

## Freedom of Information request 117-21

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### Request

I am writing to request information under the Freedom of Information Act 2000. In order to assist you with this request, I am outlining my query as specifically as possible.

I would like to have information pertaining to:

- (a) How many pharmacies informed the Health Board that they would not be opening their pharmacy between 1st November 2020 and 28th February 2021?

### Response

All Pharmacies in the Scottish Borders notify the Health Board if they are unable to open. Below are dates with length of time the pharmacy was closed on that day and reason for closure between 1 November 2020 and 28 February 2021.

Date of closure	Closure duration (hh:mm:ss)	Reason for closure
07/11/2020	01:00:00	Closed 1-2 for lunch due to staff shortages
29/11/2020	01:00:00	Pharmacist travel delayed
21/01/2021	01:00:00	Pharmacist travel delayed
02/02/2021	01:15:00	Pharmacist travel delayed
03/02/2021	05:00:00	Closed ceiling collapse - unsafe premises
09/02/2021	00:45:00	Pharmacist travel delayed
09/02/2021	02:30:00	Locum pharmacist unable to attend
09/02/2021	01:30:00	Weather conditions
10/02/2021	01:00:00	Weather conditions
10/02/2021	02:00:00	Weather conditions
10/02/2021	01:30:00	Weather conditions
10/02/2021	00:50:00	Weather conditions
10/02/2021	02:30:00	Weather conditions
11/02/2021	01:00:00	Weather conditions

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 **117-21** 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.