

Date: 29 July 2025
Our ref: K: FOI/Ref: 2025-000203
Email: NSS.DevServicesFOI@nhs.scot

Dear [REDACTED]

Freedom of Information Reference: FOI-2025-000203 – Medicines management software solutions.

I refer to your freedom of information request that we received on 03 July 2025 requesting the following information.

We are contacting NHS Health Boards across Scotland to understand current practices and commercial arrangements relating to medicines management software solutions. We would appreciate it if you could provide the following information:

1. Current Solution

- What medicines management software solution(s) are currently used by each Health Board (or commissioned via NSS) for prescribing decision support (for example ScriptSwitch, OptimiseRx, Eclipse)
- Who is/are the software provider(s)?

2. Procurement and Contracting

- What was the procurement route used (e.g., G-Cloud, NHS SBS, HSSF, open competition, direct award)?
- What are the start and end dates of the current contract?
- Are there extension options, and if so, what are the terms?
- What termination provisions are in place, including notice periods?
- Are there plans to re-procure, consolidate, or change the current medicines management solution in the next 12–24 months?

3. Cost Information

- What is the annual or total contract value (please provide an exact figure or a cost range/band if exact values cannot be disclosed)?
- What population is covered by your current solution?



Chair Keith Redpath
Chief Executive Mary Morgan

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Common Services Agency for the Scottish Health Service*

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

1. Current Solution

- **What medicines management software solution(s) are currently used by each Health Board (or commissioned via NSS) for prescribing decision support (for example ScriptSwitch, OptimiseRx, Eclipse)**

Currently 885 general practices across all 14 territorial NHSScotland Health Boards are licenced to use the ScriptSwitch Prescribing clinical decision support software under a national contract by NHS National Services Scotland (NSS).

- **Who is/are the software provider(s)?**

Optum Health Solutions (UK) Limited are the providers of ScriptSwitch Prescribing.

2. Procurement and Contracting

- **What was the procurement route used (e.g., G-Cloud, NHS SBS, HSSF, open competition, direct award)?**

The procurement route used was a direct award, under Regulation 33. negotiated procedure without prior publication. The contract award notice can be found here: [Public Contracts Scotland](#).

- **What are the start and end dates of the current contract?**

01 April 2024 to 31 March 2026.

- **Are there extension options, and if so, what are the terms?**

There is a 12-month extension available at NSS' option.

- **What termination provisions are in place, including notice periods?**

Termination is available with 3 months written notice prior to expiry of the Term.

- **Are there plans to re-procure, consolidate, or change the current medicines management solution in the next 12–24 months?**

NSS is considering all options for future procurement.

3. Cost Information

- **What is the annual or total contract value (please provide an exact figure or a cost range/band if exact values cannot be disclosed)?**

The current annual value of the ScriptSwitch Prescribing agreement is circa £1.7m.



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- **What population is covered by your current solution?**

The current patient population covered by the ScriptSwitch Prescribing agreement is circa 5.8m.

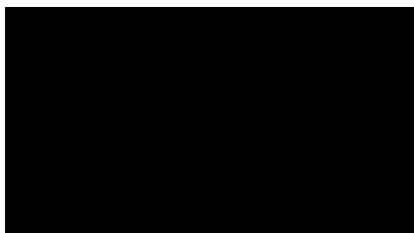
I trust you will find the information of assistance and if you require any further information, please do not hesitate to contact me.

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 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
Chief Executive

Keith Redpath
Mary Morgan

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