

██████████
Letter issued by email

Date: 22 July 2026
Our Ref: FOI2026-3399
Enquiries to: Freedom of Information
Email: psd.foi@nhs.scot

Dear ██████████

Freedom of Information Reference: FOI2026-3399

Thank you for your information request received on 26 June 2026 by Public Services Delivery Scotland (PSD Scotland).

From 1 April 2026, NHS Education for Scotland (NES) and NHS National Services Scotland (NSS) joined to form Public Services Delivery Scotland (PSD Scotland), enabling transformation in health, social care, and the wider public sector. This means your Freedom of Information request is now being responded to by PSD Scotland.

Your Request

Section 1 – Telephony Infrastructure

1.1 What telephony system(s) does PSD Scotland currently use for inbound and outbound calls?

Please provide:

- (a) Vendor / manufacturer name*
- (b) Product / platform name (e.g. Cisco Unified Communications Manager, Avaya Aura, Mitel MiVoice, Microsoft Teams Direct Routing, 8x8, RingCentral, Gamma, BT Cloud Voice)*
- (c) Version or generation currently in use*

1.2 Is your telephony system:

- (a) On-premise (hosted within your own data centre or server rooms)*
- (b) Cloud-based / hosted (vendor or third-party managed)*
- (c) Hybrid (combination of on-premise and cloud)*

Chair Mr Keith Redpath
Chief Executive Professor Karen Reid

1.3 Approximately how many telephone lines and/or DDI (Direct Dial-In) numbers does PSD Scotland currently operate?

1.4 When was your current telephony system first installed or last substantially upgraded?

Section 2 – Contact Centre – Patient Access

2.1 Does PSD Scotland operate a dedicated contact centre, patient access centre, or centralised switchboard function?

If yes, please provide:

- (a) Name or primary function of the contact centre / access centre*
- (b) Communication channels currently supported (e.g. voice/telephone, email, webchat, SMS, social media, video)*
- (c) Contact centre platform or software used to manage queuing, routing, and agent interactions (e.g. Cisco UCCE / UCCX, Avaya Contact Centre, Genesys Cloud, NICE CXone / inContact, Amazon Connect, Salesforce Service Cloud, Freshdesk, Puzzel, Content Guru)*

2.2 How many contact centre agent seats or licences does PSD Scotland currently hold?

2.3 What is the approximate annual inbound call volume handled by your contact centre or switchboard?

2.4 Does your organisation use an Interactive Voice Response (IVR) or automated call routing system? If yes, please provide the vendor and product name.

Section 3 – Support and Maintenance Contracts

3.1 Who provides support and maintenance for your telephony and/or contact centre system(s)?

Please provide (for each system if more than one):

- (a) Name of the support provider (vendor direct support or third-party maintenance organisation)*
- (b) Type of coverage (vendor support, third-party maintenance, or both)*
- (c) Approximate annual value of the support / maintenance contract*
- (d) Contract start date and expiry / renewal date*

3.2 Are any significant telephony or contact centre contracts (including licences, maintenance, or managed service agreements) due for renewal within the next 24 months? If yes, please provide the contract category and approximate renewal date (full commercial detail is not required).

3.3 What procurement framework(s) did PSD Scotland use to procure its current telephony or contact centre solution(s)? (e.g. Crown Commercial Service (CCS) RM6116, NHS Shared Business Services, G-Cloud, Tech Products 4, direct award, competitive tender)

Section 4 - Staffing

4.1 How many whole-time equivalent (WTE) staff are directly employed by PSD Scotland in contact centre, patient access centre, or switchboard roles?

4.2 Please provide a breakdown of contact centre / switchboard staff by job role or Agenda for Change (AfC) band (or equivalent). Specific names of individuals are not required; job title or band is sufficient.

4.3 Does PSD Scotland use any outsourced or third-party contact centre agents or managed service operators?

If yes, please provide:

(a) Approximate number of outsourced agent seats or FTEs

(b) Name of the outsourced provider

(c) Approximate annual cost of the outsourced arrangement

4.4 Does PSD Scotland have a named senior role responsible for contact centre or patient access operations? (e.g. Head of Contact Centre, Head of Patient Access, Director of Operations — name of individual not required, role title only)

Section 5 - Future Plans

5.1 Is PSD Scotland currently planning, evaluating, or actively procuring a replacement or substantial upgrade to its telephony or contact centre system within the next 24 months? If yes, please state the anticipated timeline and scope (e.g. full platform replacement, cloud migration, additional channel capability).

5.2 Has PSD Scotland completed or commissioned any review, business case, or digital roadmap covering telephony or contact centre transformation in the last two years?

I wish to advise under the Freedom of Information (Scotland) Act 2002 (FOISA), that PSD Scotland can provide a full response to your request, as detailed within attached document: FOI2026-3398-Annex A.

If you are dissatisfied with this reply under the terms of the Freedom of Information (Scotland) Act 2002, you should contact us again in writing or by email within 40 days of receipt of this response to request an internal review.

If you remain unhappy with the outcome of that internal review, you have the right to apply directly to the Scottish Information Commissioner for a decision within six months of receiving our response. For further information, please visit the Scottish Information Commissioner's [website](#).

Yours sincerely

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