



# Nutrition and Diet Resources UK Information Resources Policy

Version No.	1
First approved by NDR-UK Board	08/12/23
Reviewed by NDR-UK Board	
Review period	2 years
Next review	December 2026

## 1. Introduction

NDR-UK aims to deliver high-quality resources to empower clinicians and health and care services to educate patients, enable self-management and improve health and well-being. It develops, hosts and distributes robust and sustainable printed and electronic information, achieved by:

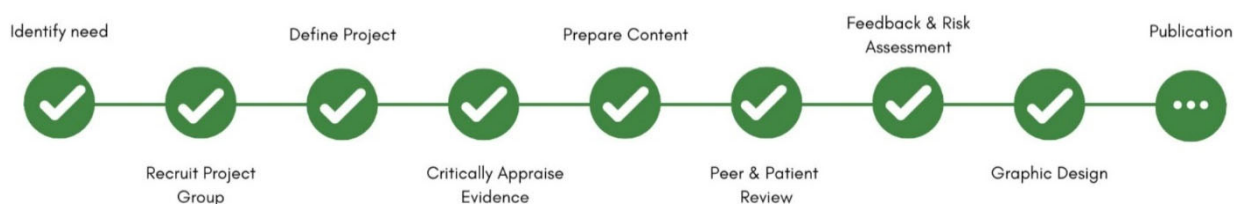
- Following its information production system to ensure all resources are evidence-based, peer-reviewed and patient-tested.
- Collaborating and working in partnership with other organisations and services to meet and increase access to identified information needs via electronic and printed resource distribution.
- Highlighting what, where and how to access relevant and reliable external information and support.
- Ensuring business continuity whilst aiming to achieve a rolling programme of development and review.

The purpose of this policy is to set out the guiding principles for our development and review activities, hosting/distributing other information developers' resources, signposting to, and working with external organisations to develop/disseminate information.

## 2. Development and Review

NDR-UK's information production system (IPS) for resource development and review (see fig 1 below) is applied to all its own-branded printed and electronic resources. This is supported by relevant standard operating procedures for each step.

**Fig 1: NDR-UK Information Production System**



Underpinning these processes are principles to ensure currency, safe use and application, accessibility, fairness and sustainability.

- NDR-UK aims to identify and meet gaps in dietary information provision to enhance patient care and avoid duplication of effort. Topics may be highlighted via but not limited to projects, direct requests, changes in policy, pathways etc. NDR-UK will objectively assess if/how to address these needs, based on perceived demand, risk, development costs/capacity and sustainability.
- NDR-UK aims to review its resources and related educational tools every three years. Reviews may be initiated early or delayed as appropriate/practicable depending on known/anticipated evidential changes, revised practice and/or external policy.

- If the target period for review is not met, checks will be made to ensure that the resource and any related tools remains clinically safe; if it is no longer deemed safe by dietetic advisors, the resource and/or related product will be removed from sale and from the website.
- NDR-UK considers readability, health literacy and design throughout its IPS, endeavouring to comply with:
  - Plain English guidelines
  - Readability scores, passive sentence and sentence length targets
  - Standard print and design accessibility guidelines

Upon becoming aware of any change in evidence or practice, or an error contained within a published resource and/or related content, NDR-UK will apply corrective action standard operating procedures to:

- record the issue
- assess the impact and level and type of risk (clinical, reputational, financial) and
- take appropriate and timely corrective action and communicate this to customers accordingly.

NDR-UK will consider requests/opportunities to host, sell and/or distribute products developed by other organisations to share good practice, avoid duplication, and increase access to quality assured information/resources. Prior to entering into an agreement with an external organisation, NDR-UK will assess and review the resource (see Resource Adoption Checklist in appendix 1) to ensure that it meets their standards as described via the IPS described in fig 1. This assessment and review will continue on a rolling basis via agreement renewal to ensure ongoing currency of the resource.

