

[REDACTED]

Date 14 May 2026
Your Ref FOI-2026-3346
Our Ref FOI-2026-3346

Enquiries to [REDACTED]
Email psd.foi@nhs.scot

Dear [REDACTED],

Freedom of Information Reference FOI-2026-3346

I refer to your Freedom of Information (Scotland) Act 2002 (FOISA) request that we received on 20 April 2026 requesting the following information:

We are currently gathering information about the Royal Mail NHS Barcode scheme in Scotland and its impact on postal consumers. More information can be found here: [Royal Mail Wholesale - NHS Mail New Barcode Solution](#).

We have a few short questions, which we hope you'll be able to answer. If not, please pass onto relevant colleagues:

- Are you aware of Royal Mail's NHS Barcode scheme?
- Does your Trust use the scheme? If so, how do you access it?
- Are you expected to pay to use the scheme?
- If you do use the scheme, could you give some information on what the requirements are for signing up? When do you choose to action the scheme?
- If your Trust decided not to use the scheme, what was the reason for it?
- What impact, if any, does Royal Mail's NHS barcode scheme have on patients?

I can confirm that under [Section 17 of FOISA](#) Public Services Delivery Scotland (PSD Scotland) does not hold the information that you have requested.

I have had confirmation that the Royal Mail NHS Barcode scheme has not been discussed at Board level or operational level within NHS National Services Scotland (NSS) or NHS Education for Scotland (NES).

Chair Mr Keith Redpath
Chief Executive Professor Karen Reid

It is important to note that from 1 April 2026, NSS and NES joined to form Public Services Delivery Scotland (PSD Scotland), enabling transformation in health, social care, and the wider public sector. We also do not provide clinical services to patients, which is possibly why we have no information held on the scheme. More information regarding the services that PSD Scotland provide can be found at the following URL:

[Public Services Delivery Scotland \(PSD Scotland\)](#)

Whilst the PSD Scotland website is developing you can find more information on the services we provide on the following websites:

[Welcome to National Services Scotland](#)

[NHS Education for Scotland | NES](#)

Individual Health Boards within NHSScotland may hold information on the scheme, however under the terms of FOISA we are unable to transfer this request on your behalf.

We suggest that you contact each of the NHSScotland Health Boards in order to request any information that they hold in relation to the scheme by using the email addresses listed below:

NHS Ayrshire & Arran	foi@aaht.scot.nhs.uk
NHS Borders	foi.enquiries@borders.scot.nhs.uk
NHS Dumfries & Galloway	dg.feedback2@nhs.scot
NHS Fife	fife.foirequestfife@nhs.scot
NHS Forth Valley	fv.freedomofinformation@nhs.scot
NHS Grampian	gram.foi@nhs.scot
NHS Greater Glasgow & Clyde	foi@ggc.scot.nhs.uk
NHS Highland	nhsh.foirequestshighland@nhs.scot
NHS Lanarkshire	foi@lanarkshire.scot.nhs.uk
NHS Lothian	loth.freedomofinformation@nhs.scot
NHS Orkney	ORK.FOIrequests@nhs.scot
NHS Shetland	shet.foi@nhs.scot
NHS Tayside	tay.foisa@nhs.scot
NHS Western Isles	wi.foi-requests@nhs.scot
Healthcare Improvement Scotland	His.foi@nhs.scot
NHS 24	NHS24.Foi@nhs24.scot.nhs.uk
NHS Golden Jubilee	FOI@ginh.scot.nhs.uk
Scottish Ambulance Service	Freedom of Information Request
The State Hospital	TSH.FOI-Mailbox@nhs.scot

I trust you will find the information of assistance and if you require any further information, please do not hesitate to contact me using the email address psd.foi@nhs.scot

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 Corporate Governance using the email address psd.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 Appeal form](#).

Yours sincerely,

