

Website guidance

Using the Healthwatch website

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Updating your homepage

Your homepage pulls through content from other areas on your website. It will automatically update when you add news and reports. The only things you need to update on your homepage is the carousel and testimonials.

Updating the homepage carousel

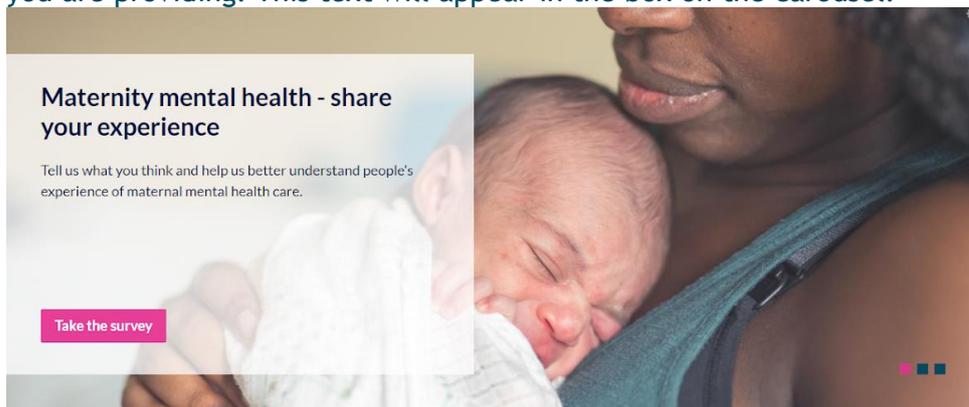
The homepage carousel appears at the top of the homepage, they are the full width images with calls to action. Use this to encourage people to take a survey, read an article or report, or attend an event.

To add a homepage carousel slide go to:

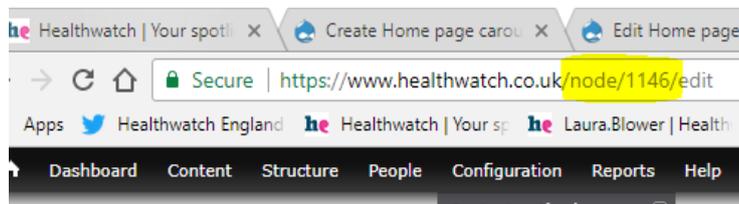
Content → **Add content** → **Homepage carousel slide**

Edit the fields below.

- **Title:** This title will appear on the screen so needs to be short and snappy.
- **Scheduling options:** Choose the dates and times that you would like your carousel to run for. This is a useful feature for when you run a campaign as you can prepare content and schedule it to auto publish or auto unpublish for a specific time. Using this feature will help ensure your content is current.
- **Body:** Give a short description of what you are asking of people or the information that you are providing. This text will appear in the box on the carousel.



- **Find out more link:**
 - **Title:** This is the button text and should be a clear call to action e.g. 'Sign up'.
 - **URL:** Add the node number from the page. Find the page you want to link to and enter 'edit mode'. Take the node number from the URL.



URL

node/1146



- **Image:** Look for images that include space on the left where the main object of the image is in the centre or the right-hand side. Files must be less than 8 MB and larger than 1440 x 540 pixels. Remember to include Alt text for accessibility.

Top Tip: Make sure that you can still read the text and that the text box hasn't obscured an important part of the image. The text needs to be legible.

- **Revision information:** *This is only relevant if you are making changes to a homepage carousel slide.*
If you have made changes, you can save this as a revision by ticking the 'create new revision' box. You can also leave a comment explaining what you have changed. This would only be visible in the back end to other editors and administrators. Once you have saved the changes, you'll be able to click 'revisions' and see the previous version. This is useful if you want to make some updates but keep a history of what was on the site beforehand in case you need to revert to a previous version.
- **URL pathway settings:** You don't need to change this
- **Meta tags:** The meta tags are already pre-populated.
- **Authoring information:** This is generated automatically when you save. It will show you who added the content and when.
- **Publishing information:**
 - **Published** - this needs to be selected to publish this. If you do not tick the box, it will save the content as a draft.
 - **Promoted to front page** - doesn't need to be selected
 - **Sticky at top of lists** - doesn't need to be selected

Managing your homepage carousel slides

Make sure that you remove a carousel slide if no longer relevant e.g. event has passed. To do this you will need to untick the 'published' box under publishing information.

