

## Freedom of Information request 237-23

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### Request

1. In the last 60 days how many hours has your trust utilised Scottish Nursing Guild for agency nurses?
2. In the last 60 days which wards, departments were these Scottish Nursing Guild requests for?
3. Please can you confirm how many nursing shifts have been filled by Scottish Nursing Guild?
4. In the last 60 days has your Trust utilised any other off framework provider for agency nurses? If yes, please name these providers.
5. Please can you confirm how many shifts have been released/allocated to off framework agencies within the last 60 days?
6. In the last 60 days which wards, or departments were these off framework requests for?
7. Please can you confirm how many nursing shifts have been filled by off framework agencies within the last 60 days?
8. How many long-term lines of work or block bookings are currently being supplied by off framework agencies?
9. Which off framework agencies is the trust currently utilising for Nursing vacancies and what is the spend on these agencies year to date?
10. What is the average charge for both RMN's and RGN's from off framework agencies?
11. Who at director level is responsible for patient safety and staffing levels?

### Response

1. In the last 60 days, the Scottish Nursing Guild (SNG) has covered 1125 hours for NHS Borders.
2. The shifts in question 1 were for:
  - Emergency Department (ED)
  - Intensive Therapy Unit (ITU)
  - Medical Assessment Unit (MAU)
  - Ward 4 – Medical
  - Margaret Kerr Unit (MKU) / Borders Stroke Unit (BSU)
  - Special Care Baby Unit (SCBU)
  - Ward 7 – Gynaecology & Surgical
  - Ward 12 – Department of Medicine for the Elderly (DME)
  - Ward 14 – DME
  - Ward 9 – Orthopaedics
  - Allocation on Arrival (AOA)
  - Health Advisory Network (HAN)
3. The SNG has filled 121 shifts in the last 60 days.

4. The other off framework providers used by NHS Borders in the last 60 days for Agency Nurses are:

- Clinical 24 Staffing Ltd.
- Head Medical
- Newcross Healthcare Ltd.
- Prohealth 24 Ltd
- SOS Medical Ltd
- Scottish Care Partnership
- RMR

5. In the last 60 days, NHS Borders has offered 1465 shifts to off framework agencies.

6. The shifts in question 5 were for the following:

- ED
- Theatre
- ITU
- HAN
- Ward 4
- MAU
- MKU / BSU
- Ward 7
- Ward 12
- Ward 14
- Ward 9
- AOA
- SCBU

7. There were 462 nursing shifts filled by off framework agencies in NHS Borders in the last 60 days.

8. There are block bookings in Theatre, ED, MAU and Ward 7 – however these are offered to Bank Staff and then framework agencies before being offered to off framework agencies.

9. The following Off Framework agencies and spend to 28 February 2023 have been utilised by NHS Borders and via the Nurse Bank which is operated by NHS Lothian:

<b>Off Framework Agency</b>	<b>Spend to 28 February 2023</b>
Scottish Borders Council	£57,089
Scottish Nursing Guild	£423,924
Your World Nursing	£6,056
Clinical 24 Staffing Ltd	£23,482
Head Medical	£3,026
Medgen Ltd	£435
Newcross Healthcare Ltd	£1,603
Pro Health 24 Ltd	£10,202
RMR	£72,069
Social Care Community Partnership	£53,145
SOS Medical Ltd	£718,899

10. The average hourly rate for a standard day rate shift is £34.86 for framework agencies and £57.08 for off framework agencies.

11. Mrs Sarah Horan, Director of Nursing, Midwifery & AHPs is responsible for Nursing, Midwifery & AHPs staffing levels in NHS Borders. Sarah Horan and Lynn McCallum, Medical Director, have joint responsibility for patient safety.

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 **237-23** 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.