

Audit scope

Digital Front Door programme

AUDITOR GENERAL 

Prepared by Audit Scotland
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Background

In its [Public Service Reform Strategy](#), the Scottish Government recognises that digital technologies are key to delivering efficient, joined-up services. It also sees digital solutions as essential to its plans to reform health and social care services, including through actions in the [NHS Scotland operational improvement plan](#) and the [Health and Social Care Service Renewal Framework](#).

In their [Digital Health and Care Strategy](#), the Scottish Government and the Convention of Scottish Local Authorities (COSLA) have committed to developing 'a new streamlined approach to how people navigate their way through services, which will include a safe, simple and secure digital app' - the Digital Front Door (DFD).

The DFD programme is developing a single, secure, easy to use digital platform called MyCare.scot. It aims to make it easier for people to access and manage their health and social care information and services digitally.

Together with other related workstreams, it aims to transform how people interact with health and social care services as well as improving the efficiency of services. Related workstreams include:

- the development of a digital identity (a single account that allows you to access various public services online)
- the integrated Digital Health and Care Record
- the National Digital Platform (e.g. data sharing and integration of services).

The DFD programme comprises three phases:

- Initial launch of MyCare.scot in NHS Lanarkshire from December 2025
- National rollout of MyCare.scot from April 2026 to everyone in Scotland
- Incremental and ongoing enhancements, which will expand the services and functionality of MyCare.scot, including the addition of social care services.

Public Services Delivery (PSD) Scotland (a new national body that launched in April 2026 by bringing together NHS Education for Scotland and National Services Scotland) is leading the delivery of the DFD programme.

Why this audit is important

Making good use of digital technologies is an essential part of delivering efficient public services that meet the needs of people. It is important that these technologies are developed and rolled out efficiently and effectively, making best use of limited public resources.

What this audit will look at

The audit will examine how well the Scottish Government and PSD Scotland are delivering the objectives of the DFD programme. It aims to answer the following questions:

- How well are delivery arrangements supporting the efficient and effective achievement of programme objectives?
- What impact has the programme made to date and is it well placed to deliver intended benefits?

Because the initial launch of MyCare.scot only includes NHS services, the audit will focus on the role of the Scottish Government and PSD Scotland. However, other partners such as NHS Boards and local government are also key to the programme and the audit will consider how the Scottish Government and PSD Scotland are working with them.

The audit will not assess the implementation or effectiveness of other related workstreams, although it will look at the interdependencies with the DFD programme and how they are managed.

How we will carry out this audit

We will review published and unpublished information on the DFD programme. We will interview officials from relevant organisations including the Scottish Government, PSD Scotland and COSLA.

What we want to happen as a result

The audit will provide assurance on progress made with the DFD programme. It will highlight opportunities as well as challenges and risks, and make recommendations to help inform the ongoing implementation of the programme.

This audit is part of an ongoing programme of work on digital and public service reform on behalf of the Auditor General and the Accounts Commission.

Timetable

We plan to publish the report on behalf of the Auditor General in September 2027.

Following publication, the Auditor General will present our findings to the Scottish Parliament's Public Audit Committee.

Contact

If you have questions about this audit, please contact our communications team on media@audit-scotland.gov.uk.

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