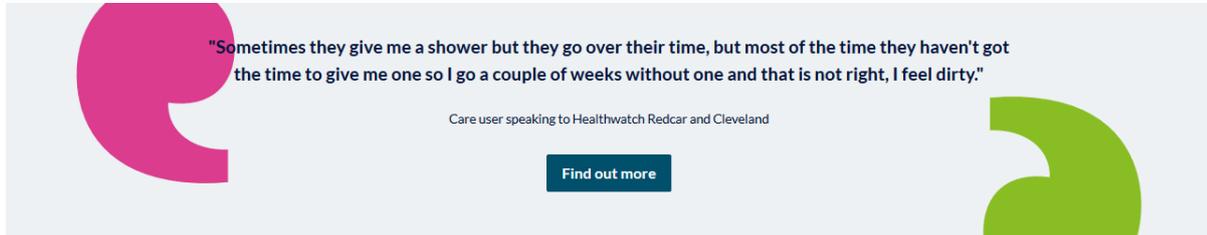
The homepage carousel slides are ordered by publish date, with the most recent carousel item appearing first. If you need to re-order your slides, you need to edit the 'authoring information' and change the date so that they are in the preferred order.

Top tip: Remember that you can also add an 'unpublish date' when creating your homepage carousel slide. This is useful to ensure that the slide of a campaign no longer runs after the campaign ends, or if you just wanted to feature a section of your site or report for a limited time.

Testimonials

Testimonials are the quotes that appear on the homepage. If you have more than one testimonial, a different one will load each time you refresh the page.

These are a great way to highlight people's experiences and the feedback you're receiving and encourage people to find out more.



You could use this to:

1. **Encourage more people to share their views on a particular topic**
Include an example of feedback you've received about a specific topic and a link to where people can share their views. This could be to a survey or the 'have your say' page.
2. **Encourage people to find out more about your work on a particular topic**
Include a quote from a report and then link to your report on the issue. The quote could be from a member of the public, your CEO, Chair or service. This could then link to a report or the news story promoting the report.
3. **Encourage people to get in touch for advice and information**
Include an example of the type of queries you receive or from someone that has received advice and information from you. This could link to the information and advice page.

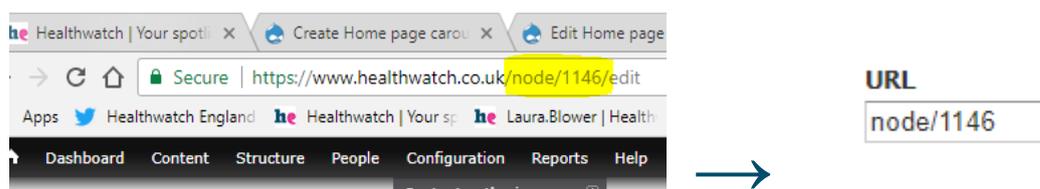
Adding a testimonial

To add a testimonial go to:

Content → **Add content** → **Testimonials**

Edit the fields below:

- **Admin title:** This title is only for you to view on edit mode and will not be visible for users.
- **Scheduling option:** You can schedule a testimonial to publish in the future by selecting your chosen date. If you do not select a date and publish the testimonial, it will be published straight away.
- You can schedule the testimonial to unpublish on a specific date.
- **Quote:** Add your quote text into this box here. This should be a short and punchy quote that inspires people to take action.
- **Author:** Add the author of the quote if appropriate.
- **Find out more link:** This isn't compulsory; however, it's a useful way to give people the opportunity. You need to add the node number into the box. Find the page you want to link to and enter 'edit mode'. Take the node number from the URL.



