

Date: 14 October 2025
Our ref: K: FOI/Ref: 2025-000296
Email: NSS.DevServicesFOI@nhs.scot

Dear [REDACTED]

Freedom of Information Reference: FOI-2025-000296 – Sexual health electronic patient record provider.

I refer to your freedom of information request that we received on 17 September 2025 requesting the following information.

Under the Freedom of Information Act [2000], I am writing to request access to information held by NHS National Services Scotland.

Specifically, I would like to request:

- **Who is your sexual health electronic patient record provider?**
- **Can you estimate how long you have been with this supplier?**
- **When does this contract end?**
- **What is the annual spend for this contract?**
- **How many licensed users?**

If you consider that part of the information requested is exempt from disclosure, I would still like to receive any information that can be released.

If my request is too broad or unclear, I would be grateful if you could contact me so that I can refine it.

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

Who is your sexual health electronic patient record provider?

NHS National Services Scotland (NSS) sexual health patient record provider is Practive Health India Private Limited (previously known as AxSys Technology Limited).

Please note following the liquidations of AxSys Technology Ltd and Practive Health, Inc, this contract was novated to the parent company i.e. Practive Health India Private Limited.

Can you estimate how long you have been with this supplier?

NSS has been with this supplier for approximately 18 years, the contract came into effect in 2007.

When does this contract end?

NSS has a perpetual licence to use the software with rolling annual support.



Chair
Chief Executive

Keith Redpath
Mary Morgan

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Common Services Agency for the Scottish Health Service*

What is the annual spend for this contract?

The annual spend is circa £475,000 per year.

Please note the annual charges are for support and maintenance of the software. The GCS licence fee (£315,621) is paid annually to receive support and upgrades to the base software, now known commercially as Excelicare. Whilst the contract allows NSS to have perpetual rights to use Excelicare, without paying the annual GCS licence fee we would not receive any support for services such as fixes, maintenance and updates. The other charges are for support of specific modules related to the National Sexual Health System (NaSH) services.

How many licensed users?

NSS currently have approximately 1000 licensed users.

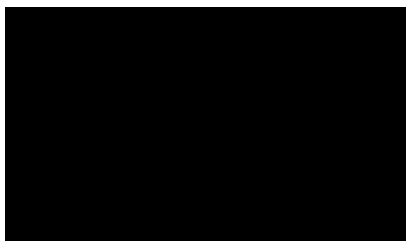
I trust you will find the information of assistance and if you require any further information, please do not hesitate to contact me.

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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