

	Item	Issue / Comment	Possible Solution
1	Drop Down Menus	Not aware of drop down menu function	Add graphic and / or text to emphasize menu function
2	Drop Down Menus	Difficulty using on PC vs. touch screen	Alternate colours to display sub / slide out menus
3	Search Box	Not aware of / familiar with search box use	Add graphic and / or text to improve visibility of search box Reposition search box on home page Create search webpage with more options
4	Portal Page	Some users confused on arriving at portal page rather than the professional home page	Point website address at professional home page only Improve portal page design / text
5	Portal Page	Some users getting lost switching between portal page and the professional home page	Improve description of link to information for Patients & Carers on professional home page
6	Key Resources Slider	Not aware of Slider function / ignored as thought to be advertising	Add description next to Slider Change name e.g. Quick Links
7	Key Resources Slider	Some resources not found in slider such as GAEL and T34	Add new items to Slider
8	Menu Items	Non-palliative care staff unfamiliar with all menu items	Create guide or additional descriptions of webpages on site map
9	Education	Unfamiliar with Local Palliative Care Teams so ignored their webpages in favour of national links	
10	Education	Some searches for specific education subjects do not bring expected results	Create webpage with common education titles Improve search database to include common education terms
11	Education	Not aware of Local Education Team names in menus	Change education sub menu titles

12	Education	Looking for education within home page events section	
13	Documents	Sometimes unable to locate in pages with lots of content e.g. GAEL document in EOL webpage	Make text bolder on
14	Documents	Some links go to webpages rather than direct to resources	Make direct links to documents published on website where appropriate Continue links to webpages on external sites but add description next to link.
15	Webpage length	Some webpages are very long and it can be difficult to locate specific content	Sub menus within webpages Clearer headings within webpages Split into multiple webpages
16	Alt language link not obvious	Unaware of option to translate P&P MTAMP urdu punjabi	

Other Comments on website and testing

- Liked the home page
- Liked the design and colours
- Liked the use of images as links and to reinforce text
- Menus easy to use with some practice
- Liked the Key Resources slider
- Student Mentors could be made aware of website
- Loss of wi-fi signal on tablets affects use of online resources