

Right Decision Service (RDS) newsletter

November 2025

Welcome to the November 2025 update from the RDS team

1. RDS redesign training and orientation

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

The primary goal of the recent RDS redesign was to make it easier and quicker for health and social care staff to find and use digital 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. We have already held a successful end-user session and have two more scheduled for the following times:

- Thurs 29th Jan – 2pm – 3pm
- Thurs 26th Feb – 2pm - 3pm

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

Here is a quote we received following our initial redesign training and orientation session for end-users:

‘I had given in with RDS, but now it is so much easier to use that I will start up again’

1.2 Redesigned RDS for editors – including content share and edit functionality

Content share and edit functionality is a key new capability implemented in the recent RDS redesign. It responds to user feedback on the limitations of the original content sharing function. Often toolkit owners will want to embed sections of content from another national pathway or guideline, but to have the ability to make amendments or additions that reflect local services and practices. The new share and edit functionality enables that localisation and customisation of shared content. It supports consistency in approach whilst recognising that there is often also a need to respond to local circumstances and policies.

Training on shared content editing and other new editorial features as well as a brief overview of relevant features of the redesigned RDS front-end will take place at the following times:

- 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 to advise if there are specific points or questions you would like to cover at this training.

Following feedback from the first editors' training session in November there will now be greater focus on the content management system changes rather than the user interface. As well as a focus on shared content editing, the session will cover guidance on applying tags and toggles to toolkits (see section 3 of this newsletter) and other changes to the editorial system.

An 'RDS editor's sandbox' toolkit has been created, to support editors in familiarising themselves with the shared content editing and other new content management features. In the first instance, this will primarily be used by editors who have attended the redesign and shared content editing training and orientation sessions.

1.3 Redesigned RDS – user guides and video tutorials

As well as the training and orientation sessions, there will soon be further resources to support both editors and end-users with effectively using the redesigned RDS. Here are the timescales for publication:

- Content share and edit functionality (editors)
 - User guide for content share and edit functionality - publication January 2026
 - Video tutorial for content share and edit functionality - publication February 2026
- Redesigned RDS interface (end-users)
 - User guide for redesigned RDS interface – publication February 2026
 - Video tutorial for redesigned RDS interface – publication February 2026

The user guides and video tutorials will appear in the [Learning and support](#) section of the platform. The [Guided tour](#) of the Right Decisions website has now been removed (this was relevant to the previous user interface) and will be replaced as per above timescale.

2. Routine RDS training

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

- 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.

2.2 Google Analytics training via Teams webinar is scheduled for:

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

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

3. RDS issues

3.1 Change to Youtube videos in RDS toolkits

Youtube has changed the way that they make public URLs available for embedding. This means that any Youtube videos embedded in RDS pages until very recently are now giving an error message. Please can all editors with Youtube videos in their toolkits re-embed them. They will work fine on the web versions of your toolkits after re-embedding.

On the mobile RDS app, Tactuum need to make a code change to reactivate these videos. This should be resolved shortly.

4. Applying tags and toggles to RDS toolkits

We would like to draw your attention to the new guidance and process around applying tags and toggles to RDS toolkits.

4.1 What are tags and toggles?

Tags and toggles are the categories and indexing terms that determine the filters and tabs that now appear in the search and browse results of pages of outputs on the redesigned Right Decision Service. They enable users to find local and national toolkits grouped, for example, by condition or specialty; service delivery area – eg primary care; resource type – e.g. national or local guidelines; population group and staff group. The tags and toggles also enable quick access to national toolkits and patient/public-facing toolkits retrieved by searching or browsing for a subject. This new approach to tags and toggles responds to users' concerns about difficulties in finding resources on common topics, or resources designed for particular staff groups or care settings. They also often wanted to compare national and local resources on the same topic.

4.2 Guidance and process

We have published a [user guide](#) for tags and toggles in the Learning and support area for RDS content providers. To ensure reliable retrieval of RDS toolkits, it is essential to maintain consistency in the way tags are applied. For this reason, only the RDS team will apply tags and toggles. We would ask yourselves as editors **not** to use this capability (Tactuum will in due course set up permission arrangements so that only designated individuals have the technical capability to apply tags and toggles). Instead, you should use the new [tags and toggles form](#) to propose any updates for review by the RDS team. Note that currently tags and toggles only apply at whole toolkit level, not at the level of individual sections and pages within toolkits. This means that you should apply tags only at a high level, not to cover every subject within the toolkit content.

We very much want to hear more from you about what will help your users to search and browse for your toolkits. We would therefore appreciate if you would:

1. read through the new [user guide](#).
2. check the tags and toggles assigned to your current toolkits and submit the [form](#) to suggest any changes. The current tags are just a first attempt at categorising, and we would like to hear more from you
3. use the same [form](#) to propose tags and toggles for new RDS toolkits prior to publication. This is now a mandatory requirement within the Part 3 RDS governance form (Quality assurance checklist) for new RDS toolkits.

We look forward to hearing your feedback on how to make best use of this new feature so that we continue to make it easier for people to find the decision support tools that they need.

5. Google Analytics reports

The latest Google Analytics reports for each Right Decision Service toolkit will be produced in January 2026. This will include an overarching report.

