

# Right Decision Service (RDS) newsletter

October 2025

## Welcome to the October 2025 update from the RDS team

### 1. RDS staff

We are delighted to announce another new member of the Right Decision Service team!

#### **Federica Bianchini**

Welcome to Federica, the new external knowledge management consultant who has been awarded the procurement contract to support the RDS team with a range of activities to the end of March 2026. Federica comes to us with extensive health library and information management experience at a senior level and we are delighted to have her onboard.

### 2. RDS redesign

#### 2.1 Launch of RDS redesign

The redesigned Right Decision Service was launched on Thursday 23rd October. The RDS redesign has introduced major improvements in the search and browse functionality of the RDS, including:

- New NHS Scotland branding as agreed with Scottish Government
- Search now toggles between toolkit title and all content, rather than the confusing two search boxes which appeared previously
- Search now operates across a wider range of content (some document types were previously excluded) and the search algorithm has been refined.
- 'Favourite' key toolkits so you can return to them with one click (no need to search or browse or bookmark the URL in browser)
- Filter and sort search results with greater flexibility and specificity and can hide password-protected resources
- Search results (and browse) are categorised into 'All', 'National' and 'Patient/Public' tabs
- See publishing and review information for a wider range of content types
- Browse and filter search results by organisation (local NHS Board, HSCP, national), and by topic - including condition/disease, service delivery, resource type, population group and staff group.

We have also introduced the capability to edit and localise shared content, so that content can be more easily re-used and customised across local and national toolkits. And the other major functionality change that took place as part of the redesign - implementation of archiving and version control – was implemented some weeks ago.

We will be in touch in the next few weeks with some guidance around using new editorial functionality. In the meantime, please send any feedback or questions on the redesign to [his.decisionsupport@nhs.scot](mailto:his.decisionsupport@nhs.scot).

Thank you for your patience and support during this complex and large-scale upgrade to the platform. We trust and hope you will find it a big improvement on the previous version.

## 3. RDS redesign training and orientation

### 3.1 – Engaging health and social care staff in using the RDS – end-user training

The primary goal of the redesign is to make it easier and quicker for health and social care staff to find and use tools to support their day-to-day decisions. We would encourage you to circulate this [flyer](#) and the times below widely across your organisation to encourage users and current non-users to get the full benefit of the Right Decision Service. The end-user RDS redesign training and orientation sessions are scheduled for the following times:

- Tues 25th Nov – 10am – 11am
- Thurs 29<sup>th</sup> Jan – 2pm – 3pm
- Thurs 26<sup>th</sup> Feb – 2pm - 3pm

These sessions are for non-editors and can be booked using this [form](#).

### 3.2 Redesigned RDS for editors – including content share and edit functionality

Following the initial demos of the redesigned RDS prior to launch, further redesign and shared content editing training and orientation sessions for editors will take place at the following times:

- Wed 12th Nov – 2pm – 3pm
- Tues 9th Dec – 10am - 11am
- Tues 13th Jan – 10am – 11am
- Tues 10th Feb – 2pm – 3pm
- Wed 11th Mar – 2pm - 3pm

Please complete this [form](#) if you would like to attend an RDS redesign and shared content editing training and orientation session. Please contact [andy.willemts2@nhs.scot](mailto:andy.willemts2@nhs.scot) to advise if there are specific points or questions you would like covered at this training.

As well as these training and orientation sessions, there will soon be further resources to support both editors and end-users with effectively using the redesigned RDS. These resources will include video tutorials and user guides.

## 4. Further RDS improvements

### 4.1 Link-checker

Work on the new RDS link-checker reporting system was temporarily paused while all efforts focused on launch of the redesigned RDS. This has now resumed and we are awaiting confirmation of timescale from Tactuum – potentially end of November.

### 4.2 Bugs and improvements

During November, improvements will be implemented to:

- Enable use of left-hand navigation in home nodes even when only one toolkit is included in the home node – currently a single toolkit will revert to the tile format.
- Switch to use of Azure Front Door rather than Application Gateway to reduce risk of outages during indexing time and to address the limitation on assigning editors permission to edit large numbers of toolkits.
- Exclude linked toolkits from mobile app toolkit search.

### 4.3 New feature requests

Now that the redesigned RDS is live, we are working with Tactuum to define requirements and to get estimates and timescales for new feature requests to be implemented by end of March 2026. The features selected will depend on cost and timescale. Among those we have asked to be costed as a priority are customisation of reviewer alerts at toolkit and organisation level, and creation of customisable HTML pathways as a more flexible alternative to the pathway builder tool format.

## 5. Routine RDS training

5.1 Routine training for new editors via Teams webinar is available on the following dates:

- Thurs 13th Nov: 2pm-3:15pm
- Wed 26th Nov: 10am-11:15am
- Thurs 4th Dec: 2pm-3:15pm
- Wed 17th Dec: 10am-11:15am
- Thurs 15th Jan: 2pm-3:15pm
- Wed 28th Jan: 10am-11:15am
- Thurs 12th Feb: 2pm-3:15pm
- Wed 25th Feb: 10am-11:15am
- Thurs 12th Mar: 2pm-3:15pm
- Wed 25th Mar: 10am-11:15am

Please complete this [form](#) to sign up for a new editor training session. Please note that completion of an editor training session is essential before you can receive a username and password to access the RDS editorial system.

