

Date 23 July 2026
Your Ref FOI-2026-3407
Our Ref FOI-2026-3407

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

Dear [REDACTED],

Freedom of Information Reference FOI-2026-3407

I refer to your Freedom of Information (Scotland) Act 2002 (FOISA) request that we received on 1 July 2026 requesting the following information:

In the last ten years at NHS Scotland trusts (including GP surgeries, hospitals and all NHS Scotland healthcare settings:

- **How many cases of unauthorised access to patient data have occurred? (Figures recorded annually)**
- **Of the total number of cases per year, what root causes were identified and how many cases were there of each of the main cause?**
- **Of these cases what action was taken? eg retraining, improved controls, disciplinary hearing?**
- **How many members of staff have been found to access patient healthcare without authorisation on more than one occasion (these figures can be over either the last five or ten years)?**

If there is only information from specific settings such as hospitals or GP surgeries, please can this be labelled.

After a search of our records Public Services Delivery Scotland (PSD Scotland) has applied the [FOISA Section 17 exemption for "Information not held"](#) as PSD Scotland does not hold the information that you have requested.

In order to obtain the information that you have requested we suggest that you contact each of the NHSScotland Health Boards directly using the email addresses listed below, as under the terms of FOISA we are unable to transfer this request on your behalf.

Chair Mr Keith Redpath
Chief Executive Professor Karen Reid

NHS Ayrshire & Arran	foi@aaaht.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

I hope that you will find this response helpful to you 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,

