

Palliative Care Online Information
User Experience Testing August 2017

Feature	Issue / Comment	Solutions
Menus	Not recognised as the primary navigation method. 'Care Setting' overlooked as an option.	Review menu titles and structure. Add additional text alongside menus to encourage use.
Search box	Some users hadn't considered it as a quick way to find specific content whilst others employed as their primary method.	Move search box to centre of home page.
Search results	Some users unable to navigate search results to find specific content.	Improve visibility of top items in search results. Review categories and tagging of web pages and documents to ensure search function is effective.
Education calendar	Unable to locate education calendar through menus.	Make calendar first menu item and consider prominent direct link on home page.
Key Resources images	Too many images and some missed due to auto scrolling.	Review and reduce number of key resources. Remove auto scrolling and improve design of manual selection.

General comments

- Online forms for booking education considered a good idea by all.
- Most users access social media at home for personal use but not for work related subjects.
- Several volunteers mentioned a recommendation from a colleague would encourage them to use the website and / or Twitter account.
- Direct links to other related websites appreciated including hospice referral pages, Scottish Palliative Care Guidelines and Palliative Care Events.

Where online information is accessed by users

Excluding accessing patient data where do you access online information relating to your role e.g. guidelines, policies, news, training & education?

	Frequently	Occasionally	Rarely	Never
PC or laptop at work	7	1	0	2
Tablet or smart phone at work	7	0	0	3
PC, laptop or smart phone at home	5	1	2	2