

Right Decision Service (RDS) newsletter

September 2025

Welcome to the September 2025 update from the RDS team

1. RDS staff

We are delighted to announce two new members of the Right Decision Service team!

Andy Willetts started with us on Monday 15th September. Andy was previously the Decision Support programme manager at NHS Greater Glasgow & Clyde where he gained two years experience overseeing the development of Right Decision Service projects. Andy joins us as a Health Information Scientist and he will have a strong focus on training and promotion of the RDS.

Maria Cordero started with us as a Senior Health Information Scientist on Monday 29th September. Maria has experience in NHS Education for Scotland and in NHS Greater Glasgow and Clyde where she led on delivery of RDS tools for neurology. In addition to supporting the Right Decision Service as a whole, Maria will have a special focus on delivery of information about new medicines through the RDS, under the auspices of the Voluntary Prescribing, Access and Growth (VPAG) programme. She will work closely with Jamie Savage, the RDS information scientist assigned to the VPAG programme, and will lead on knowledge mobilisation to embed use of RDS medicines guidance in practice.

2. RDS redesign and improvements

2.1 RDS redesign

The redesigned user interface is now due for launch week beginning 20th October. The RDS redesign will introduce major improvements in the search and browse functionality of the RDS, including:

- Organisation of toolkits into categories and sub-categories by organisation, topic, professional group and care setting.
- Grouping of search and browse results into national, local and patient/public-facing resources
- Ability to hide password-protected toolkits from the results page.
- Ability to Favourite toolkits on the homepage so that the user can go straight to the toolkits most useful to them without needing to search or browse.
- Improving differentiation between toolkit title search and general content search
- Extending and standardising fields searched across different document types

The planned date for release is during week beginning 20th October. On the day it goes live, there will be intensive work from the RDS team to put all the browse categories into place. This task can only be carried out on the live platform. The new RDS will not be in its final form until this task is complete.

2.2 Shared content editing

Within the redesigned RDS, there will be a new option for owners/ editors of toolkits to customise master content embedded from the shared content library. Editors will be alerted to any changes made in master content and can then decide whether to include any changes in their local copy. This will enable continued sharing of national content and sharing across boards along with localisation as well.

2.3 NHS Scotland logo on RDS

Finally after many months of negotiation with NHS Scotland and app stores, we now have the NHS Scotland logo in the header area on the redesigned RDS. You may have noticed that it is already present on the icon when you download the Right Decisions app from the app stores and on the app splash screen.

It is now very clear that Right Decisions is an NHS Scotland resource, provided for use across Scotland's health and social care. We are really pleased that this mark of ownership and credibility is now in place, and hope it will further strengthen engagement and user confidence when using RDS.

2.3 Pre-launch demos

Demo sessions for the RDS redesign and content share and edit functionality will take place in the weeks leading up to week beginning 20th October as follows -

RDS redesign and shared content editing demo:

- Thurs 9th Oct – 1pm-2pm
- Thurs 16th Oct – 4pm-5pm

Complete the following form if you would like to attend the RDS redesign and shared content editing demo - [Right Decision Service \(RDS\) redesign and shared content editing demo](#)

Following the launch, there will be a further series of webinars for both editors and end users. Communication and training materials will be issued.

3. Training

3.1 Training for new editors via Teams webinar is available on the following dates:

- Thurs 9th Oct 2pm-3:15pm
- Wed 22nd Oct: 10am-11:15am
- 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

Complete the following form to sign up for a new editors session - [Right Decision Service \(RDS\) editor training](#)

3.2 Google Analytics training via Teams webinar is scheduled for:

- Wed 29th Oct: 3pm-4pm
- Thurs 27th Nov: 3pm-4pm
- Thurs 18th Dec: 3pm-4pm
- Wed 21st Jan: 3pm-4pm
- Thurs 19th Feb: 3pm-4pm
- Wed 18th Mar: 3pm-4pm

Complete the following form to sign up for a Google Analytics training session - [Google Analytics training](#)

4. New RDS toolkits – live and in development

A few examples of recent developments include:

- [Scottish Cancer Referral Guidelines](#) - These updated guidelines were launched on 6th August. They are a key national resource for all NHS Boards, and we are delighted that the Centre for Sustainable Delivery and Scottish Government decided to host it on the RDS.
- [Ageing well check in](#) - NHS Ayrshire and Arran toolkit went live on 16th September
- Centre for Sustainable Delivery (CFSD)
 - [Optimal cancer diagnostic pathways](#) toolkit went live on Thurs 25th September
 - CfSD toolkits in development include:
 - Cancer prehabilitation – one professional and one patient-facing toolkit
 - Respiratory pathways
- NHS Lothian toolkits - The Right Decision Service team, with support from NHS GGC Knowledge Services, is supporting RDS development in NHS Lothian pending appointment of an NHS Lothian knowledge management team later this year. Key toolkits include:
 - [Residents toolkit](#) (live)
 - In development:
 - VTE risk assessment
 - Cancer Centre nurse handbook
 - Transplant Centre guidelines
- Weight management shared decision aid - Innovate UK programme has provided a grant award for the RDS team to develop a prototype of a decision aid to support people in finding the right weight management pathway for their needs, holding a conversation with their healthcare team about weight management, and setting and monitoring personal outcomes. The intention is that this will form a key input to a larger-scale national development bid to Innovate UK later this year. Please contact ann.wales3@nhs.scot if you would like to know more about this development.

5. Linkchecker update

We are working alongside Tactuum to find out the best way to implement multi-user web-based access to Sitebulb Pro, which provides more extensive and reliable reports and key features such as link checking within password-protected toolkits. This will make it a great improvement on the current LinkTiger tool.

6. New RDS developments

Work continues with new RDS developments under the auspices of the VPAG programme:

- National platform within RDS for capture and use of Patient Reported Outcome Measures (PROMS) – minimum viable product now out to functional testing.
- Word to web template for automated conversion of SIGN guideline content into consistent RDS toolkit structure – now being tested with exemplar toolkits. We hope that in due course this will provide a basis for providing Word templates for automated conversion of other types of guideline into RDS toolkits, improving consistency and efficiency of RDS delivery.
- Improving search, browse, indexing and personalised alerting for medicines information on RDS. Initial wireframes have been produced and a Reference Group is being formed to support co-design and testing during the remainder of this year.

Please contact ann.wales3@nhs.scot if you would like more information on any of these developments.

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.

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](#)