

Freedom of Information request 91-21

Request

1. In each month since December 2020 how many enquiries has the health board received regarding people not having received a vaccination appointment?
2. In each month since December 2020, how many vaccination appointments were set up by the health board whether successfully completed out or not?
3. Of those vaccination appointments not successfully completed, how many were
 - (a) missed
 - (b) cancelled by the patient and
 - (c) cancelled by the health board?

Response

1. This information is not routinely collected at NHS Borders therefore this information is not held, as defined in Section 17, Freedom of Information (Scotland) Act 2002. However under Section 15, Duty to provide advice and assistance, please note that we have had 88 enquiries via the national missing letters process, as at 15th March 2021.
2. Please see the number of vaccination appointments set up by NHS Borders from December 2020 to 15 March 2021 below:

Month	Appointments
December 2020	2,859
January 2021	12,051
February 2021	28,633
March 2021 (to 15/03/2021)	9,613

3.
 - a. 1,125 vaccination appointments were missed
 - b. The Board calculates that the work required to provide the information would exceed the amount prescribed for responding to requests made under the Freedom of Information (Scotland) Act 2002. Under Section 12(1) Excessive cost of compliance, of the Act, we are not obliged to provide you with the information.
 - c. 0 vaccination appointments were cancelled by NHS Borders.

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 **91-21** 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.