Lothian NHS Board

NHS Lothian Headquarters
Waverley Court
4 East Market Street
Edinburgh
EH8 8BG
www.nhslothian.scot

Date 19 November 2026
Your Ref
Our Ref 12092

Enquiries to Richard Mutch
Extension 35687
Direct Line 0131 465 5687
loth.freedomofinformation@nhs.scot
richard.mutch@nhs.scot

Dear

FREEDOM OF INFORMATION – HYBRID MAIL

I write in response to your request for information in relation to hybrid mail.

Question:

1. Who is the current supplier(s) for hybrid mail, print and post, or patient communication services used by the Health Board?
2. Is this service provided under:
    - A Health Board-wide patient communications, hybrid mail, print and post, or managed print contract?
    - Can you confirm what Patient Admin System(s) you use - do these integrate with Hybrid Mail
3. Please provide:
    - Contract title
    - Supplier name
    - Contract start date
    - Contract expiry date
    - Any extension options and associated dates
    - Estimated annual contract value (if available)
    - Can you please provide the contact names & email addresses for the Managers responsible for Hybrid Mail
    - Who looks after Hybrid Mail in Procurement
4. Which procurement route was used?
    - Framework (please specify framework name)
    - Open tender
    - Direct award
    - Other (please specify)

Answer:

I am advised that this is a national contract held by NHS Scotland and that we do not have further detail than below:

Supplier: ATOS
Contract start / end: 01/04/2023 – 31/03/2028

Contract framework: CNN on the NHS Scotland Manged Services Contract
Also see previous response:

https://org.nhslothian.scot/foi/wp-content/uploads/sites/22/2025/12/10805.pdf

This information is exempt under Section 25 of the Freedom of Information (Scotland) Act 2002 - Information otherwise accessible

(1) Information which the applicant can reasonably obtain other than by requesting it under section 1(1) is exempt information.

I am sorry we cannot help with this 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