

Freedom of Information request 640-22

Request

- a) Does your health board have the means to record the amount of time throughout the day that a member of staff is using the TrakCare system?
- b) On average, how much time is spent per day using TrakCare in
 - i. Mental Health services
 - ii. Across all services
- c) How much has it cost the health board to implement TrakCare.
- d) At what staffing level is an employee permitted to use TrakCare.

Response

- a) NHS Borders does not have a means to record the amount of time throughout the day that a member of staff is using the TrakCare system.
- b) There is no mechanism available to capture this data, therefore, this information is not held, as defined in Section 17, Freedom of Information (Scotland) Act 2002.
- c) The implementation fee for TrakCare was £181,727. There was also a recent upgrade at a cost of £67,687 (net).
- d) All roles within NHS Borders requiring TrakCare access to fulfil their duties will have access provided, in line with the data access needs for their role. This access is not based on a staffing level.

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 **640-22** 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.