

Freedom of Information request 502-23

Request

I would like to know if your health board has engaged in any social listening activities in the past 5 years? If so:

1. What is the name of the company(ies) which has been contracted to undertake social listening of patients and their relatives?
2. When did the social listening contract start?
3. How much has the company been paid over that period?
4. When did social listening of patients and their relatives begin?
5. How many people are currently being monitored? How many in total have been monitored over the period of the company being contracted to carry out social listening?
6. How many of those who are subject to social listening are deceased?
7. Please provide a list of all people who are subject to social listening.
8. How many politicians are subject to social listening?
9. How many journalists are subject to social listening?
10. How many of your health board staff are subject to social listening?

Response

NHS Borders does not conduct social listening. The only tool we use is free Google Alerts for press articles that mention our board.

1. n/a
2. n/a
3. n/a
4. n/a
5. n/a
6. n/a
7. n/a
8. n/a
9. n/a
10. n/a

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 **502-23** 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.