

# Digital Service: Memorandum of Understanding



# Memorandum of understanding

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## 1. Parties

### The parties of this MoU are:

(A) NHS 24, Service Development Directorate (referred to as “party A”).

(B) Social Care and Social Work Improvement Scotland (“the Care Inspectorate”) was established under section 44(1) of the Public Services Reform (Scotland) Act 2010 (referred to as “party B”). It is the independent body which has a duty to provide scrutiny, assurance and improvement support for social care and social work across Scotland.

## 2. Purpose of this Memorandum of Understanding

This Memorandum of Understanding (MoU) forms the basis of a Content Governance Partnership (CGP) covering all content types between NHS 24, Service Development and the Care Inspectorate established to demonstrate the parties' commitment to ongoing collaboration and information sharing in delivering health & care information for a digital platform.

The MoU is not a contractual document and does not impose any legal obligation on any party. The overall relationship described by the MoU is a voluntary arrangement that implies both parties will strive to deliver the roles and responsibilities outlined. The MoU is independent of any other agreements signed by or between the organisations concerned.

Both parties are responsible for their own expenses (if any).

## 3. Governance

For the purpose of the CGP, governance will include content accuracy, Quality, Improvement cycle and methodology.

Both parties will ensure that any disclosure of information under the terms of this MoU is carried out in a manner that is efficient, proportionate and fully compliant with the law including, the Data Protection Act 2018, the Freedom of Information (Scotland) Act 2002, the Human Rights Act 1998 and the common law duty of confidentiality

## 4. Objectives of the partnership

The aim of the CGP in general terms is to improve access to quality assured Health & Care information for the public in Scotland, by working in partnership to ensure the highest standard of accuracy and accessibility. Collaboration between NHS 24 and the Care Inspectorate may also support improvement across health and social care.

## 5. Roles and responsibilities of party A

As a result of this MoU, party A will:

- Ensure information is hosted in an accessible and web friendly format, meeting established best practice and NHS 24 governance guidelines.
- Publish and maintain all content using the information provided by party B and any associated stakeholders (as outlined in appendix 1).
- Support PR and marketing of the development throughout, if required and in conjunction with party B.
- Inform party B of any feedback or comments received about the development.
- Acknowledge and review any requests for change in relation to the development.
- Facilitate scheduled and ongoing reviews of all content types.
- Where appropriate collaborate with party B to support improvement and share intelligence to help identify where and what improvement support may be required.

## 6. Roles and responsibilities of party B

As a result of this MoU, party B will:

- Identify appropriate information providers for the development (pre and post launch), noted in appendix 1.
- Facilitate and coordinate the provision of all identified and agreed information (from the contacts identified in appendix 1) to party A, to allow them to edit and publish the content.
- Facilitate and coordinate the fact checking of content before it is published to the web together with those in appendix 1.
- Inform party A of any changes that may have an impact on the accuracy of content.
- Promote the development before and after it is launched where appropriate.
- Participate in scheduled and ongoing reviews of the development, as per the process outlined above.
- Where appropriate collaborate with party A to further improvement and the share intelligence as to where improvement support may be required.
- As appropriate, to provide Party A with a list of care services registered with Party B.

## 7. Accountability

- It is the responsibility for partners involved in the CGP to share, inform and secure agreement within their own organisational governance arrangements.
- It will be each partner's obligation to highlight any discrepancy between their own governance and the CGP model and delivery, as and when any discrepancy arises, so that issues can be assessed and acted upon in a timely manner.

## 8. Duration of the MoU

This MoU will terminate on 31 March 2024. The parties may agree to bring this MoU to an end prior to 31 March 2024 or agree to extend the MoU as is necessary. The parties will monitor the operation of the agreement and review it if required, or at any time at the request of either party.

The Content review process will run concurrently with the above review period.

