing including District Nursing, Health visiting, staff nursing, treatment room, community hospitals – 141 WTE
  - Sexual Health Nursing – 2.6 WTE
  - Rapid Response 1.73 WTE
  - Home First – 33 WTE
  - AHP – 121.49 WTE (not including pain team, continence, OH, Rheumatology, CCHT, Home First staff)
7. There are 7115 individuals allocated to the District Nursing team, and 6120 are allocated to an AHP service (this covers all AHP services). It is not possible to ascertain numbers for other teams – Community staff have a remit to cover all patients registered / residing in NHS Borders.
8. Snapshot from 31<sup>st</sup> January 2021.

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 **67-21** 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.