

## Freedom of Information request 249-23

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### Request

Can you please confirm that on 23rd August 2022 from 2am to 3am that there was a delay in ambulance crews being able to hand off patients to your emergency department?

Can you also confirm the length of the delay from arrival to departure of those ambulance crews?

I understand that both ambulance crews from Hawick were delayed on this date and time period. Can you please confirm this and the length of delay from arrival to departure for both those crews.

### Response

NHS Borders do not record the arrival and departure times of ambulances bringing patients to the Emergency Department. This information would be collected by the Scottish Ambulance Service (SAS), therefore please note 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 SAS Freedom of Information webpage [Freedom of Information \(scottishambulance.com\)](https://www.scottishambulance.com).

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 **249-23** 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.