## 9. Partnership Values

**The CGP relationship will be based on:**

- Equality
- Mutual respect and trust
- Open and transparent communications
- Co-operation and consultation
- A willingness to work with and learn from others
- A shared commitment to providing services for the population
- A desire to make the best use of resources

**10. Communications/Marketing**

The parties within the CGP commit to communicating openly and constructively to sharing good practice. The sharing of good practice can extend beyond the partnership.

The parties agree that they will consult and co-operate together in order to achieve the maximum benefit for the population. This co-operation will include the sharing of appropriate information and maintaining effective communication. The parties also commit, so far is reasonable possible, to communicating relevant information regarding progress the wider set of stakeholders and interested parties.

The parties agree that where identified, to support marketing activity in relation to the content covered in this CGP.

**11. Termination**

If either party wish to dissolve the partnership, a minimum of three months' notice must be given in writing to the other party, with reasons for the termination.

This clause applies only to the partnership arrangement covered by the MoU and does not affect any commercial contracts.

**12. Signatories**

The official contact that will **facilitate** the development, both **during and after** launch, on behalf of party A is:

Name	[REDACTED]
Job title	[REDACTED]
Address 1	NHS 24
Address 2	Aurora House
Address 3	3 Aurora Avenue
Address 4	Clydebank
Address 5	
Postcode	G81 1BF
Landline contact	
Mobile contact	[REDACTED]
E-Mail address	[REDACTED]

The official contact will **co-ordinate** the development, both **during and after** launch, on behalf of party B is:

Name	[REDACTED]
Job title	[REDACTED]
Address 1	60 Castle Street
Address 2	Hamilton
Address 3	

Address 4	
Address 5	
Postcode	ML3 6BU
Landline contact	
Mobile contact	[REDACTED]
E-Mail address	[REDACTED]

[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]
The Care Inspectorate	NHS 24
<b>Date:</b> 15/03/2023	<b>Date:</b> 07/02/2023

OFFICIAL **Appendix 1**

All information partners must be:

- Proficient in the area they are assigned as subject matter expert on
- Able to commit to the development pre **and** post launch

Areas of Content covered by this agreement are:

