

Date 13 August 2026
Your Ref FOI-2026-3424
Our Ref FOI-2026-3424

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

Dear [REDACTED],

Freedom of Information Reference FOI-2026-3424

I refer to your Freedom of Information (Scotland) Act 2002 (FOISA) request that we received on 16 July 2026 requesting the following information:

*FOLLOW UP FREEDOM OF INFORMATION REQUEST
GP REGISTRATION, ASSIGNED PRACTICES AND
ENHANCED SERVICE PARTICIPATION
BRUCE HOTEL, EAST KILBRIDE
EST 2025*

*Reference: This request follows NHS Lanarkshire's previous response, reference
FOI/0006018/FO*

*dated 18 December 2025, in which NHS Lanarkshire advised that details of GP registration
are undertaken by Practitioner Services. NHS National Services Scotland. This is a new request
under the Freedom of Information (Scotland) Act 2002 and should not be treated as a request for
review.*

*Under the Freedom of Information (Scotland) Act 2002, I request the following information
relating to*

residents accommodated at the Bruce Hotel, East Kilbride.

*Please provide the following information for the period from the date the Bruce Hotel has
been*

*used to host asylum seekers, refugees or those seeking to live in Scotland until the date of this
letter.*

Please provide:

- 1. The total number of GP registration applications processed by Practitioner Services for residents of the Bruce Hotel.*
- 2. A monthly and annual breakdown of GP registration applications.*
- 3. The total number of successful GP registrations.*
- 4. The total number of unsuccessful, uncalled, withdrawn or rejected GP registration applications.*

Chair Mr Keith Redpath
Chief Executive Professor Karen Reid

5. The average time taken to complete a GP registration.
 6. The shortest and longest recorded GP registration processing times.
 7. The total number of Community Health Index (CHI) numbers created for Bruce Hotel residents.
 8. The GP practices with which registrations were completed, together with the total number of registrations for each practice.
 9. The total number of patients transferred between GP practices after their initial registration.
 10. Copies of any guidance, policy, protocol, operational procedure or standard operating procedure used by Practitioner Services in relation to processing GP registrations for individuals accommodated under Home Office asylum accommodation.
 11. Copies of any Service Level Agreements, Memoranda of Understanding or formal agreements between Practitioner Services, NHS National Services for the Sick, NHS Lanarkshire, the Home Office or accommodation providers relating to GP registration.
 12. Details of any performance monitoring, audit or reporting undertaken in relation to GP registrations for residents accommodated at the Bruce Hotel.
 13. Copies of any statistical reports or management information routinely produced regarding GP registrations for Bruce Hotel residents.
 14. Where any requested information is not held, please identify precisely which information is not held and, where known, identify the public authority likely to hold it.
 15. Please identify which GP practices or practices were assigned, designated or expected to register residents accommodated at the Bruce Hotel.
 16. Please provide the number of Bruce Hotel residents registered with each GP practice.
 17. Please identify every GP practice invited to participate in any enhanced service, locally commissioned service, additional service or other arrangement relating to asylum seekers, refugees or residents of the Bruce Hotel.
 18. Please identify which GP practices accepted or opted into that service or arrangement.
 19. Please identify which GP practices declined, did not respond or later withdrew.
 20. Please provide the name, specification, start date and end date of each relevant enhanced service.
 21. Please provide the payment structure, tariff, contribution amount or other financial arrangement offered to participating GP practices.
 22. Please provide copies of any invitation letters, service specifications, contracts, guidance, claim form; or communication; issued to GP practices.
 23. Please confirm whether any GP practice was formally directed or allocated responsibility for Bruce Hotel residents, rather than volunteering to participate.
 24. Please provide the criteria used to decide which practices were approached, selected or assigned.
- If any part of this request exceeds the statutory cost limit, please provide all information that can be supplied within that limit and advise the remainder of the request may be refined.
- All responses to this Freedom of Information request should be sent electronically via email to nss.ful@ohs.ltd; Q1 and via post to the correspondence address shown.

After a search of our records Public Services Delivery Scotland (PSD Scotland) can confirm that we hold the following information:

1. **The total number of GP registration applications processed by Practitioner Services for residents of the Bruce Hotel.**

91 people are currently registered with a GP practice and 1 person unregistered who are resident at the Bruce Hotel. A total of 146 people have been registered with a GP practice while resident at the Bruce Hotel.