- **URL pathway settings:** You can ignore this field as this is done automatically.
- **Meta tags:** You can ignore this field as this is done automatically.
- **Revision information:** *This is only relevant if you are making changes to an existing testimonial.*

If you've made changes, you can save this as a revision by ticking the 'create new revision' box. You can also leave a comment explaining what you have changed. This would only be visible in the back end to other editors and administrators. Once you have saved the changes, you'll be able to click 'revisions' and see the previous version. This is useful if you want to make some updates but keep a history of what was on the site beforehand in case you need to revert to a previous version.

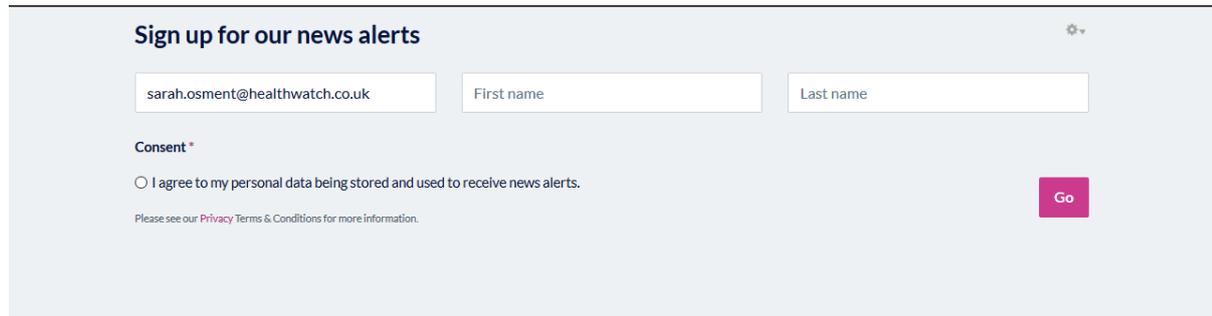
- **Authoring information:** This is generated automatically when you save. It will show you who added the content and when.
- **Publishing information:**
 - **Published** - this needs to be selected to publish this. If you do not tick the box, it will save the content as a draft.
 - **Promoted to front page** - doesn't need to be selected.
 - **Sticky at top of lists** - doesn't need to be selected.

View existing testimonials

Easily edit or view the testimonials on your site by going to the main content screen in the admin menu and then filtering by the content type *Testimonials*.

Using the news alerts sign up webform

The news alerts webform is at the bottom of the homepage. It's a great way for people to let you know they're interested in hearing more about your work.



Sign up for our news alerts

sarah.osment@healthwatch.co.uk First name Last name

Consent *

I agree to my personal data being stored and used to receive news alerts.

Please see our [Privacy Terms & Conditions](#) for more information.

Go

This webform has been set up for you to capture people's details in a GDPR compliant way.

Currently, the webform doesn't automatically sync with MailChimp or CiviEvent, so it is important that if you're using this webform you put in place measures so that you're regularly checking the webform for any subscribers, exporting the results and updating your mailing lists appropriately. You will need to add an email address to the webform (we recommend the info@ address)

To view all results:

Edit the block by clicking the wheel on the top right-hand side → Click 'results'. Here you'll have the option to export all the results to a csv file. You'll be able to use this information to update your existing mailing list.

Please note: Only 'Editors' have permissions to edit and manage webforms.

Top Tip: Put in a recurring reminder to the webform results once a week to check sign ups and clear out any unnecessary data. Under the 'View results' tab, you'll have the ability to clear all of the results. This action cannot be undone, so make sure you have the information you need before clearing the responses.

Call to action blocks

A call to action block appears at the end of an article, once selected. These are to encourage your web visitors to spend longer on your site by signposting them to actions that you want them to take.

These should be broad and used to link to key call to actions within your organisation. For example, you wouldn't look to create a new very specific call-to-action block each time you did an article.

Top tip: We have already created some call to action blocks for you to use. Feel free to adapt these or create your own.

