

Date 2 June 2026
Your Ref FOI-2026-3363
Our Ref FOI-2026-3363

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

Dear [REDACTED]

Freedom of Information Reference FOI-2026-3363

I refer to your Freedom of Information (Scotland) Act 2002 (FOISA) request that we received on 7 May 2026 requesting the following information:

Please confirm whether PSDS (or predecessor bodies NES / NSS) procured and/or holds a contract for InterSystems TrakCare intended for use by multiple NHS Scotland Health Boards and Hospitals therein. If yes, please provide :

- a) The contracting authority named in the contract.
- b) Whether NHS Boards / Hospitals are named as participating authorities/beneficiaries.
- c) The mechanism by which Boards access it (direct use, call-off, participation agreement, etc.).
- d) The original contract start date and original contract end date.
- e) The current contract end date (i.e., the end date in force today), including the date(s) of any variation/novation/extension that changed the contract end date.
- f) Whether the TrakCare contract includes any optional extension periods and/or renewal provisions.
- g) Whether any extension option(s) have already been exercised, and if so, the period(s) covered and effective date(s).

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

Please confirm whether PSDS (or predecessor bodies NES / NSS) procured and/or holds a contract for InterSystems TrakCare intended for use by multiple NHS Scotland Health Boards and Hospitals therein. If yes, please provide :

Public Services Delivery Scotland (PSD Scotland), formerly National Services Scotland (NSS) and National Education for Scotland (NES) procured a contract, intended for use by multiple NHS Scotland Health Boards/Hospitals for Intersystems - TrakCare and it can be found at the following link - [View Contract - Public Contracts Scotland - NP501319](#)

Chair Mr Keith Redpath
Chief Executive Professor Karen Reid

a) The contracting authority named in the contract.

The contracting authority named in the contract is The Common Services Agency (more commonly known as National Services Scotland (NSS)).

b) Whether NHS Boards / Hospitals are named as participating authorities/beneficiaries.

The list below provides you with the NHS Boards/Hospitals who are named as participating authorities:

- Highland Health Board
- Lanarkshire Health Board
- Lothian Health Board
- Ayrshire & Arran Health Board
- Borders Health Board
- Grampian Health Board (which included services for Shetland Health Board and Orkney Health Board)
- Greater Glasgow Health Board
- The Common Services Agency (for purposes of the national license)
- Tayside Health Board
- NHS National Waiting Times Centre (Golden Jubilee National Hospital)
- Forth Valley Health Board x 2 (one for TrakCare and one for HEPMA)
- Fife Health Board.

c) The mechanism by which Boards access it (direct use, call-off, participation agreement, etc.).

Boards utilised call off contracts as the mechanism for accessing the framework agreement.

d) The original contract start date and original contract end date.

The original framework agreement started on 25 January 2010, with the associated call-off contracts expiring at various points between 2019 and 2020.

e) The current contract end date (i.e., the end date in force today), including the date(s) of any variation/novation/extension that changed the contract end date.

The current contract end date including any extensions is 31 March 2029.

f) Whether the TrakCare contract includes any optional extension periods and/or renewal provisions.

This contract does not include any extension or renewal provisions.

g) Whether any extension option(s) have already been exercised, and if so, the period(s) covered and effective date(s).

There have been no extensions exercised for this contract.

From 1 April 2026, NSS and NHS Education for Scotland (NES) joined to form PSD Scotland, enabling transformation in health, social care, and the wider public sector. More information regarding PSD Scotland can be found at the following URL:

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

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,

