

Date 09/01/2026  
Your Ref  
Our Ref 10921

Enquiries to Richard Mutch  
Extension 35687  
Direct Line 0131 465 5687  
[loth.freedomofinformation@nhs.scot](mailto:loth.freedomofinformation@nhs.scot)  
[richard.mutch@nhs.scot](mailto:richard.mutch@nhs.scot)

Dear

## FREEDOM OF INFORMATION – AHP DIRECT ENGAGEMENT SOFTWARE

I write in response to your request for information in relation to AHP Direct Engagement software.

Question:

### Provider 1

1. What is the name of your **AHP** Direct Engagement software provider? (None if software not used)
2. When did the contract for this provider start? (dd/mm/yyyy) (None if software not used)
3. When does the contract for this provider expire? (dd/mm/yyyy) (None if software not used)

### Provider 2 (If applicable)

4. What is the name of your second AHP Direct Engagement 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)

### Provider 3 (If applicable)

7. What is the name of your third AHP Direct Engagement 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)

### Additional

10. What was the Trust's total spend on AHP Direct Engagement fees in 2024 (excluding implementation)?
11. What was the Trust's total spend on AHP Direct Engagement fees in 2025 (excluding implementation)?

Answer:

I am advised that the answer is NO to all of these questions, we provide an in house DE model with no additional costs.

I hope the information provided helps with your request.

Headquarters  
Mainpoint  
102 West Port  
Edinburgh EH3 9DN

Chair Professor John Connaghan CBE  
Chief Executive Professor Caroline Hiscox  
*Lothian NHS Board is the common  
name of Lothian Health Board*

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 [www.itspublicknowledge.info/Appeal](http://www.itspublicknowledge.info/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 FOI Reviewer at the email address at the head 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.nhsllothian.scot/FOI/Pages/default.aspx>

Yours sincerely

**ALISON MACDONALD**  
**Executive Director, Nursing**  
Cc: Chief Executive