

Date 8 September 2026
Your Ref
Our Ref 11803

Enquiries to Richard Mutch
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Dear

FREEDOM OF INFORMATION – WALK-IN CENTRE

I write in response to your request for information in relation to walk in centres.

Question:

1. Please provide me with the monthly cost to your board for supplying staff to the walk-in centre in your board area
2. Please provide me with the number of staff there is per walk in centre
3. Please confirm if the walk-in centre has had to be closed at any time due to staff absence or insufficient levels of staff
4. If the answer to 3 is yes, please confirm how many times the centre has been closed.

Answer:

1.	The cost for 2026/27 per month for the WiC is £70,000 per month and the model covers 6 WTE staff.
2.	Each day there is 1xGP, 1xANP, 2xreception staff, 1x triage nurses, 1xphysiotherapist
3.	Never
4.	Not applicable

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. 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
Cc: Chief Executive