

NHS Education for Scotland (NES) User Research brief:
Help shape a new service to access your health and care digitally

Background

NHS Education for Scotland (NES) are developing a new service that will provide the Scottish public with a digital way of accessing their health and care information.

This new service is called MyCare.scot and will be launched to the wider population of Scotland from April 2026.

We would like to speak with members of the public, to understand how we can create and improve this service to meet their needs.

Our upcoming research will involve interviewing people about how they manage their health and care information, and what features they may use or need within a digital Health and Care Record.

Research approach

Pre-interview screener:

To make sure we are including a diverse range of people, potential participants will be asked to complete a pre-interview survey. The survey will collect details of any protected characteristics or considerations a participant may have, with questions aligned to Scotland's census. Participants will be asked questions on religion, ethnicity, sexuality, gender and economic status. The information collected will allow the User Research team to identify gaps for further recruitment. To take part in the research, participants must complete monitoring questions. Answers will be confidential with data securely stored within a password-protected Participant Management system. If a participant is unable to complete an online survey due to technical skills, a User Researcher will support them to complete the screener as part of the interview process.

Interview:

Participants will be supported to take part in a 1-hour semi-structured interview. The interview will be held online using the Microsoft Teams platform. Participants will be given instructions on how to join a video call. If a participant is unable to take part in a video call, an alternative method may be offered. To accurately capture and analyse the interview, the interview will be recorded. However, participants will be given the option to turn their camera off if they feel more comfortable.

Recording and consent:

Participants will be sent a Privacy Statement with further details about how their data will be held, including information on how to request data deletion and withdraw consent. If a participant does not agree to how their data will be held, they can choose to withdraw their interest in taking part in research. Participants will be reminded of the data retention process and recording use at the start of their interview and will be asked to give informed consent before any recording begins.

Research topics:

Participants will be asked questions about:

- their health and care history
- technology use
- how they may currently access and manage their health and care information
- expectations, potential use, benefits and concerns of a digital health and care record

Participants will also be shown prototypes (mock designs) of MyCare.scot and asked to provide feedback.

Participant Criteria:

As the new service will be for all members of the Scottish public, we are open to speaking to anyone who manages their own health and care.

We are particularly interested in interviewing:

- parents, guardians and carers; of both children and adults
- people who may be supported by formal or informal carers
- people living with long-term health conditions; in particular people who have had to evidence health conditions for social security, employment or travel purposes
- people from diverse backgrounds, including people from ethnic minority groups, people who may speak English as a second language and LGBTQIA+ communities
- people who may live in relative poverty or be without a fixed abode
- people with accessibility considerations – for example, those who live with sight impairment, hearing loss or neurodiversity

We will do our best to accommodate access needs, such as providing BSL interpretation or alternative communication formats. Please let us know of any requirements in advance.

To take part, or request further information

If anyone is interested in taking part, please email nes.userresearch@nhs.scot

Timeline

The User Research team will be conducting interviews throughout January 2026. If people express interest after this date, we will ask whether they would like to be contacted for future research opportunities.

The next phase of this research will involve focus groups on the topic of a digital health and care record. Interested participants may be asked if they would like to be part of this next phase, taking place throughout February 2026.

Participant remuneration

For completing the pre-interview screener and taking part in the interview, participants will be compensated with a £35 voucher. By remunerating with vouchers, any participants who are in receipt of benefits will not be negatively impacted. The voucher will be distributed via Voucher Express and can be redeemed in a variety of outlets. More details can be found on their website: <https://www.voucherexpress.co.uk/>

How data will be used

A video recording of the interview will be uploaded to our Research Repository, a password protected research library managed by the NES User Research team. The video will be stored securely for the length of the Digital Front Door project and 1 additional year. Only User Researchers will have direct access to the recording, however, to provide insight to the wider User Centred Design team extracts, quotes or themes may be shared. This is to ensure the new service is created with user needs based on participant's experience.