Do health and social care services know what you really think?

Share your ideas and experiences and help services hear what works, what doesn't, and what you want from care in the future.

[Speak to your local Healthwatch](#)

Share your thoughts

You can help make health and care services better by sharing your experiences and ideas.

[Talk to us](#)

Interested in volunteering?

Becoming a volunteer is easy. Get in touch to find out about volunteering opportunities with us.

[Find out more](#)

Adding a call-to-action block

To add a call to action block:

Content → **Add content** → **Call-to-action block**

Fill out the fields below.

- **Admin title:** Name the block to describe the call-to-action. This will appear on the back end of the site for your reference only and will not be visible to the public.
- **Body text:** Explain what the call to action is. We advise using this structure:
 - Clear title. This should be in Heading 2 and should either be a question or a statement.
 - A sentence or two explaining more about the action you want the person to take.
 - An action button, linking the person to where they can find out more, take a survey, download a document etc.
- **URL pathway settings:** Ignore this field as this is done automatically.
- **Meta tags:** Ignore this field as this is done automatically.
- **Revision information:** *This is only relevant if you are making changes to an existing call to action block.*

If you have made changes, you can save this as a revision by ticking the ‘create new revision’ box. You can also leave a comment explaining what you have changed. This would only be visible in the back end to other editors and administrators. Once you have saved the changes, you’ll be able to click ‘revisions’ and see the previous version. This is useful if you want to make some updates but keep a history of what was on the site beforehand in case you need to revert to a previous version.
- **Authoring information:** This is generated automatically when you save. It will show you who added the content and when.
- **Publishing information:**
 - **Published** - this needs to be selected to publish this. If you do not tick the box, you will not be able to select this when choosing a call-to-action block for your article.
 - **Promoted to front page** - doesn’t need to be selected.
 - **Sticky at top of lists** - doesn’t need to be selected.

Articles

What is an article?

This is the content type that you will use most regularly on your site. There are five different article types intended for different purposes. These are outlined below:

1. **News** - Tell people about your latest news. This might be related to a recent report or publication or changes happening locally or nationally. These will be shown in your latest news section.
2. **Response** - Tell others your views in response to a decision or report that has been published. For example, you might be responding to a local consultation. Upload any supporting documents that you might have e.g. letters you have sent or consultation responses. These will be shown in your latest news section.
3. **Report** - Showcase your impact by uploading your reports and publications. These will be shown in your latest reports section.
4. **Advice and Information** - Help people get the information they need to live well. Any content aimed at providing advice and information to the public should be categorised as this article type. This page will then be pulled through to the advice and information section of your website.
5. **Blog** - This should be used when you are telling a personal account of a situation or event. E.g. an article from your CEO

Adding an article

Although there are different article types, the way you create them is the same. The main difference is where they appear on your site.

To add an article:

Content → **Add content** → **Article**

Edit the fields below.

- **Title:** Your article title should be clear and engaging. People should know what the article is about from the title.
- **Article type:** Select the type of article it is from the drop down. See list above if unsure.
- **Author:** If your article is written from a specific person, you can attribute it to them using the Author field.

If it's a generic article - leave this blank. Most of your content probably will not need an author, however this is a useful function if there is something which is from your Chief Exec/Operational Lead, or you have a guest news article from someone else. For example, we have an article written by someone from NICE.

Top tip: To add a new author, Go to Structure → Taxonomy → Author → Add term and add a new name.

- **Scheduling options:** Choose the date and time that you would like you publish your article. This is particularly useful if you're report or article is embargoed until a specific time.

- **Tags:** Use tags to help categorise what the article is about. These tags are not shown publicly, but this information is what is used to work out ‘related information’ at the bottom of an article.

You can find a list of tags by going to: /editor-guidance/using-tags

For example, if your article is about carers, you would use the tag for carers and as a result, three other articles that also cover that topic would appear.

