

Date 09/05/2025  
Your Ref  
Our Ref 9986

Enquiries to Richard Mutch  
Extension 35687  
Direct Line 0131 465 5687  
[loth.freedomofinformation@nhs.scot](mailto:loth.freedomofinformation@nhs.scot)  
[richard.mutch@nhs.scot](mailto:richard.mutch@nhs.scot)

Dear

## FREEDOM OF INFORMATION - NEW TRIAGE

I write in response to your request for information in relation to New Triage arrangements.

### Question:

- I request all and any information held by your authority in relation to the introduction on 31 March 2025 of the "New Triage" arrangements at Edinburgh prison in terms of:
  - any impact assessment undertaken prior to the introduction of the arrangements;

### Answer:

No formal impact assessment done. A multi disciplinary meeting was held where teams explored solutions, due to the overwhelming amount of nurse referral forms that the PCT had recently received. Previous knowledge of a working practice where primary care nurses would assess patients who present as unwell and could not attend work was looked at, this has been successful in the past and was "scaled up" to include all patients. This was done as a pilot project to in 1 Hall to evaluate the impact (1 month pilot project) .

### Question:

- any consultation with patient groups;

### Answer:

Indirect consultation taken place due to prisoners expressing they felt it was difficult to see healthcare , and in particular a nurse . This information was gained from word of mouth and the increase of stage 1 and stage 2 complaints in regard to access to healthcare.

All prisoners within Ingliston were given a letter explaining the new process for triage. See letter below for letter sent to a patients on the 25/3/24

Headquarters  
Mainpoint  
102 West Port  
Edinburgh EH3 9DN

Chair Professor John Connaghan CBE  
Chief Executive Professor Caroline Hiscox  
*Lothian NHS Board is the common  
name of Lothian Health Board*

Dear Patient,

The NHS Primary Care Team would like to let you know that the triage system will be changing from Monday 31st March 2025.

The new triage system is for a trial period only. We are testing this to allow the NHS Primary Care Team to provide you with the best level of care that we can. We hope that this provides you with the best outcomes for your physical health whilst in HMP Edinburgh.

This will be the process and will be for physical health only:

1. You will need to inform SPS staff first thing in the morning that you wish to self-refer to the Primary Care Team.
2. A member of the NHS Primary Care Team will be on the hall landing at approximately 08:00am on your halls allocated days. SPS staff will inform you when NHS staff are on the landing.
3. Although NHS will review patients daily they will only collect referrals on allocated days from each hall.

Monday = Hermiston

Tuesday = Ingliston & Glenesk

Wednesday = Hermiston & Ratho

Thursday = Ingliston

Friday = Glenesk & Ratho

4. Once the NHS staff member is on the landing, you will need to attend the desk in the central area and give the following details:

- a. Name
- b. SPIN
- c. Cell number
- d. A brief reason as to why you wish to be seen.

5. The NHS Primary Care Team will aim to see you within one week. However, you will be listed on the severity of your needs and condition (e.g., we will aim to see you more quickly if your condition is serious).

Please note:

- SPS staff and other patients will not be able to refer you on your behalf. The referral must come from you. Please let us know if you need support with this.
- You will only be able to self refer for one condition at a time. You will only be able to refer for other concerns you may have once you have been seen for your first reason you referred for.
- You will not be able to self-refer every day for the same condition/need. Please wait until nurses have had the chance to see you.

From Monday 24th March 2025, all paper copies of primary care referral forms will be removed from the hall in order to allow us to see any pre-existing patients.

For all addictions, pharmacy, and mental health related concerns you have, please continue to use the appropriate forms which you can get from the hall staff.

Best Wishes,  
HMP Edinburgh Primary Care Team

Question:

3. any consultation with SPS management/TUS groups;

Answer:

Consultation was held with senior management within HMP Edinburgh and the Head of Offender Outcomes, was consulted and involved in the planning of this "pilot project".

Question:

4. any other consultation or discussion undertaken.

Answer:

Discussions were held with NHS management, Lead Nurse and Healthcare Manager.

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**  
Cc: Chief Executive  
Enc.

Dear Patient,

***The NHS Primary Care Team would like to let you know that the triage system will be changing from Monday 31<sup>st</sup> March 2025.***

The new triage system is for a trial period only. We are testing this to allow the NHS Primary Care Team to provide you with the best level of care that we can. We hope that this provides you with the best outcomes for your physical health whilst in HMP Edinburgh.

This will be the process and will be for **physical health only**:

1. You will need to inform SPS staff first thing in the morning that you wish to self-refer to the Primary Care Team.
2. A member of the NHS Primary Care Team will be on the hall landing at approximately 08:00am on your halls allocated days. SPS staff will inform you when NHS staff are on the landing.
3. Although NHS will review patients daily they will only collect referrals on allocated days from each hall.

Monday = Hermiston

Tuesday = Ingliston & Glenesk

Wednesday = Hermiston & Ratho

Thursday = Ingliston

Friday = Glenesk & Ratho

4. Once the NHS staff member is on the landing, you will need to attend the desk in the central area and give the following details:
  - a. *Name*
  - b. *SPIN*
  - c. *Cell number*
  - d. *A brief reason as to why you wish to be seen.*
5. The NHS Primary Care Team will aim to see you within one week. However, you will be listed on the severity of your needs and condition (e.g., we will aim to see you more quickly if your condition is serious).

**Please note:**

- SPS staff and other patients will not be able to refer you on your behalf. The referral must come from you. Please let us know if you need support with this.
- You will only be able to self refer for one condition at a time. You will only be able to refer for other concerns you may have once you have been seen for your first reason you referred for.
- You will not be able to self-refer every day for the same condition/need. Please wait until nurses have had the chance to see you.

From Monday 24<sup>th</sup> March 2025, all paper copies of primary care referral forms will be removed from the hall in order to allow us to see any pre-existing patients.

For all addictions, pharmacy, and mental health related concerns you have, please continue to use the appropriate forms which you can get from the hall staff.

Best Wishes,

HMP Edinburgh Primary Care Team

## **New Triage System:**

- Patients will be expected to inform the hall staff that they require to attend triage roll call.
- This will take place at approximately 08:00 (in which an allocated member of the NHS team) will initially start on level 1 and work up to the top level of the hall.
- Patients will attend the desk in the mid section and give their name, SPIN, cell number and a brief reason as to why they require medical intervention- please note this can only be done by the patient themselves SPS staff members are not permitted to do this on the patients behalf, unless the patient is physically unable to do so.
- PLEASE NOTE: this is only for their physical health (addictions and mental health related topics they can complete a paper copy Nurse referral form (NRF) (this is in order to help improve the NHS care that they are receiving)
- NHS staff will aim to see the patients that have self referred within the working week and will be seen in relevance to the severity of their medical needs- therefore we ask that SPS only contact us regarding patients (who have self referred) after a 5 day period
- Halls will have an allocated day to present to the NHS.
  - Monday = Hermiston
  - Tuesday = Ingliston & Glenesk
  - Wednesday = Hermiston & Ratho
  - Thursday = Ingliston
  - Friday = Glenesk & Ratho

**Please note that radio calls for NHS staff should be for emergency calls only, all other queries should be relayed via the hotline hours.**