NHS Borders
Communications & Engagement

NHS Borders
Education Centre
Borders General Hospital
Melrose
Roxburghshire
TD6 9BD
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Freedom of Information request 157-22

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Request and Response

1.	**How many patients in total is your trust responsible for** _115,240_
2.	**What is the total number of letters you post a year** _Approx. 342,720 per year_
3.	**Which Postal carrier(s) do you use ?** Royal Mail _Yes_ Whistl _No_ UKMail _No_ Other (please specify) _____
4.	What percentage of your patient letters are sent 1st Class - _30%_ What percentage of your patient letters are sent 2nd Class (or equivalent) - _70%_
5.	**Do you still use franking machines - _No_** **If Yes, Who is the manufacturer of your franking machines** Pitney Bowes Yes/No Quadient Yes/No Other (please specify) _____
6.	**Do you use Hybrid mail to send patient letters** _No_ If Yes, What percentage of your total postal volumes (question 1) are sent via hybrid mail ? what is the name of your hybrid mail supplier _____ What framework did you use to procure hybrid mail When was the contract signed What is the duration (Term) of the contract
7.	**Do you currently use a Patient portal or App for some or all of your patient communications?** _No, NHS Borders do not use a Patient portal or App for patient communications._ If Yes, Who is the supplier of your web portal or App technology _____ When did you first implement your patient portal or App technology (Year/Month)

_____

How may patients have registered to use your patient portal or App

_____

How many letters a year are currently being sent via your web portal or App

_____

8.	**Do you currently use Email to communicate with your patients**
	
	No, NHS Borders do not currently use email to communicate with patients.
	
	If yes, Who supplies your email service _____
	
	    How many emails do you send to patients a year _____
	
	    What is the cost of each email communication _____

9.	**Do you currently use SMS to communicate with your Patients** *Yes, NHS Borders uses SMS Messaging to communicate with patients.* If yes, Who supplies your email service ***Netcall for the Outpatient Reminder Service*** ***BT Soprano for other communications, e.g. Pharmacies.*** ***Please note: We suspended NetCall Voice and SMS appointment reminders at start of Covid-19 pandemic. Messages were previously relayed via email to SMS and work is ongoing to re-establish SMS messages. We have sent a small number of SMS messages for outpatient appointment reminders using the BT Soprano service whilst this work is being progressed, however are unable to report numbers sent via BT Soprano service for 2020/21 and 2021/22 due to issues with the reporting which has only just been rectified.*** How many emails do you send to patients a year ***Netcall: SMS messages suspended since start of Covid pandemic, therefore 0 SMS Messages were sent.*** ***BT Soprano: due to issues with the reporting for this service we are unable to report the numbers for last 2 years, therefore this information is not held, as defined in Section 17, Freedom of Information (Scotland) Act 2002. Under Section 15 Duty to provide advice and assistance please note in 2019/20 there were 90,592 SMS messages sent.*** What is the cost of each email communication ***NetCall SMS messages are routed through the BT NHS Scotland national contract therefore there is no cost to NHS Borders.*** ***BT Soprano SMS messages cost 0.05p per message.***
10.	Who has responsibility for digital transformation in your organisation *Name: Jackie Stephen, Head of IM&T* *Email Address: jackie.stephen@borders.scot.nhs.uk*
11.	Who is responsible for your post room (i.e. who is your post room manager *Name Brian Douglas, Head of Estates and Facilities* *Email Address brian.douglas2@borders.scot.nhs.uk*
12.	Who is the Director of IT in your organisation *Name June Smyth, Director of Planning & Performance* *Email Address june.smyth@borders.scot.nhs.uk*
13.	Who is the procurement manager responsible for print and post solutions in your organisation *Name Shona Milne, Head of Procurement*

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 **157-22** 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.