Lothian NHS Board

NHS Lothian Headquarters
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Date 4 November 2026
Your Ref
Our Ref 12036

Enquiries to Richard Mutch
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richard.mutch@nhs.scot

Dear

FREEDOM OF INFORMATION – VENDOR MANAGEMENT SYSTEMS

I write in response to your request for information in relation to vendor management systems.

Question:

- Please confirm if you operate a vendor management system for agency staff such as an MSP/neutral vendor/master vendor etc.
  If so, please can you name the below:
  - Company name
  - Contract start and end date
  - Framework utilised
  - Healthcare specialty used for, EG Doctors/Nursing/AHP/HSS/NMNC
  - Do you utilise a direct engagement model and the name of the model, e.g. TempRe/own DE model etc

- Please confirm if you operate a vendor management system for bank staff. If so, please can you name the below:
  - Company name
  - Contract start and end date
  - Framework utilised
  - Healthcare specialty used for, EG Doctors/Nursing/AHP/HSS/NMNC

Answer:

I am advised that we do not have a neutral vendor or master vendor management system. We operate an internal supplementary staffing service and all NHS Scotland Framework agencies have a preferred status to fill the agency shifts

We do use direct engagement and this is our own DE model.

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 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.nhslothian.scot/FOI/Pages/default.aspx

Yours sincerely

ALISON MACDONALD
Executive Director, Nursing
Cc: Chief Executive