

Freedom of Information request 243-23

Request

Do you use any applications or tools to communicate with your patients digitally?
I am interested in all aspects of patient communication, but particularly:

- | | |
|---|-----------------------------------|
| - Pre- and post-operative communication | No |
| - eConsent | No |
| - Outpatients | Appointment text reminders |
| - Patient engagement at home | No |
| - Patient satisfaction | CareOpinion |

Please advise of

- the individual(s) (name and/or job title) with responsibility for developing digital communications with patients.

Jackie Stephen, eHealth Lead and Laura Jones, Director of Quality and Improvement.

- the suppliers presently providing such software solutions and contract values

Netcall (text reminders) £20,000

CareOpinion – nationally held contract, not local, therefore the contract information is not held, as defined in Section 17, Freedom of Information (Scotland) Act 2002.

- the contract award date and renewal date for such services

Both services are on rolling contracts and therefore do not have renewal dates.

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 **243-23** 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.