You can find a list of tags in the instructions below this field. If you think that there is a tag that is missing and would help filter your content properly, contact Healthwatch England so that this can be added.

Tags

The tags you choose help identify related content. Start typing to add a tag. Add multiple tags by separating each tag with a comma. View the existing list or add a new tag to the Tag taxonomy. For more information, see our [guidance on using tags](#)

- **Themes:** Choose the themes that relate to the content within your article. Themes are a publicly visible way of sorting content. You should ensure that you tag any article content with a theme for it to appear in search via topic easily.

News and reports

Search

Type

Advice and Information, ▾

Theme(s) ⚙

Social care, Service chan ▾

Reset

Apply

Top tip - knowing the difference between a tag and a theme

A theme is how the article is categorised publicly. A visitor to the website can select a theme from the drop-down menu to bring up all of the related articles to that theme. The themes you choose are visible.

A tag is how the article is categorised in the back end of the website. Tagging works for choosing what content is related to one another. This informs how the ‘related content’ feature works where it automatically selects other content which the viewer might be interested in. It is important to select both a theme and a tag when publishing your content.

- **Lead paragraph:** Summarise your article in 250 characters. This text will be pulled through as a teaser for the news and reports landing page. This should be short and snappy and make people want to read more.
- **Main image:** Click ‘Browse’ to upload or select an image to best illustrate your article.

If you upload a new file, the minimum dimensions for this image are 780x500 pixels. Make sure you include alternative text and an image description (e.g Patient speaking to doctor). You need to do this for accessibility purposes to ensure that screen readers can read the page properly.

If you click ‘Library’ at the top right-hand side you will be able to view images already

uploaded to the site. This prevents duplication of content and helps you source the images more easily.



This image will appear under the Title and Lead paragraph when on view.

The image will also be pulled through to the News and Reports landing page. We recommend you always use an image to make your content more visually engaging. It also will be pulled through when you share content on social media. If you haven't got a suitable image try and find a suitable graphic to accompany your article instead, or take a look at our [Flickr library](#).

 <p>State of support - local Healthwatch finances 2018/19</p> <p>Our latest report sets out what funding the Healthwatch network has received to carry out its statutory activities in 2018/19.</p> <p>1 November 2018 Report</p>	<p>Our response to Which? latest research on people underestimating the true cost of care.</p> <p>New research from Which? finds that millions of people are underestimating the cost of paying for a care home place - potentially putting some at risk of financial problems. Our National Director, Imelda Redmond, responds to these findings.</p> <p>31 October 2018 Response</p>	 <p>Should the NHS become more of a lifestyle coach to tackle unhealthy living?</p> <p>Most people are confident that the NHS can meet their needs. But, when it comes to the NHS at 100 confidence falls by half. We explore recent polling that indicates people think they should be responsible for staying healthy but want the NHS to help.</p> <p>25 October 2018 News</p>
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- **Second paragraph summary:** If there is no main image, you will need to add another paragraph of summary text. You will also need to include this paragraph if you want to promote this article to be the lead article on the news and reports landing page. This is to avoid having a lot of white space on the news and reports page.

<p><small>Top search phr</small></p> <p>6,800 young people were asked about their mental health. What did they say?</p> <p>Around 1 in 4 people in the UK will experience a mental health issue this year. It's not surprising that two thirds of the Healthwatch network have found that their communities want to see improvements to mental health support.</p> <p>In Suffolk, over 6,800 students shared their views on mental health and wellbeing with their local Healthwatch to help improve future support.</p> <p>30 November 2017 News</p>	<p>Every Voice Matters - our Annual Report to Parliament 2015-16</p> <p>Published today, Every Voice Matters, our Annual Report to Parliament 2015-16, outlines how together we are putting people at the heart of care.</p> <p>18 October 2016 News</p>
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Example on the left as the lead and second paragraphs complete.
Example on the right only the lead paragraph completed and no picture.

Using paragraphs

You can build your article using a range of different styles of paragraphs. You can add multiple paragraphs and order in whatever way you would like to best display your content.

