

By email

D Smith

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Date 17 November 2017  
Our Ref LBH/FOI/2017/489R  
Your Ref  
Enquiries to Lesley Hall  
Extension 58600  
Direct Line 01224 558600  
Email [lesleyb.hall@nhs.net](mailto:lesleyb.hall@nhs.net)

Dear Mr Smith

**Request for Review of Decision under Freedom of Information (Scotland) Act 2002**

I refer to your request for information dated 29 August 2017 and, in the absence of a reply, your subsequent request for a review dated 25 October 2017.

I would like to take this opportunity to apologise for the failure of NHS Grampian to comply with the statutory time limit and for the delay in responding to you.

I have reviewed the process to date and can advise that a number of factors contributed to the delay, including the long-term shortfall in staff resource within the Information Governance Team, the volume of requests with which the team is dealing and other workload pressures.

In your original request you stated that you wished to know whether all in-patients have access within their room or ward, whenever needed, to the following disabled facilities; and if not, the number of beds where patients do not have ready access at all times, broken down by hospital and ward, noting the ISD Scotland classification of each.

In response I can advise that not all rooms have Disability Discrimination Act (DDA) compliant toilets or showers but all rooms have access to at least one within the ward.

I shall deal with the specific queries you listed as follows:

**1) Wheelchair accessible toilets**

Access for all inpatient beds within NHS Grampian

**2) Toilets at a suitable height for wheelchair users**

Access for all inpatient beds within NHS Grampian

**3) Bars or hand grips in the toilets**

Access for all inpatient beds within NHS Grampian

**4) Emergency cords in the toilets**

Access for all inpatient beds within NHS Grampian

**5) Disabled showering facilities**

Access for all inpatient beds within NHS Grampian

**6) Emergency cords beside beds**

All inpatient beds within NHS Grampian (Nurse call systems)

**7) Automatic doors between beds and toilets**

There are none.

**8) Automatic doors between beds and showering facilities**

There are none.

**9) Hoists**

All inpatient beds within NHS Grampian.

If you remain dissatisfied with this notice provided under Section 21(5) of the Freedom of Information (Scotland) Act 2002, please note that you may apply to the Scottish Information Commissioner within six months of receiving this letter for a decision as to whether your request for information has been dealt with in accordance with the provisions of Part 1 of the Act.

Requests for appeal can be made by using the online service at [www.itspublicknowledge.info/Appeal](http://www.itspublicknowledge.info/Appeal) or by contacting:

Office of the Scottish Information Commissioner  
Kinburn Castle  
Doubledykes Road  
St Andrews  
KY16 9DS  
Telephone: 01334 464610  
Email: [enquiries@itspublicknowledge.info](mailto:enquiries@itspublicknowledge.info)

Should you wish to make such an approach and are dissatisfied with the Commissioner's decision, you may appeal on a point of law to the Court of Session, in terms of Section 56 of the Freedom of Information (Scotland) Act 2002.

Yours sincerely



**Lesley B Hall**  
**Assistant Board Secretary**

cc     Acting Information Governance Manager, NHS Grampian