

Date: 03 July 2024  
Our ref: K: FOI/Ref: 2024-000226  
Email: [nss.pcf-foi@nhs.scot](mailto:nss.pcf-foi@nhs.scot)

**Freedom of Information Reference: FOI-2024-000226 – Financial penalties for Cedigem.**

I refer to your freedom of information request that we received on 06 June 2024 requesting the following information.

**Pursuant to the Freedom of Information Act, I hereby request the following information:**

- 1. The number of times Cedigem (In Practice Systems Ltd) has received financial penalties from National Services Scotland who I understand manages this account.**
- 2. The details of financial penalties, including the date issued, the reason for the penalty, and the amount of the penalty.**

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

- 1. The number of times Cedigem (In Practice Systems Ltd) has received financial penalties from National Services Scotland who I understand manages this account.**

Under Section 33(1)(b) of the Freedom of Information Scotland Act, 2002 (FOISA), an organisation does not require to provide information if its disclosure under this Act would, or would be likely to, prejudice substantially the commercial interests of any person (including, without prejudice to that generality, a Scottish public authority). Therefore, NHS National Services Scotland (NSS) are withholding any details relating to the number of service deductions given to Cedigem Healthcare Services Ltd. as that information is commercially sensitive.

- 2. The details of financial penalties, including the date issued, the reason for the penalty, and the amount of the penalty.**

Under Section 33(1)(b) of FOISA, an organisation does not require to provide information if its disclosure under this Act would, or would be likely to, prejudice substantially the commercial interests of any person (including, without prejudice to that generality, a Scottish public authority). Therefore, NSS are withholding any information relating to the details and reasons for service deductions given, if any, to Cedigem Healthcare Services Ltd. as that information is commercially sensitive.

What we can provide you with is a link to the General Practice Information Technology Systems (GP IT) website that highlights the SLAs (Service Level Agreements) that are used to calculate any service deductions applied. - [Service Level Agreements – GP IT Scotland](#)

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



Chair Keith Redpath  
Chief Executive Mary Morgan

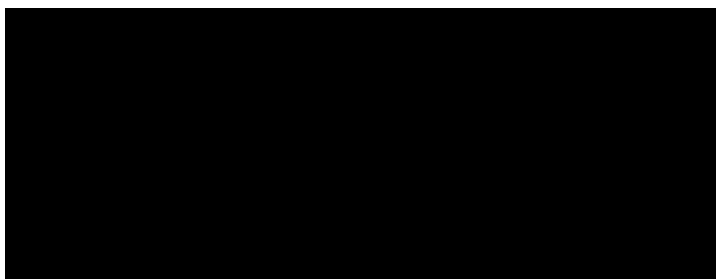
*NHS National Services Scotland is the common name of the  
Common Services Agency for the Scottish Health Service*

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](mailto: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,



Chair                      Keith Redpath  
Chief Executive        Mary Morgan

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Common Services Agency for the Scottish Health Service*