5.2 Google Analytics training via Teams webinar is scheduled for:

- Thurs 27<sup>th</sup> Nov: 3pm-4pm
- Thurs 18<sup>th</sup> Dec: 3pm-4pm
- Wed 21<sup>st</sup> Jan: 3pm-4pm
- Thurs 19<sup>th</sup> Feb: 3pm-4pm
- Wed 18<sup>th</sup> Mar: 3pm-4pm

Complete this [form](#) to sign up for a Google Analytics training session.

## 6. New RDS toolkits - live and in development

The following toolkits are in development:

- **Excellence in Care Framework** – Development has begun on an Excellence in Care RDS toolkit, which will support NMAHP and other health and social care workers in delivering excellent care in their services. Excellence in Care is a national care assurance programme commissioned by the Scottish Government and delivered by Healthcare Improvement Scotland in response to the Vale of Leven Hospital Inquiry. It aims to:
  - Promote high-quality, safe, effective, person-centred care
  - Integrate and coordinate care delivery across NHS Scotland
  - Foster a culture of continuous improvement and assurance
  - Support staff through the development of resources

The RDS toolkit will allow workers to easily access the framework and see how it can be applied to their work and services.

- [Vascular surgery pathways](#) - This live CfSD toolkit is being updated. The Venous leg ulcer national pathway is being adapted to reflect a recent review. A new vascular pathway (Carotid Endarterectomy (CEA)) will be added. The updates on this toolkit should be complete by the end of 2025.
- **Cancer prehabilitation** – Work has been taking place on professional and public toolkits. It is hoped that they will be ready to go live by the end of 2025.

The following National toolkit for patients and public recently went live:

- [Teenage and Young Adult Cancer Services](#) - This web and mobile toolkit provides access to age-appropriate information and resources for young people with cancer across Scotland, their families, friends and carers.

The following GGC toolkits for patients and public have also recently gone live:

- [KIDS for Families](#) - The KIDS (Kids Independently Developing Skills) for Families toolkit helps families support their babies, children, and young people to live healthy lives and reach their full potential.
- [GGC - BMT and Cellular Therapies](#) - This toolkit gives information on the patient journey from pre-transplant through to the medical procedure and advice post-transplant.

## 7. Wider RDS developments

### 7.1 RDS access to medicines advice

Work is continuing on improving access to and use of medicines information on the RDS. This is part of a large UK-wide government funded project to improve access to quality assured new medicines information including clinical and cost effectiveness. It involves close collaboration between the Right Decision Service, the SIGN team and Scottish Medicines Consortium within HIS, and with Public Health Scotland data and analytics colleagues.

Key aspects of this work include:

- Facilitating efficient, consistent and comprehensive access to medicines information on the RDS, for example through browsing standardised categories and hierarchies for conditions and medicines such as the BNF categories and the [NHS dictionary of medicines and devices \(dm+d\) headings](#). We are also exploring creation of a personalised alerting service for new information on medicines and other clinical topics.
- Creation of a national platform on the RDS for the capture and use of Patient Reported Outcome and Experience Measures (PROMs and PREMs). This is a key deliverable within the Service Renewal Framework. It will provide real world information on personal outcomes relating to use of medicines, to complement the clinical and cost outcomes data already gathered. These PROMs and PREMs reports will inform person-centred and shared decision-making and service planning based on what matters to the person.
- Automatic conversion of SIGN guidelines created in Word templates into consistent RDS toolkit structures and design formats. We hope there will be potential to extend this automated Word to RDS conversion to other RDS guidelines and pathways in future.
- Integrating Scottish Medicines Consortium (SMC) advice into SIGN guideline toolkits and other guidelines and pathways

- Please get in touch with [maria.cordero2@nhs.scot](mailto:maria.cordero2@nhs.scot) if you would like to get involved in any aspect of this work or if you have any questions or comments.

## 7.2 Pharmacogenomics decision support

This European project is led by Scottish Government Effective Prescribing and Therapeutics Division, which has commissioned the Right Decision Service to implement decision support tools for polypharmacy and pharmacogenomics and for use in PROMS for shared decision-making. First steps will include:

- incorporating validated questionnaires for medicines review into the new PROMs platform – including BPS Pain questionnaire, PHQ9, GAD 7 and the EQ-6D-5L
- creating a standalone web and mobile app to support pharmacogenomics decision making for four key drug classes.
- extending the current polypharmacy decision support integrated with primary care patient record systems to include patient-specific prompts and alerts for pharmacogenomics profiles.

For more information on this project, please contact [ann.wales3@nhs.scot](mailto:ann.wales3@nhs.scot).

## 7.3 Shared decision aid for healthy weight management

Using an accelerator project grant award from Innovate UK, the RDS team has built a prototype of a shared decision-making toolkit to support people in identifying the healthy weight pathway best suited to their needs. We have held four productive consultation workshops to gather feedback and further suggestions and would value further input.

If you would like to find out more about this development or to have a demo, please contact [ann.wales3@nhs.scot](mailto:ann.wales3@nhs.scot).

If you have any questions about the content of this newsletter, or if you would prefer not to receive future newsletters, please contact [his.decisionsupport@nhs.scot](mailto:his.decisionsupport@nhs.scot).

The Right Decision Service: the national decision support platform for Scotland's health and care  
Website: <https://rightdecisions.scot.nhs.uk> Mobile app download: [Apple](#) [Android](#)