Content areas/types	Reviewer/s
<a href="https://careinfoscotland.scot/topics/where-to-start/">https://careinfoscotland.scot/topics/where-to-start/</a> <a href="https://careinfoscotland.scot/topics/where-to-start/what-is-a-carer/">https://careinfoscotland.scot/topics/where-to-start/what-is-a-carer/</a> <a href="https://careinfoscotland.scot/topics/where-to-start/dealing-with-health-andcare-professionals/">https://careinfoscotland.scot/topics/where-to-start/dealing-with-health-andcare-professionals/</a> <a href="https://careinfoscotland.scot/topics/how-to-get-care-services/">https://careinfoscotland.scot/topics/how-to-get-care-services/</a> <a href="https://careinfoscotland.scot/topics/how-to-get-care-services/assessment-ofyour-care-needs/">https://careinfoscotland.scot/topics/how-to-get-care-services/assessment-ofyour-care-needs/</a> <a href="https://careinfoscotland.scot/topics/how-to-get-care-services/financialassessment/">https://careinfoscotland.scot/topics/how-to-get-care-services/financialassessment/</a> <a href="https://careinfoscotland.scot/topics/how-to-get-care-services/self-directedsupport/">https://careinfoscotland.scot/topics/how-to-get-care-services/self-directedsupport/</a> <a href="https://careinfoscotland.scot/topics/how-to-get-care-services/nationaleligibility-criteria/">https://careinfoscotland.scot/topics/how-to-get-care-services/nationaleligibility-criteria/</a> <a href="https://careinfoscotland.scot/topics/how-to-get-care-services/emergency-andfuture-planning/">https://careinfoscotland.scot/topics/how-to-get-care-services/emergency-andfuture-planning/</a> <a href="https://careinfoscotland.scot/topics/how-to-get-care-services/coming-out-ofhospital/">https://careinfoscotland.scot/topics/how-to-get-care-services/coming-out-ofhospital/</a> <a href="https://careinfoscotland.scot/topics/how-to-get-care-services/hospital-basedcomplex-clinical-care/">https://careinfoscotland.scot/topics/how-to-get-care-services/hospital-basedcomplex-clinical-care/</a> <a href="https://careinfoscotland.scot/topics/how-to-get-care-services/integrationjoining-up-health-and-social-care/">https://careinfoscotland.scot/topics/how-to-get-care-services/integrationjoining-up-health-and-social-care/</a> <a href="https://careinfoscotland.scot/topics/care-at-home/">https://careinfoscotland.scot/topics/care-at-home/</a> <a href="https://careinfoscotland.scot/topics/care-at-home/equipment-andadaptionstelecare/">https://careinfoscotland.scot/topics/care-at-home/equipment-andadaptionstelecare/</a> <a href="https://careinfoscotland.scot/topics/care-at-home/meals-services/">https://careinfoscotland.scot/topics/care-at-home/meals-services/</a> <a href="https://careinfoscotland.scot/topics/how-to-get-care-services/emergency-andfuture-planning/">https://careinfoscotland.scot/topics/how-to-get-care-services/emergency-andfuture-planning/</a> <a href="https://careinfoscotland.scot/topics/how-to-get-care-services/coming-out-ofhospital/">https://careinfoscotland.scot/topics/how-to-get-care-services/coming-out-ofhospital/</a> <a href="https://careinfoscotland.scot/topics/how-to-get-care-services/hospital-basedcomplex-clinical-care/">https://careinfoscotland.scot/topics/how-to-get-care-services/hospital-basedcomplex-clinical-care/</a> <a href="https://careinfoscotland.scot/topics/how-to-get-care-services/integrationjoining-up-health-and-social-care/">https://careinfoscotland.scot/topics/how-to-get-care-services/integrationjoining-up-health-and-social-care/</a> <a href="https://careinfoscotland.scot/topics/care-at-home/">https://careinfoscotland.scot/topics/care-at-home/</a> <a href="https://careinfoscotland.scot/topics/care-at-home/equipment-andadaptionstelecare/">https://careinfoscotland.scot/topics/care-at-home/equipment-andadaptionstelecare/</a> <a href="https://careinfoscotland.scot/topics/care-at-home/meals-services/">https://careinfoscotland.scot/topics/care-at-home/meals-services/</a> <a href="https://careinfoscotland.scot/topics/care-at-home/personal-and-nursing-care/">https://careinfoscotland.scot/topics/care-at-home/personal-and-nursing-care/</a> <a href="https://careinfoscotland.scot/topics/care-at-home/day-care/">https://careinfoscotland.scot/topics/care-at-home/day-care/</a> <a href="https://careinfoscotland.scot/topics/care-at-home/care-and-repair-services/">https://careinfoscotland.scot/topics/care-at-home/care-and-repair-services/</a> <a href="https://careinfoscotland.scot/topics/care-at-home/energy-assistance/">https://careinfoscotland.scot/topics/care-at-home/energy-assistance/</a>	

## Appendix 1

<p> <a href="https://careinfoscotland.scot/topics/care-at-home/transport/">https://careinfoscotland.scot/topics/care-at-home/transport/</a>  <a href="https://careinfoscotland.scot/topics/care-at-home/physiotherapy/">https://careinfoscotland.scot/topics/care-at-home/physiotherapy/</a>  <a href="https://careinfoscotland.scot/topics/care-at-home/occupational-therapy/">https://careinfoscotland.scot/topics/care-at-home/occupational-therapy/</a>  <a href="https://careinfoscotland.scot/topics/care-at-home/preventing-falls-at-home/">https://careinfoscotland.scot/topics/care-at-home/preventing-falls-at-home/</a>  <a href="https://careinfoscotland.scot/topics/care-at-home/supported-housing/">https://careinfoscotland.scot/topics/care-at-home/supported-housing/</a>  <a href="https://careinfoscotland.scot/topics/care-at-home/disability-services/">https://careinfoscotland.scot/topics/care-at-home/disability-services/</a>  <a 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## Appendix 1

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