

Freedom of Information request 610-23

Request

In accordance with Freedom of Information legislation, I would be grateful if you could comply with the following request.

1. Please provide me with the average number of calls a month that the Health Boards' emergency dental number received from people needing treatment who are not registered with a dentist in a)2019 b) 2020 c)2021 d) 2022 and e) 2023 to date
2. Please provide me with average time it will take someone to receive treatment after using this line
3. Please provide me with the longest time someone has had to wait to receive treatment
4. Please provide me with the shortest time someone has had to wait to receive treatment

Response

1. The average number of calls a month that the NHS Borders emergency Dental received is:

a)	2019	this information is not held, as defined in Section 17, Freedom of Information (Scotland) Act 2002
b)	2020	147
c)	2021	this information is not held, as defined in Section 17, Freedom of Information (Scotland) Act 2002
d)	2022	263
e)	2023 to date	214

2. – 4. Information for the time taken from phone call to treatment is not routinely collected, therefore, this information is not held, as defined in Section 17, Freedom of Information (Scotland) Act 2002.

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 **610-23** 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.