Here you can find a list of paragraph options and instructions on how to use them properly.

Image full width

This paragraph displays an image that fills the width of the news article.

- Choose the image you want to upload. It must be a minimum of 750x386 in pixels.
- Remember to add your Alt text and title to increase the accessibility of your site.



Text

This will probably be the paragraph that you use the most. This paragraph is for adding text to your article.

Text articles also have different features such as:

Embedding tweets - click the video reel in the editor () Here it will ask you to add an embed code.

1. From Twitter or Facebook, get the embed code and then copy it into the box.

2. It will pull it through to the web page like this:

- 3 out of 5 females and 1 in 4 males worry about their appearance and body image most, or all of the time.



- Almost 1 in 10 respondents stated they had been a victim of cyber bullying in the past two months (8%)

Long quotes - Using the quote function within the WYSIWYG is a good way to show a long quote. Highlight the text you want to appear as a quote and click on the quote mark within the text box

“

At the moment only around half of people looking in to care options are using CQC's reports when assessing their options, yet three quarters of those who do said it had helped them gain a better understanding of the quality of care provided.

Commenting on the research, Imelda Redmond, Healthwatch England's National Director said:

"Finding and choosing the right care for our loved ones can be an overwhelming experience, made all the more challenging by the lack of good quality information available. CQC inspection reports can therefore be a helpful source of insight in to the quality of local care services.

Text in grey box

This works in the same way as the text box. It's a great way of making content stand out and highlighting key points. You should use this to highlight your main findings you want to pull out or a link to an external report.

Find out more

Read 'Hard Truths: the journey to putting patients first', the governments response to Francis Inquiry.

[Find out more](#)

Need more advice?

NHS Choices has a range of information on using dental services, including:

- [Emergency care](#)
- [How to find an NHS dentist?](#)
- [Funding your treatment](#)
- [Your rights](#)

Formatting your text

It is important to use headings correctly when creating your copy. Make sure that you use your heading sizes in order. For example, if you start a new paragraph with Heading 2, your subheadings for that topic should be Heading 3 etc.

To format your text, click 'Normal' and select the option you need.

Heading two

Heading three

Heading four

Here is what 'normal text' looks like. Most of your text should be like this, but you should use the other formatting options to help structure your content and break it into easy to read chunks.

A list of bullet points

- point one
- point two
- point three

List of numbers

1. Number one
2. Number two

For bullets and numbers, select the following icons.

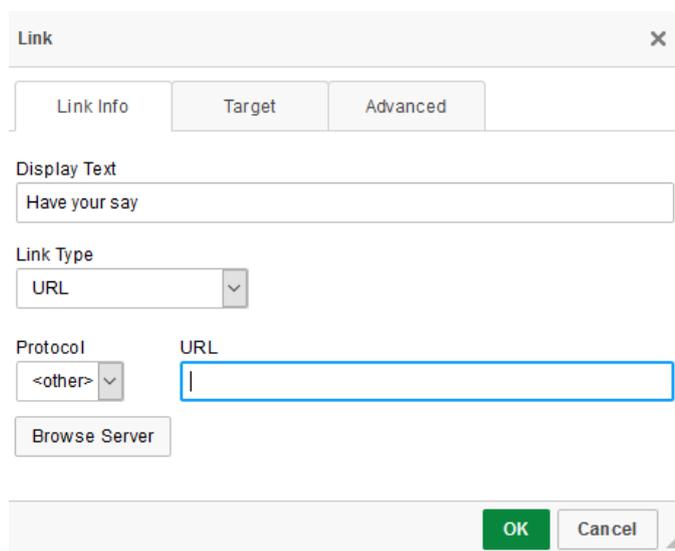


Creating an action button

Each article should have a clear action that you want people to do. This is usually directing people to somewhere else on your website to download a report, encouraging people to share their views or to get in contact.

