

Date: 02/05/2024  
Your Ref:  
Our Ref: 8586

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Dear

## FREEDOM OF INFORMATION – HMP HEALTHCARE CENTRE

I write in response to your request for information in relation to HMP Edinburgh Healthcare Centre.

### Question:

- Please advise how many GP appointment took place in the Healthcare Centre at HMP Edinburgh between Monday 4 and Friday 8 March 2024 inclusive.
- For each of the GP appointment taking place between 4 and 8 March 2024, please indicate the date on which (a) a nurse referral form was submitted (if such a form was submitted); and (b) the date on which the appointment was booked.

### Answer:

Between Monday 4<sup>th</sup> March 2024 and the 8<sup>th</sup> March 2024 there were 23 patients reviewed by the GP in the health centre. This was on the 4<sup>th</sup>, 5<sup>th</sup> and 6<sup>th</sup> - the GP does not work on Thursdays and Fridays.

In relation to nurse referrals - these were submitted between the dates of the 19<sup>th</sup> February onwards.

Some of the patients seen were GP reviews so did not submit referral forms.

### Question:

- Please provide all and any information constituting a target, expectation, or standard applying within prisons where health care is provided by NHS Lothian as to waiting times to be seen by: (a) a nurse undertaking triage; and (b) a GP with whom an appointment has been requested by a prisoner patient.
- Please provide me, additionally, with any information held by your authority in relation to prioritisation of activity within Health Care at HMP Edinburgh insofar as this affects appointment.

Answer:

The process is;

- Triage form received reviewed that day of receipt by primary care.
- This will be prioritised depending on information contained in referral.
- Patient will be listed to be seen within 24 hours if deemed urgent .
- Non urgent will be reviewed by a nurse within 7 days ( according to new triage system).
- The patient will be listed to see a GP if indicated - the waiting list fluctuates depending on the clinical needs of the population however appointments can be changed, and GP will review patients sooner if required.

The 'target, expectations, and standards applying to NHS Lothian prisons are in line with HIS standards, NICE/SIGN guidelines and local policies.

The prioritisation in the health centre is healthcare, the MDT is conducted alongside healthcare appointments with no issues regarding prioritisation.

Question:

- Please provide me with all and any information constituting a target, expectation or standard applying within the community in general where healthcare is provided by NHS Lothian Board as to waiting times to be seen by: (a) a nurse undertaking triage for GP Services; and (b) a GP with whom an appointment has been requested by a patient living in the community.

Answer:

The Scottish Government national standard which is: GPs to provide 48-hour access or advance booking to an appropriate member of the GP team for at least 90 per cent of patients. (Delivery Plan Guidance 2024/25, and previous HEAT standard).

For context, the latest national Health and Care Experience Survey which was for 2021/22 showed 89% of survey responses were positive for 48 hour access to an appropriate healthcare professional, and 48% of survey responses were positive for booking an appointment with a GP more than 48 hours in advance.

I hope the information provided helps with your request.

If you are unhappy with our response to your request, you do have the right to request us to review it. Your request should be made within 40 working days of receipt of this letter, and we will reply within 20 working days of receipt. If our decision is unchanged following a review and you remain dissatisfied with this, you then have the right to make a formal complaint to the Scottish Information Commissioner within 6 months of receipt of our review response. You can do this by using the Scottish Information Commissioner's Office online appeals service at

[www.itspublicknowledge.info/Appeal](http://www.itspublicknowledge.info/Appeal). If you remain dissatisfied with the Commissioner's response you then have the option to appeal to the Court of Session on a point of law.

If you require a review of our decision to be carried out, please write to the FOI Reviewer at the email address at the head of this letter. The review will be undertaken by a Reviewer who was not involved in the original decision-making process.

FOI responses (subject to redaction of personal information) may appear on NHS Lothian's Freedom of Information website at: <https://org.nhslothian.scot/FOI/Pages/default.aspx>

Yours sincerely

**ALISON MACDONALD**  
**Executive Director, Nursing, Midwifery and AHPs**  
Cc: Chief Executive