

Date: 16 September 2025
Our ref: K: FOI/Ref: 2025-000264
Email: NSS.DevServicesFOI@nhs.scot

Dear [REDACTED]

Freedom of Information Reference: FOI-2025-000264 - NHS NSS contracts with Big Health Limited.

I refer to your freedom of information request that we received on 21 August 2025 requesting the following information:

I am writing under the Freedom of Information (Scotland) Act 2002 to request information regarding NHS National Services Scotland's current contract with Big Health Limited for *National Mental Health CCBT Software* (Notice reference: 2023/S 000-022357, awarded 5 July 2023). And also in relation to NHS National Services Scotland's historic contract with Big Health Limited for *Computerised Cognitive Behaviour Therapy (CCBT) Software* (Notice reference: 2021/S 000-005862, awarded 28 January 2021).

Both contracts cover two lots:

- Lot 1 – Generalised Anxiety Disorder software (Daylight)
- Lot 2 – Insomnia software (Sleepio)

For each contract, please provide the following information:

1. The date the software was first made available to NHS patients in Scotland under these contracts, and details of any gaps in availability.
2. The number of NHS patients in Scotland who have accessed the software in each year from 2021 to 2025, with figures broken down separately for:
 - a. Lot 1 – Insomnia software (Sleepio)
 - b. Lot 2 – Generalised Anxiety Disorder software (Daylight)
3. The number of NHS patients who, in each year since 2021 (i.e. 2021, 2022, 2023, 2024 and 2025), completed the software programmes (therapy courses), with figures broken down separately for each Lot.
4. The number of NHS patients who, in each year since 2021 achieved positive outcomes (please also specify the measures used), with details provided separately for each Lot.
5. The actual cost per patient incurred by NHS Scotland for software provided by Big Health under both of these contracts, with figures broken down by year - for each year since 2021.
6. The version of the software provided in relation to each Lot (including product version number or release identifier) and confirmation of whether this version is registered with the MHRA as a medical device.



Chair
Chief Executive

Keith Redpath
Mary Morgan

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We have now completed the search of our records and can provide you with the following information:

1. The date the software was first made available to NHS patients in Scotland under these contracts, and details of any gaps in availability.

Notice reference: 2021/S 000-005862 – Under Section 17(1) of the Freedom of Information Scotland Act, 2002 (FOISA) an organisation does not have to provide that information if it does not hold it. The contract was signed on 29 January 2021, services were available to NHS patients from this date, however National Services Scotland (NSS) don't specifically hold information on NHS patient use of the software.

Notice reference: 2023/S 000-022357 – Under Section 17(1) of FOISA an organisation does not have to provide that information if it does not hold it. The contract was signed 1 April 2023, services were available to NHS patients from this date, however NSS don't specifically hold information on NHS patient use of the software.

NSS can confirm there was no gaps in service between the above contracts.

2. The number of NHS patients in Scotland who have accessed the software in each year from 2021 to 2025, with figures broken down separately for:

- a. Lot 1 – Insomnia software (Sleepio)
- b. Lot 2 – Generalised Anxiety Disorder software (Daylight)

Under Section 17(1) of the Freedom of Information Scotland Act, 2002 (FOISA) an organisation does not have to provide that information if it does not hold it. NSS does not hold information relating to NHS patient usage of the software. You may wish to contact the Digital Mental Health department within Scottish Government (SG) at contactus@gov.scot to obtain this level of detail.

3. The number of NHS patients who, in each year since 2021 (i.e. 2021, 2022, 2023, 2024 and 2025), completed the software programmes (therapy courses), with figures broken down separately for each Lot.

Under Section 17(1) of FOISA an organisation does not have to provide that information if it does not hold it. NSS does not hold information relating to NHS patient usage of the software. This information may be held by the Digital Mental Health department within SG, contactus@gov.scot.

4. The number of NHS patients who, in each year since 2021 achieved positive outcomes (please also specify the measures used), with details provided separately for each Lot.

Under Section 17(1) of FOISA an organisation does not have to provide that information if it does not hold it. NSS does not hold information relating to NHS patient usage of the software. This information may be held by the Digital Mental Health department within SG, contactus@gov.scot.

5. The actual cost per patient incurred by NHS Scotland for software provided by Big Health under both of these contracts, with figures broken down by year - for each year since 2021.

Under Section 17(1) of FOISA an organisation does not have to provide that information if it does not hold it. NSS does not hold information relating to NHS patient numbers, therefore this cannot be



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calculated by NSS. This information may be held by the Digital Mental Health department within SG, contactus@gov.scot.

6. The version of the software provided in relation to each Lot (including product version number or release identifier) and confirmation of whether this version is registered with the MHRA as a medical device.

Under Section 17(1) of FOISA an organisation does not have to provide that information if it does not hold it. NSS does not hold information relating to which version of the software is currently provided, therefore cannot confirm whether the version is registered with the MHRA as a medical device. This information may be held by the Digital Mental Health department within SG, contactus@gov.scot.

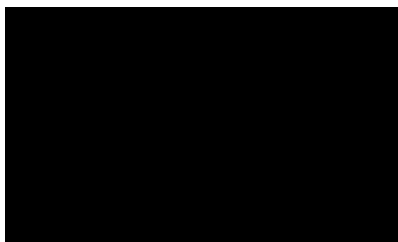
I trust you will find the information of assistance and if you require any further information, please do not hesitate to contact me.

If you are unhappy with any aspect of how we have dealt with your request, you can make representations to us asking us to review the handling of your request. Please write to the Associate Director Governance and Board Services (Board Secretary) at the email address nss.foi@nhs.scot within 40 working days of the date of this correspondence.

If after a review you are still unhappy, you also have the right to apply to the Scottish Information Commissioner, who can be contacted at Kinburn Castle, St Andrews, Fife, KY16 9DS, or via their [online application form](#).

If you have any queries about this letter, please contact me at the above address.

Yours sincerely,



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