

Dear

## **FREEDOM OF INFORMATION – AGENCY**

I write in response to your request for information in relation to agency

### Question:

- Since December 2023, which Nurses Shifts has the Trust struggled to fill ? Please consider the following Specialities for this question : A&E Nurses, NICU,ICU, Midwives, Paediatric Nurses & General Nurses?

### Answer:

NHS Lothian has had no areas where we have had difficulty to fill shifts.

### Question:

- Do approved Framework agencies approve or confirm Shifts directly with the matron Nurses or any senior nurses directly in the wards with the agencies ( Within any of the wards)? If, yes which wards book Nurses directly with the agencies & please provide these Nurses Full names?

### Answer:

No, all agency shifts are booked via the Staff Bank. Local booking of agency staff is outwith our procedures.

### Question:

- When does Temporary Staffing get approval for “Escalated rates” for Ad-hoc Shifts ? Please provide time scale leading up to the Shift date

### Answer:

All agency escalations are actioned at 24 hours, with the exception of Theatres which is booked in advance. There has been no escalation to off framework for 14 weeks.

Question:

- When does Temporary Staffing get approval for “Escalated rates” for Long term Agency Nurse Bookings? Please provide time scale leading up to the booking?

Answer:

NHS Lothian has no long-term agency nurses, all agency is ad hoc and requested at 24 hours notice

Question:

- Who in the trust has the authority to approve the use of Escalated rates or break glass rate for the Approval Framework agencies, Please provide Full Name & Email address ?

Answer:

All agency shifts are approved by the Executive Nurse Director\* or one of her designates

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Question:

- Please provide names of those agencies that are “breaching NHSI Rates” by being allowed to book Nurses & Midwives not within the NHSI capped rates ?

Answer:

None, all agencies currently being utilised are charging in line with Framework rates.

Question:

- If an Approved framework agency can demonstrate their ability to provide Nurses & meet all the requirement with the possibility of using the alternative route of escalated or Break Glass rates , would Temporary staffing add that agency to their Tier 1 Suppliers list?

Answer:

All agencies currently engaged with NHS Lothian are part of the Scottish National Framework, all agencies have the same access to all escalated shifts.

Question:

- Who is the head of Procurement responsible for approving “Approved Framework agencies” to join their Tier 1 Suppliers list to provide Nurses & Midwives ? Please provide Full name & contact address email?

**Answer:**

Approved Framework agencies applied through a national tendering process which was managed by NSS. The current lead for this service is [Jamie.kelly@nhs.scot](mailto:Jamie.kelly@nhs.scot)

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.nhsllothian.scot/FOI/Pages/default.aspx>

Yours sincerely

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