

Freedom of Information request 2-22

Request

We are currently updating data on your trust's Patient Portal / Patient Access Portal systems.

Can you please complete the fields below with what you currently hold?

Please enter 'No System Installed' under supplier name if your trust does not use the system:

1. System type - Patient Portal

- Supplier name
- System name
- Date installed
- Contract expiration
- Notes - e.g. we are currently out to tender
- Is this contract annually renewed? - Yes/No
- Do you currently have plans to replace this system? - Yes/No

2. System type - Patient Access Portal

- Supplier name
- System name
- Date installed
- Contract expiration
- Notes - e.g. we are currently out to tender
- Is this contract annually renewed? - Yes/No
- Do you currently have plans to replace this system? - Yes/No

System definition: Patient Portal / Patient Access Portal – It is a secure online portal/website to access personal health information. The online tool allows patients to log in and access elements of their electronic record (appointments, test results, billing, prescriptions etc.) or communicate with their health professionals.

Response

1. System type - Patient Portal. No system installed.
2. System type - Patient Access Portal. No system installed.

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 **2-22** 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.