

Freedom of Information (Scotland) Act 2002

DATE RECEIVED	11/04/2022	SUBJECT	Patient Transfer Services		
PASSED TO	Finance	DATE PASSED	11/04/2022	RESPOND BY	02/05/2022
CATEGORY	Scottish Parliament		FoI NUMBER	2022-128	

Question/s to be Answered

I would like to request the following information under the Freedom of Information Act.

1. For patients wishing to use patient transfer services to get to hospital for treatment, please can you clarify whether the phone number they should ring is charged at local rates from landlines and mobiles, or whether it is a freephone number?

The number for contacting patient travel is a direct dial extension on our main switchboard and is charged at standard rate for calling 01595 number by individual's network home or mobile phone supplier. If calling from a land line phone number in Shetland that would be local rate.

If UK standard dialling codes are included within individual's mobile phone or home phone packages then these call would be free.