

Dear

## FREEDOM OF INFORMATION – BANK STAFF SOFTWARE

I write in response to your request for information in relation to bank staff software used in NHS Lothian.

Question:

1. What is the name of your Admin and Clerical Collaborative Bank software provider? (None if software not used)

Answer:

RL Datix - Bankstaff

Question:

2. When did the contract for this provider start? (dd/mm/yyyy) (None if software not used)

Answer:

18 November 2021.

Question:

3. When does the contract for this provider expire? (dd/mm/yyyy) (None if software not used)

Answer:

17 November 2028.

Question:

4. What is the name of your second Admin and Clerical Collaborative Bank software provider? (If you have more than one provider)
5. When did the contract for this second provider start? (dd/mm/yyyy)
6. When does the contract for this second provider expire? (dd/mm/yyyy)
7. What is the name of your third Admin and Clerical Collaborative Bank software provider? (If you have more than one provider)

8. When did the contract for this third provider start? (dd/mm/yyyy)

9. When does the contract for this third provider expire? (dd/mm/yyyy)

Answer:

We do not use any additional software.

Question:

10. What was the Trust's total spend on Admin and Clerical Collaborative Bank fees in 2024 (excluding implementation)?

11. What was the Trust's total spend on Admin and Clerical Collaborative Bank fees in 2025 (excluding implementation)?

Answer:

The software is part of the overall national contract for NHS Scotland which includes HealthRoster, SafeCare, Bank Staff, eRota, Medics on Duty and Activity Manager. NHS Lothian's contribution to the contract was:

2024/25 - £509,730

2025/26 - £522,473

I hope the information provided helps with your request.

If you are unhappy with our response to your request, you do have the right to request us to review it. Your request should be made within 40 working days of receipt of this letter, and we will reply within 20 working days of receipt. If our decision is unchanged following a review and you remain dissatisfied with this, you then have the right to make a formal complaint to the Scottish Information Commissioner within 6 months of receipt of our review response. You can do this by using the Scottish Information Commissioner's Office online appeals service at <https://www.foi.scot/appeal>. If you remain dissatisfied with the Commissioner's response you then have the option to appeal to the Court of Session on a point of law.

If you require a review of our decision to be carried out, please write to the reviewer at the address at the top of this letter. The review will be undertaken by a Reviewer who was not involved in the original decision-making process.

FOI responses (subject to redaction of personal information) may appear on NHS Lothian's Freedom of Information website at: <https://org.nhslothian.scot/FOI>

Yours sincerely

**ALISON MACDONALD**  
**Executive Director of Nursing Midwifery and AHPs**  
Cc: Chief Executive