

Freedom of Information request 163-22

Request

I would like to request the following information under the Freedom of Information Act.

1. For patients wishing to use patient transfer services to get to hospital for treatment, please can you clarify whether the phone number they should ring is charged at local rates from landlines and mobiles, or whether it is a freephone number?

CLARIFICATION: Often, patients will be given a phone number which they may call if they want to arrange a transfer to the hospital i.e. if they are disabled but live alone and need help getting there.

I am not sure which number people in the Borders are advised to ring if they would like to arrange transport. Perhaps you can advise?

Response

NHS Borders do not operate a patient transport service and do not administer calls for patient initiated transport, therefore this information is not held as defined in Section 17, Freedom of Information (Scotland) Act 2002.

The majority of patient transport is either provided by Scottish Ambulance Service, or by third party providers, including voluntary sector.

Patients who require transport to a hospital within Scottish Borders are advised to contact patient transport providers via one of three numbers, listed below.

- National Traveline on 0871 200 22 33
- Borders Community Transport Hub on 0300 456 1985
- Scottish Ambulance Service 0300 123 1236

These services are not operated by NHS Borders and therefore this information is not held as defined in Section 17, Freedom of Information (Scotland) Act 2002.

Scottish Ambulance Service is a separate legal entity operated within NHS Scotland and therefore under Section 25 of the Freedom of Information (Scotland) Act 2002 this data is accessible elsewhere. For your information please find a link to the Scottish Ambulance Service website below:

<https://www.scottishambulance.com/>

There are also a number of local charities that offer patients support to get to hospital, including Berwickshire Wheels, The Royal Voluntary Service and The British Red Cross.

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 **163-22** 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.