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Convener
Health, Social Care and Sport Committee
The Scottish Parliament
Edinburgh
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26 September 2025

Dear Clare,

SCOTLAND'S HEALTH AND CARE APP – PUBLICATION OF THE ROLLOUT PLAN FOR MYCARE.SCOT

I am please to inform the Health, Social Care and Sport Committee that the Scottish Government has [published it's rollout plan for Scotland's health and care app](#) – MyCare.Scot.

I wrote to you on the 17th of June 2025 to inform the Committee of the publication of Scotland's new Population Health Framework (PHF) and the Health and Social Care Service Renewal Framework (SRF). The Committee will be aware that the SRF is underpinned by five renewal principles, one of which is the digital principle – reflecting societal expectations and system need. That principle is about using technology and innovation to change people's experiences of how they interact with services and better manage their own wellbeing, whilst simultaneously maximising the use of data and technology to make services as modern, joined up and efficient as possible.

One of the major changes I set out in the SRF was to ensure services which are accessible through digital technologies, with people and our workforce able to access the right information. A crucial step in achieving this change is the creation of a health and care app that makes it easier for people to: manage their interactions with health and social care services; access and update their own data; and to find health and care information they can trust.

Name of the Service

I am sure the committee will agree with me that such a service needs a name that represents the full spectrum of uses it will cover. That is why I am pleased to inform you that the health and care app will be called MyCare.scot and will begin rollout in Lanarkshire this December.

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First Launch and Initial Testing

Like any digital service, good practice means the first version of MyCare will be tested thoroughly before we seek to spread and scale it across Scotland from April 2026. Initial testing will be undertaken in Lanarkshire, in line with proven methods of digital delivery. This will ensure that the MyCare service is robust, reliable, safe and secure before wider roll out. It also enables us to learn from experience and user feedback, making improvements where possible.

MyCare will initially focus on the dermatology outpatient service in NHS Lanarkshire. This will allow around 300 dermatology patients to take part in the first launch of the service. Dermatology outpatient services have been selected as our starting point following an assessment of care pathways that have suitable volumes of patients testing the service whilst posing a lower level of clinical risk.

The service will be rigorously tested before being extended to other parts of the health and care system including primary care, community care, social care and social work.

Capabilities

My ambition for this service is to provide a secure, national, approach to give people in Scotland consistent access to their health and care communications, information and appointments online for the first time.

Initially MyCare will provide a consistent experience to allow people to sign in securely, view digital communications, view appointments, find services and view some of their personal health information. To achieve this MyCare will make use of public sector wide digital capabilities such as ScotAccount and the Digital Mailbox. In doing so MyCare will pioneer capabilities that will underpin our wider approach to digitally transforming Scotland's public sector.

The service will also create the common components needed for a successful, interoperable, app. Once fully tested, these pre-built, core digital elements in Lanarkshire will be reused to enable other services locally and across Scotland. This will ensure that we can digitally enable future services faster.

Future capabilities include moving from just viewing and receiving communications to managing and interacting with them and the ability to book appointments for an increasing range of specialities.

This technology will also provide the necessary foundation to give people access, over time, to an integrated Digital Health and Care Record, another key part of my ambition meet societal expectations and system need.

Rollout Approach

The rollout plan published today sets out my ambitions for the service, its intended journey, its benefits and how we will progressively enable more digital services in the future.

We will work collaboratively with organisations on services that are important in local areas, testing and sharing new approaches consistently. High priority areas such as prevention and mental health will be developed in parallel, supported by strong national governance.

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The remainder of this year will continue to focus on preparation and organisational readiness as we approach the first launch in December. Next year, we will build upon our experience in Lanarkshire to rollout the services on MyCare that we can deliver at pace and that will have the greatest positive impact on how people experience health and care services across Scotland.

In 2027 and beyond we will continue to scale up and develop the service. We will see the wider rollout of services supported by continuous improvement based on our learning.

Equalities and Inclusion

I want to reassure the Committee that MyCare is about making access fairer and consistent for all - regardless of their location. It is not intended to replace existing channels. Instead, it complements them and fill gaps between people and services where possible.

From the outset I have been clear that digital, while it can transform the way we interact with public services, will not be the only means of accessing them. We will maintain non-digital routes while supporting those who wish to use digital options, so that no-one is left behind.

MyCare will be a web-based app, which means it will work on any modern web browser. Therefore, people do not need to worry about having expensive smart phones or devices to access it.

I will ensure Parliament continues to be informed of the progress of this important programme of work. In the meantime should you require any further information, officials would be happy to assist. For enquiries please contact DHCPolicyHub@gov.scot.

Yours sincerely



Neil Gray

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