Dear [Name],

Freedom of Information (Scotland) Act 2002

I refer to your e-mail dated 7th March 2014, requesting:

1. What are the number of attendances to out of services in 2102/13?
2. Please confirm the advised number of attendances is consistent with the published expenditure of £7,490,034 (ISD report SFR8.3 2013). If not please advise what expenditure is consistent with the number of attendances.
3. What percentage of referrals are from people who have previously contacted NHS 24?

I can now respond as follows:

What are the number of attendances to out of services in 2102/13?
The number of attendances to out of hours services in 2012/13 were 259572.

Please confirm the advised number of attendances is consistent with the published expenditure of £7,490,034 (ISD report SFR8.3 2013). If not please advise what expenditure is consistent with the number of attendances.
NHS Grampian can advise the published expenditure as above is consistent with the number of attendances.

What percentage of referrals are from people who have previously contacted NHS 24?
Approximately 80% of referrals to out of hours services are from people who have gone through NHS24.
Under section 20 (1) of the Act, if you are dissatisfied with the way NHS Grampian has dealt with your request, you have a right to request a review of our actions and decisions in relation to your request, and you have a right to appeal to the Scottish Information Commissioner.

A request for review must be made within 40 working days and should, in the first instance, be in writing to: Directorate of Corporate Communications, Ashgrove House, Foresterhill, Aberdeen, AB25 2ZN or by email to grampian@nhs.net

Requests for appeal should be made in writing to: Scottish Information Commissioner, Kinburn Castle, Doublebones Road, St Andrews, Fife, KY16 9DS
Telephone: 01334 464610, Fax: 01334 464611
E-mail: enquiries@itspublicknowledge.info

Yours sincerely

[Signature]

Chris Morrice
Information Governance Manager
NHS Grampian