

Date: 16 April 2024  
Our ref: K: FOI/Ref: 2024-000147  
Email: [nss.pcf-foi@nhs.scot](mailto:nss.pcf-foi@nhs.scot)

**Freedom of Information Reference: FOI-2024-000147 – Complaints received regarding Sciensus.**

I refer to your freedom of information request that we received on 05 April 2024.

**Please could you provide information on how many complaints NHS Scotland have received with regards to the services of the company Sciensus.**

We have completed a search of our records and can provide you with the following information:

Since 01 April 2017, NHS National Services Scotland (NSS) National Procurement (NP) received 36 complaints from Health Boards relating to services provided by Sciensus Ltd, under the NHS Scotland Framework for the provision of medicines and homecare services.

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.

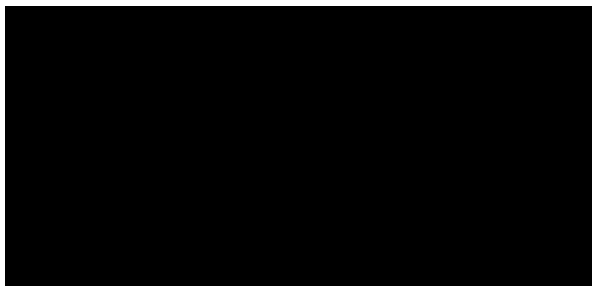


Chair  
Chief Executive  
Director

Keith Redpath  
Mary Morgan  
Susi Buchanan

*NHS National Services Scotland is the common name of the  
Common Services Agency for the Scottish Health Service*

Yours sincerely



Chair	Keith Redpath
Chief Executive	Mary Morgan
Director	Susi Buchanan