### 3. Signposting and linking to external organisations within resources

NDR-UK may provide links and signposting to other organisations and/or their guidance through its resources (printed and electronic) and related educational tools. This will be done to:

- enhance patient understanding or support
- link with other advice known to be used through the patient pathway/journey
- raise awareness of brands and services who make/deliver convenience foods relevant to the patient's condition (this will not be done for NDR-UK's commercial gain)
- share good practice.

All proposed links and signposting will be assessed and considered through the IPS to ensure that information is accessible (open access and free at the point of use), relevant, robust and well maintained. However, NDR-UK is not responsible for the content of external sites. If published links are found to be

broken, corrections and updates will be carried out in line with our review and correction processes described in point 2.

NDR-UK resources will signpost or link to:

- UK and its devolved governments' and relevant public sector organisations' public health, healthy living and self-management information related to defined health conditions.
- UK registered charities, professional associations and related organisations that provide:
  - o information and support on medical conditions associated with resource topics
  - o meal delivery services or food manufacturers for specific clinical needs
  - o patient resources or information on topics where NDR-UK has no comparable publications.

NDR-UK resources will not signpost nor link to sites:

- that require payment to access
- based on user generated content such as social media accounts/pages
- where ownership of the domain or responsibility for managing and updating the content is unclear
- for unproven therapies or products
- that contain illegal, offensive or misleading information.

As part of NDR-UK's aim to support person-centred guidance, NDR-UK provide space in printed and electronic resources where personalised notes, signposting or links may be added by issuing health professionals. It is the issuing health professional's responsibility to ensure that these are appropriate for individual patient's needs.

#### 4. Partnerships, collaborations and commissions

NDR-UK always seeks to share good practice, avoid duplication and provide the most efficient ways to offer access to/distribute patient information with groups, organisations and/or services with shared aims and objectives.

- We actively seek partnerships and collaborations. These will be carried out following confirmation of a Partnership Agreement that defines process, responsibilities and related terms.
- We welcome and consider project commissions to meet the needs of external organisations' beneficiaries. Project commissions will follow our standard processes, but the commissioning organisation will control the project criteria based on their and their beneficiaries' needs. Projects will proceed following mutual agreement of fees, related costs and time.

## NDR-UK Resource Adoption Checklist

NDR-UK will complete and use this form to conduct initial checks on how external resources have been developed to ensure that/how well they meet key quality assurance standards that NDR-UK applies to all of its own resources and those it distributes as a sales agent.

**Title of resource(s):**

<b>Production</b>	
1. Names and roles of people involved in the resource development?	
2. What stage of development is the resource? (e.g. drafted, print-ready, published etc)	
3. Is this resource currently available/in use? Please specify where, by whom and in what format. If available, please provide estimated usage.	
<b>Target Group (TG)</b>	
1. Describe the target group and any other relevant information about where/how it is intended to be used e.g. professional support, direct use by patients, complement wider structured education programme.	
2. How big is the potential audience?	
<b>Resource content</b>	
1. What are the aims and objectives of the resource(s)	
2. What evidence supports the information in this resource? Please describe references if possible.	
3. Does the content comply with standard Plain English and readability guidelines. If it does not, please identify any points of concern/necessary change.	

<b>Reviewing and updating the resource</b>	
1. Have members of the target group and/or professional peers commented on the resource? Please give as much detail as possible e.g. method of consultation, number of responses etc.	
2. When was the information first developed and last reviewed?	
<b>Publication information</b>	
1. Who designed the resource?	
2. Where/how were images and/or diagrams sourced – who has copyright?	
3. Is there a stock holding? If so, please state if/how/how much NDR-UK is expected to manage.	
4. Does the resource comply with standard print guidelines including text size, contrasting colours and reading ease through layout. If not, please identify any necessary changes/points of concern.	
<b>Other</b>	
Please provide any other relevant information that has not been considered by the questions above.	

**Form completed by:**

**Date:**

**Form submitted to:**

**Date:**

Review this form to recommend next steps e.g. completion of a development project assessment, define necessary updates and changes, assess operational logistics and develop partnership agreement.

**Recommendations for next steps** (to be completed by person who the form was submitted to):