2. **A monthly and annual breakdown of GP registration applications.**

Month/Year	Number of registrations for persons with address at Bruce hotel by month/year.
Pre-Nov 2023	28
01/06/1996	<5
01/12/2023	<5
01/01/2024	<5
01/02/2024	<5
01/04/2024	5
01/07/2024	<5
01/08/2024	11
01/11/2024	<5
01/12/2024	<5
01/01/2025	<5
01/02/2025	<5
01/03/2025	<5
01/04/2025	<5
01/06/2025	<5
01/08/2025	<5
01/09/2025	30
01/10/2025	<5
01/11/2025	7
01/12/2025	5
01/01/2026	<5
01/02/2026	6
01/04/2026	<5
01/05/2026	<5
01/06/2026	<5
01/07/2026	13
Grand Total	Supressed

Please note that we cannot retrieve this information for patients that registered before November 2023. The old CHI system that was in place at that time did not record start/end dates of patients' addresses so there is no data on this; the CHI database was

replaced in November 2023 and the previous since was decommissioned on May 2026. The 28 patients were migrated from the old to the new system.

Please note that figures shown as '<5' have been suppressed in accordance with the small numbers rule. Due to the low numbers involved, the data has also been aggregated across years to protect against the potential identification of individuals. Disclosure of exact figures of five or fewer could lead to the identification of individuals, particularly when combined with other information, and would therefore breach the data protection principles. This information is exempt from disclosure under the [FOISA section 38\(1\)\(b\) exemption for personal data](#).

3. The total number of successful GP registrations.

There have been 146 people registered with an address at the Bruce Hotel. Please note that the search was based on patients with postcode G74 1AF and the address line containing to contain "Bruce Hotel".

4. The total number of unsuccessful, cancelled, withdrawn or rejected GP registration applications.

Registration applications that have been accepted by the GP Practice are not then rejected by PSD Scotland. GP Practices should have information about requests for registrations that they have refused but this is not held by PSD Scotland.

5. The average time taken to complete a GP registration.

Processing the registration, or any update, on CHI normally takes less than one day from receipt of the digital transaction from the GP practice to CHI. PSD Scotland does not have any information on how long it would take a GP Practice to process the registration onto their system before sending to PSD Scotland to update CHI.

6. The shortest and longest recorded GP registration processing times.

We cannot confirm the processing time at the GP practice. However, once the transaction is sent to CHI, it takes between one and seven days. PSD Scotland KPIs show that, for Lanarkshire, 92% of transactions are completed within two days and 99% within seven days.

7. The total number of Community Health Index (CHI) numbers created for Bruce Hotel residents.

All registered patients are given a CHI number, therefore all patients who have resided at the Bruce Hotel while registered with a GP Practice will have had a CHI number. Individuals may have already had a CHI number before moving to the Bruce Hotel if they were registered while living at a different address.

8. The GP practices with which registrations were completed, together with the total number of registrations for each practice.

Practice code	GP practice and address	Patients
None	Not currently registered	<5
6164	Strathcalder Practice Alison Lea Medical Centre, Alison Lea, East Kilbride, G74 3BE	<5
6325	Kittoch Medical Practice Hunter Health Centre, Andrew Street, East Kilbride, G74 1AD	<5
6326	Caldergreen Medical Practice Hunter Health Centre, Andrew Street, East Kilbride, G74 1AD	<5
6372	Alba Medical Group Strathaven Health Centre, The Ward, Strathaven, ML10 6AS	88
Total		92

Please note that figures shown as '<5' have been suppressed in accordance with the small numbers rule.

9. The total number of patients transferred between GP practices after their initial registration.

53 patients have moved since being registered while staying at the Bruce Hotel.

10. Copies of any guidance, policy, protocol, operational procedure or standard operating procedure used by Practitioner Services in relation to processing GP registrations for individuals accommodated under Home Office asylum accommodation.

PSD Scotland does not have any specific guidance, policies, protocols or operational procedures relating to GP Practices accommodated under Home Office asylum accommodation. ([Under Section 17 of the Freedom of Information \(Scotland\) Act 2002, PSD Scotland does not hold this information.](#))

The PSD Scotland SOP is attached.

11. Copies of any Service Level Agreements, Memoranda of Understanding or formal agreements between Practitioner Services, NHS National Services Scotland, NHS Lanarkshire, the Home Office or accommodation providers relating to GP registration.

