

Right Decision Service newsletter: January 2025

ALL GOOD WISHES TO RDS EDITORS AND RDS USERS FOR 2025.

Welcome to the first Right Decision Service (RDS) newsletter of 2025, which covers developments during November and December last year.

1. A more resilient RDS for 2025

In the week before the Christmas break, we deployed a number of major infrastructure changes to strengthen resilience of the Right Decision Service and minimise future service outages. This was a large-scale, complex piece of work, and thanks and congratulations go to Tactuum for completing it so successfully in a short time.

As indicated in previous emails and newsletters key improvements include:

a) Load balancing

This means that the RDS now distributes activity across multiple ‘virtual’ servers to improve performance and reliability. It means that it is no longer the case that a single server can be overwhelmed with excessive demand. If one server fails the load balancer redirects requests to a back up server so that there is no impact on users.

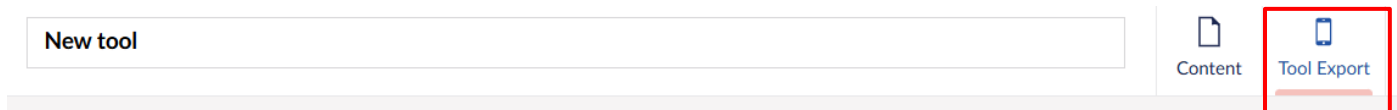
The load balancing approach adopted for RDS also separates editorial processes from other RDS processes, to further improve performance.

b) Optimising the mobile app build process and minimising load on performance.

Multiple concurrent builds to the RDS app were identified as a key issue previously leading to slowing down and stopping of RDS services. The new app build process involves putting your request in a queue to build. You will receive an email within 5 minutes of requesting build to advise that the build is complete.

You will also notice a new “Tool export” function which appears top right when you save and publish (see image below.) You can use “Tool export” to publish your content direct to the app without going to the “Admin” area and publishing the whole parent section.

If you have created a new tool, you will be prompted to refresh the page (F5 or use the “Reload” button top left in your browser bar or navigate away from the tool and return) to see the Tool export information. You will also be prompted if the tool is set to be hidden from the app – this will need to be addressed before publishing to app is possible.



c) Mobile toolkits are now always downloadable, even if RDS website goes down.

This requirement was highlighted during the August outage, when new junior doctors were unable to download antimicrobial toolkits for several hours while the website was down.

The new infrastructure separates the feed to update mobile app toolkits from the feed to update the web versions of toolkits. This means that you should always be able to download new toolkits, even if the RDS website is offline. To get the benefit of this capability you will need to make sure you have the most recent release of the RDS app (v4.7.1) on your mobile device.

To check your current RDS version, click on the three dots bottom right of the RDS app screen. This takes you to a “More” page where you will see the version number.

To update to the latest release:

On iPhones – go to the Apple store, click on your profile icon top right, scroll down to see the apps waiting to be updated and update the RDS app.

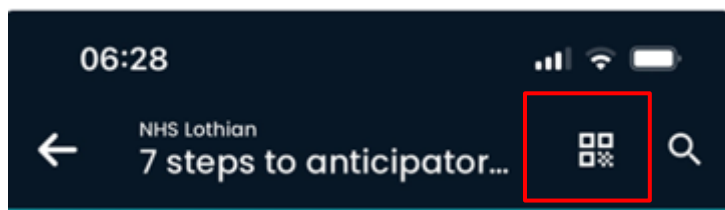
On Android phones – these can vary, but try going to the Google Play store, click on your profile icon top right, click on “Manage apps and device”, select and update the RDS app.

2. Deep-linking to download individual RDS mobile toolkits.

We are pleased to advise that the long-awaited deep linking capability, enabling users to directly download individual mobile toolkits, has now been released on the RDS mobile app.

You will see that each toolkit has a small QR code icon in the header area beside the search icon – see screenshot below. Clicking on this icon will open up a window with a full-size QR code and the alternative of a short URL for sharing with users. Instructions are provided.

Note that you will need to update to the latest release of the RDS app as outlined above in order to get the benefit of this new feature.



3. User acceptance testing – new RDS Search and Browse interface

Many thanks to those of you who have already completed the user acceptance testing for the new RDS search and browse interface.

We’d really encourage as many of you as possible to take advantage of this opportunity to check that the new approach to search and browse functions in the way you need.

The user acceptance testing questionnaire is available at <https://forms.office.com/e/uc6Gdc1euw>. Please read the introductory information carefully as it provides important information on the nature of the test content and known issues with functionality.

We’d be pleased to have feedback as widely as possible from health and social care professionals and would encourage you to circulate the questionnaire to colleagues in your networks.

Deadline for submission is **Friday 10th January 2025**.

4. Support tickets

The RDS team is testing a new support desk system that will enable the team to act as first port of call for all support requests, triaging to Tactuum when appropriate. We hope to be ready to switch from the current Tactuum support portal to this new system in late February and will keep you informed about progress.

5. Table formatting

We are very aware that table formatting remains one of the most challenging aspects of RDS editing.

Jamie Savage in the RDS team has updated the [guide on adding tables](#) and has produced a detailed guide to [optimising table display for both web and app](#). Jamie also hosted a webinar on table formatting on 17th December. Anyone who would like to view the recording and cannot access it from the meeting Chat should please get in touch with ann.wales3@nhs.scot to request access to a shared NHS link.

6. Learning resources

We have published two new learning resources for the new year:

- A “Learning by doing” resource to [guide RDS editors and requesters through the six stages of toolkit development](#) including the governance and engagement activities involved at each stage. We hope this will build awareness of the whole RDS process, beyond the content management involved in initial toolkit creation, and covering pre-planning through to implementation, spread and evaluation.

Many thanks to Andy Willett and Michelle Kirkwood in NHS GGC for their support in creating this resource.

- A brief learning resource focussed on [applying clinical and care governance principles in delivering RDS toolkits](#). Many thanks to Catriona Denoon, also from NHS GGC for supporting development of this resource.

We’d welcome your feedback and comments – please send to his.decisionsupport@nhs.scot .

7. New RDS toolkits

Some of the new toolkits published between November and December 2024:

- [BTS-NICE-SIGN asthma pathway, SIGN 244](#).
- [National Waiting Well toolkit](#) – provides guidance, tools and resources for services supporting patients to self-manage and maintain their health and wellbeing while on waiting lists for treatment.
- [Fertility Scotland National Network](#)
- [Focus on dementia](#) – national improvement resources for dementia services.
- Highland Council: [Getting it right for every child and young person in Highland](#).

8. Training sessions for new editors (also serve as refresher sessions for existing editors) will take place on the following dates:

- Friday 24th January 1-2 pm
- Thursday 30th January 3.30 -4.30 pm

To book a place, please contact Olivia.graham@nhs.scot, providing your name, organisation, job role, and level of experience with RDS editing (none, a little, moderate, extensive.)

To invite colleagues to sign up to receive this newsletter, please signpost them to the [registration form](#) - also available in End-user and Provider sections of the [RDS Learning and Support area](#). If you have any questions about the content of this newsletter, please contact his.decisionsupport@nhs.scot If you would prefer not to receive future newsletters, please email Olivia.graham@nhs.scot and ask to be removed from the circulation list.

With kind regards

Right Decision Service team

Healthcare Improvement Scotland

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](#)