Google analytics reports showing usage are produced on a biannual basis (January and June each year).

For further information on Google Analytics (including details on how to sign up for a training session), see the [Google Analytics](#) page on the website.

6. RDS improvements

6.1 Improved link-checker

The new link checker reports should now be available in second or third week in December. Tactuum has been delayed by the recent issues around the domain name change.

6.2 Improvements

Now that the RDS redesign is complete, Tactuum is moving to focus on some essential changes to RDS technology over the next few months:

- Upgrade from the current version of Umbraco to Umbraco 17. The current version is no longer supported by Umbraco, and the upgrade will ensure we have access to support as well as addressing some low-risk security issues.
- Implementation of Microsoft 365 authentication for RDS editors.
- Improving security around access to password-protected RDS toolkits.
- Creating a mirror version of a recent copy of the RDS website which can be available in the event of RDS outages. This is in addition to the contingency arrangements implemented at the start of this year, including ensuring that the mobile app is always available even if the website is unavailable.

7. New RDS toolkits - live and in development

7.1 Newly Live RDS toolkits

The following toolkit has gone live during November 2025:

- [NHS Tayside RefGuide](#) (NHS Tayside)

This is the fifth Board-wide primary care referral guideline toolkit to be added to the Right Decision Service, which already hosts referral guidelines for NHS Dumfries and Galloway, NHS Borders, NHS Lanarkshire and NHS Greater Glasgow and Clyde.

[NHS Tayside RefGuide](#) is one of the first toolkits to use the new left hand navigation layout.

7.2 RDS toolkits expected to go live imminently

The following toolkits are expected to go live by end of December:

- [Mental health and substance use \(in development\)](#) (Healthcare Improvement Scotland)
This national toolkit will provide guidance for local interface documents and systems of care for people with co-occurring mental health and substance use conditions. It includes a validated interactive tool – ASSIST-Lite - to support screening for risk related to alcohol, tobacco, and other substance use.
- Several toolkits delivering national pathways and implementation support from the Centre for Sustainable Delivery – including the Framework for effective cancer management, urology pathways, leg ulcer pathway, vascular surgery and general surgery (inguinal hernia, carotid endarterectomy) and endoscopy pathways.
- NHS Lothian toolkits including the Catatonia bundle, Edinburgh Cancer Centre Nurses; Handbook and Children and young people's cancer aftercare.
- The [Being a partner in my care](#) toolkit, which aims to support patients and the public to become active participants in Realistic Medicine, is being redesigned and improved in response to user feedback. This includes Plain English-ing of all text to ensure a reading age of 9-10 years.

Going forwards, it would be very useful if toolkit leads were to post details on the [Editors](#) channel of the 'HIS - RDS Network' when a new toolkit goes live on the RDS. This will allow us to easily promote the newly launched toolkit to a wide audience.

7.3 Approvals for development of new RDS toolkits

A number of toolkits were approved for development during November, including:

- **Maternity and gynaecology guidelines (NHS Dumfries and Galloway)**

This toolkit will allow staff working within Maternity and Gynaecology Services in NHS Dumfries and Galloway (including primary care colleagues) to access clinical guidelines.

- **Blood borne virus (BBV) opt-out testing in emergency departments (Public Health Scotland)**

In April 2025, the Scottish Government announced that opt out testing for BBVs (HIV, HCV, HBV) in emergency departments will be implemented in NHS Greater Glasgow and Clyde, and NHS Lothian, with a possible further roll out to other areas in Scotland as evidence develops and supports this. Scottish Government has commissioned Public Health Scotland (PHS) to support the implementation of BBV opt-out testing in these specified emergency departments. The Right Decision Toolkit will provide the guidance and support resources to facilitate implementation of this new testing process.

8. Wider RDS developments

8.1 RDS access to medicines advice

The RDS team are continuing work with [SIGN](#) and [SMC](#) colleagues to improve access to medicines information and advice on the RDS. We're currently focused on building and utilising our stakeholder network to help shape this work and ensure it meets the needs of all our users.

An important part of this project is the creation of a national Patient Reported Outcome Measures (PROMs) platform using the RDS. Work has just begun to establish what users would want to see on service-level and patient-level analytics dashboards for this platform.

Please get in touch with maria.cordero2@nhs.scot if you have any questions or comments about this work.

8.2 Pharmacogenomics decision support

An initial prototype has been produced for a simple standalone web and mobile app to provide guidance and recommendations for prescribing based on patient metaboliser status for selected medicines. This will be reviewed by leads within the European pharmacogenomics project (IMPROVE) and used as the basis for the next stages of development.

The Right Decision Service team is leading development of a community of practice involving patients and healthcare professionals across all three. This COP will support implementation of the pharmacogenomics decision support and use of patient-reported outcomes for medicines review by sharing knowledge and learning as the project progresses and facilitating continuous improvement in approach. The COP has produced a charter to guide its work, and a core group is being established to facilitate community development and activities. An initial focus for the community is bringing together a patient and public group to advise on development of education and support resources for patients.

Please get in touch with ann.wales3@nhs.scot if you have any questions or comments about this work.

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](#)