PSD Scotland only has a Service Level Agreement with NHS Boards which can be found here:

[Practitioner Services](#)

PSD Scotland does not have any Service Level Agreements, Memoranda of Understanding or formal agreements with the Home Office or accommodation providers. ([Under Section 17 of the Freedom of Information \(Scotland\) Act 2002, PSD Scotland does not hold this information.](#))

12. Details of any performance monitoring, audit or reporting undertaken in relation to GP registrations for residents accommodated at the Bruce Hotel.

PSD Scotland does not undertake any performance monitoring, audit or reporting undertaken in relation to GP registrations. ([Under Section 17 of the Freedom of Information \(Scotland\) Act 2002, PSD Scotland does not hold this information.](#))

13. Copies of any statistical reports or management information routinely produced regarding GP registrations for Bruce Hotel residents.

PSD Scotland does not hold or create and any statistical reports or management information routinely produced regarding GP registrations for Bruce Hotel residents. ([Under Section 17 of the Freedom of Information \(Scotland\) Act 2002, PSD Scotland does not hold this information.](#))

14. Where any requested information is not held, please identify precisely which information is not held and, where known, identify the public authority likely to hold it.

Please see sections above and contact relevant authorities.

15. Please identify which GP practice or practices were assigned, designated or expected to register residents accommodated at the Bruce Hotel.

GP Practices are expected to register patients who reside within their practice boundary. This is in line with the National Health Service (General Medical Services Contracts) (Scotland) Regulations 2018 which can be found here [The National Health Service \(General Medical Services Contracts\) \(Scotland\) Regulations 2018](#) PSD Scotland is not aware of any GP practice or practices were assigned, designated or expected to register residents accommodated at the Bruce Hotel. This would be for the NHS Board to answer. ([Under Section 17 of the Freedom of Information \(Scotland\) Act 2002, PSD Scotland does not hold this information.](#))

16. Please provide the number of Bruce Hotel residents registered with each GP practice.

Provided in response to Question 8.

17. Please identify every GP practice invited to participate in any enhanced service, locally commissioned service, additional service or any arrangement relating to asylum seekers, refugees or residents of the Bruce Hotel.

PSD Scotland does not commission services with GP Practices. This would be for the NHS Board (NHS Lanarkshire) to respond to. ([Under Section 17 of the Freedom of Information \(Scotland\) Act 2002, PSD Scotland does not hold this information.](#))

18. Please identify which GP practices accepted or opted into that service or arrangement.

PSD Scotland does not commission services with GP Practices. This would be for the NHS Board (NHS Lanarkshire) to respond to. ([Under Section 17 of the Freedom of Information \(Scotland\) Act 2002, PSD Scotland does not hold this information.](#))

19. Please identify which GP practices declined, did not respond or later withdrew.

PSD Scotland does not commission services with GP Practices. This would be for the NHS Board (NHS Lanarkshire) to respond to. (Under Section 17 of the Freedom of Information (Scotland) Act 2002, NHS National Services Scotland does not hold this information.)

20. Please provide the name, specification, start date and end date of each relevant enhanced or locally commissioned service.

PSD Scotland does not commission services with GP Practices. This would be for the NHS Board (NHS Lanarkshire) to respond to. ([Under Section 17 of the Freedom of Information \(Scotland\) Act 2002, PSD Scotland does not hold this information.](#))

21. Please provide the payment structure, tariff, capitation amount or other financial arrangement offered to participating GP practices.

PSD Scotland does not commission services with GP Practices. This would be for the NHS Board (NHS Lanarkshire) to respond to. ([Under Section 17 of the Freedom of Information \(Scotland\) Act 2002, PSD Scotland does not hold this information.](#))

22. Please provide copies of any invitation letters, service specifications, contracts, guidance, claim forms or communications issued to GP practices.

PSD Scotland does not commission services with GP Practices. This would be for the NHS Board (NHS Lanarkshire) to respond to. ([Under Section 17 of the Freedom of Information \(Scotland\) Act 2002, PSD Scotland does not hold this information.](#))

23. Please confirm whether any GP practice was formally directed or allocated responsibility for Bruce Hotel residents, rather than volunteering to participate.

PSD Scotland does not commission services with GP Practices. This would be for the NHS Board (NHS Lanarkshire) to respond to. ([Under Section 17 of the Freedom of Information \(Scotland\) Act 2002, PSD Scotland does not hold this information.](#))

24. Please provide the criteria used to decide which practices were approached, selected or assigned.

PSD Scotland does not commission services with GP Practices. This would be for the NHS Board (NHS Lanarkshire) to respond to. ([Under Section 17 of the Freedom of Information \(Scotland\) Act 2002, PSD Scotland does not hold this information.](#))

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,

