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Date: 16 April 2024  
Our ref: K: FOI/Ref: 2023-000417  
Email: [nss.pcf-foi@nhs.scot](mailto:nss.pcf-foi@nhs.scot)

Dear [REDACTED]

**Freedom of Information Reference: FOI-2023-000417 – Willo Technologies Ltd.**

I refer to your freedom of information request that we received on 09 November 2023 requesting the following information.

**I am writing to make an open data request under the Freedom of Information (Scotland) Act 2002 for information related to the contract awarded to Willo Technologies Ltd.**

**Specifically, I am interested in obtaining the pricing data for the services provided by Willo to NHS Scotland. If possible, I would like to receive a breakdown of the contract pricing, including any schedules of fees, costs for specific services, and total contract value.**

**I understand that some details may be commercially sensitive, and I am willing to receive the information in a redacted form where necessary. However, I would appreciate as much transparency as possible regarding the cost structures and pricing provided.**

I can advise you that we have now completed the search of our records and can provide you with the following information:

Under Section 17 of the Freedom of Information Scotland Act, 2002 (FOISA) an organisation does not have to provide the requested information if it does not hold that information. NHS National Services Scotland (NSS) does not hold this information. NSS has completed a search of our records and cannot find where we have contracted or transacted with the company Willo Technologies Ltd. You may wish to contact the individual health boards who may be able to provide you with the requested information, addresses are as follows:

Ayrshire and Arran - [foi@aapct.scot.nhs.uk](mailto:foi@aapct.scot.nhs.uk)  
Borders – [foi.enquiries@borders.scot.nhs.uk](mailto:foi.enquiries@borders.scot.nhs.uk)  
Dumfries and Galloway – [dq.feedback2@nhs.scot](mailto:dq.feedback2@nhs.scot)  
Fife – [fife.foirequestfife@nhs.scot](mailto:fife.foirequestfife@nhs.scot)  
Forth Valley – [fv.freedomofinformation@nhs.scot](mailto:fv.freedomofinformation@nhs.scot)  
Grampian – [gram.foi@nhs.scot](mailto:gram.foi@nhs.scot)  
Greater Glasgow & Clyde – [foi@ggc.scot.nhs.uk](mailto:foi@ggc.scot.nhs.uk)  
Highland – [nhsh.foirequestshighland@nhs.scot](mailto:nhsh.foirequestshighland@nhs.scot)  
Lanarkshire – [foi@lanarkshire.scot.nhs.uk](mailto:foi@lanarkshire.scot.nhs.uk)  
Lothian – [foi@nhslothian.scot.nhs.uk](mailto:foi@nhslothian.scot.nhs.uk)



## Headquarters

Gyle Square, 1 South Gyle Crescent, EDINBURGH EH12 9EB

Chairperson Keith Redpath  
Chief Executive Mary Morgan

Orkney – [ORK.FOIrequests@nhs.scot](mailto:ORK.FOIrequests@nhs.scot)  
Shetland – [shet.foi@nhs.scot](mailto:shet.foi@nhs.scot)  
Tayside – [tay.informationgovernance@nhs.scot](mailto:tay.informationgovernance@nhs.scot)  
Western Isles – [wi.foi-requests@nhs.scot](mailto:wi.foi-requests@nhs.scot)  
NHS24 – [foi@nhs24.scot.nhs.uk](mailto:foi@nhs24.scot.nhs.uk)  
NHS National Waiting Times Centre – [FOI@gjnh.scot.nhs.uk](mailto:FOI@gjnh.scot.nhs.uk)  
Scottish Ambulance Service – [sas.foi@nhs.scot](mailto:sas.foi@nhs.scot)  
Healthcare improvement Scotland - [his.foi@nhs.scot](mailto:his.foi@nhs.scot)  
Mental Welfare Commission for Scotland - [mwc.enquiries@nhs.scot](mailto:mwc.enquiries@nhs.scot)  
NHS Education for Scotland - [foidp@nes.scot.nhs.uk](mailto:foidp@nes.scot.nhs.uk)  
Public Health Scotland - [PHS.FOI@phs.scot](mailto:PHS.FOI@phs.scot)  
State Hospital Board for Scotland - [tsh.info@nhs.scot](mailto:tsh.info@nhs.scot)

I trust you will find the information of assistance and if you require any further information, please do not hesitate to contact me.

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

Head of Information and Cyber Security  
Digital and Security  
NHS National Services Scotland  
Headquarters  
Gyle Square  
1 South Gyle Crescent  
Edinburgh  
EH12 9EB

or at the email address [nss.foi@nhs.scot](mailto:nss.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 application form](#).

If you have any queries about this letter, please contact me at the above address.

Yours sincerely

