| Police Scotland logo | Freedom of Information ResponseOur reference: FOI 24-0574Responded to: xx March 2024 |
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Your recent request for information is replicated below, together with our response.

## The number of occasions Police Scotland have been requested by NHS Highland to support them when transporting patients from Caithness General Hospital in Wick to Raigmore Hospital & New Craig's Psychiatric Hospital, both in Inverness.

## In 2016, 2017, 2018, 2019, 2020, 2021, 2022 & 2023.

## With a breakdown of each hospital & year.

In response to your request, I regret to inform you that I am unable to provide you with the information you have requested, as it would prove too costly to do so within the context of the fee regulations.

As you may be aware the current cost threshold is £600 and I estimate that it would cost well in excess of this amount to process your request.

As such, and in terms of Section 16(4) of the Freedom of Information (Scotland) Act 2002 where Section 12(1) of the Act (Excessive Cost of Compliance) has been applied, this represents a refusal notice for the information sought.

By way of explanation, there is no straightforward method to extract the information you require as it is not possible for us to conduct searches of our system based on what callers may have mentioned in their account.

Even were we to base such searches on the presence of particular words/ phrases such as ‘NHS’, ‘patient’ or ‘hospital’, the frequency that those words are input into our STORM incident recording system would render any such exercise pointless.

Moreover, I must stress that Police Scotland do not consider keyword searches for specific words/ phrases to be an accurate means of analysis.

Even were we able to isolate incident logs which contain specific words, it cannot be assumed on that basis that the incident was directly related to patient transport, as per the context of your request.

In order to provide you with an accurate response, every potential police incident for the time period specified would need to be manually examined to determine if officers were requested to convey any medical case to hospital in Inverness, an exercise that would greatly exceed the cost threshold set out within the Act.

If you require any further assistance please contact us quoting the reference above.

You can request a review of this response within the next 40 working days by email or by letter (Information Management - FOI, Police Scotland, Clyde Gateway, 2 French Street, Dalmarnock, G40 4EH). Requests must include the reason for your dissatisfaction.

If you remain dissatisfied following our review response, you can appeal to the Office of the Scottish Information Commissioner (OSIC) within 6 months - [online](http://www.itspublicknowledge.info/Appeal), by email or by letter (OSIC, Kinburn Castle, Doubledykes Road, St Andrews, KY16 9DS).

Following an OSIC appeal, you can appeal to the Court of Session on a point of law only.

This response will be added to our [Disclosure Log](http://www.scotland.police.uk/access-to-information/freedom-of-information/disclosure-log) in seven days' time.

Every effort has been taken to ensure our response is as accessible as possible. If you require this response to be provided in an alternative format, please let us know.