To make a button:

1. Type the text you want to want to make the button, highlight it and then select the hyperlink icon. 
2. A box will appear. If you are adding a link to a webpage, keep the 'link type' box set to URL.
 - If you are linking within your own site, you only need to add everything past your domain name. For example for this link www.healthwatch.co.uk/page-title you would only need to put in **/page-title**. This should automatically change the protocol to <other>.



Link

Link Info Target Advanced

Display Text
Have your say

Link Type
URL

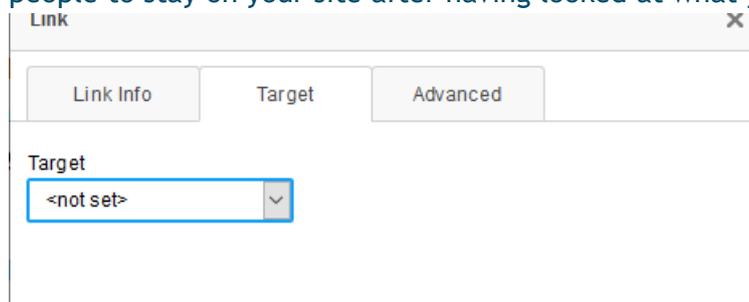
Protocol
<other>

URL

Browse Server

OK Cancel

- If you are linking to an external site, you will need to add the full URL. You then need to click 'Target' and select - open in new window. This will encourage people to stay on your site after having looked at what you're directing them to.



Link

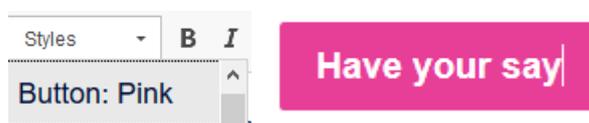
Link Info Target Advanced

Target
<not set>

If you are linking to an email address, change the link type to E-mail. Here you're able to copy and paste the email address in you want the email to go to. If you would like, you can also define the Message Subject.

3. Select your button style (Pink)

Once you have completed the information within the box, the text should be underlined and pink. To create the button, click the link and then press 'styles' and select Button: Pink.



Top tip: Only use Pink buttons to make your site consistent and make it clear to the user that an action is required.

Downloads

The Download paragraph is what you should use to upload any reports, briefings or publications to your website. You should only add Downloads to Articles that are reports.

Do not attach Downloads to Articles that are 'responses' 'news' or 'advice and information'.

If you have just published a new report, you should add the download to the article → report so that it is easy for people to find from your news and reports landing page. You may then also create a news item to promote the report, and link to it from there.

If you add reports to a news item, they quickly get lost over time.

In the general description text box, you might want to provide details as to how people can get in touch if they need the information in another format or contact details as to who is best to talk to about the specific bit of work.

Paragraph type: *Downloads*

Title

The title of this paragraph type. By default the title will be 'Downloads', but can be changed if required.

General description text

Source | | | | | | | | | | | | |

Format | Styles | **B** | **I** | x_2 | x^a | I_x | | | | |

If you need this document in a different format, please email enquiries@healthwatch.co.uk or call 03000 68 3000.

[Switch to plain text editor](#)

In the File Download section, browse for the file on your computer and upload it to the site. You can add multiple items here by selecting 'Add another item'.

You would use this if:

- you had produced multiple versions of the same document (Easy Read, Large Print, Executive Summary)
- you had a number of documents relating to the same thing. For example, a board meeting, where you might have an agenda, minutes and discussion papers.

If you do upload multiple files, make sure you include a file description so that on view, people understand what each document is.

FILE DOWNLOAD

▼ **FILE DOWNLOAD**

File description

The individual file's description.

File *

20190301 What would you do – Long Term Plan conditions survey questions (002).docx (263.51 KB)

Remove

Remove

▼ **FILE DOWNLOAD**

File description

The individual file's description.

File *

20190301 What would you do – Long Term Plan general survey questions.docx (233.75 KB)

Remove

Remove

Video

This block is simple. Just add the URL of the video you want to share and include a title. This will automatically resize it to fit the article.

Example video on edit

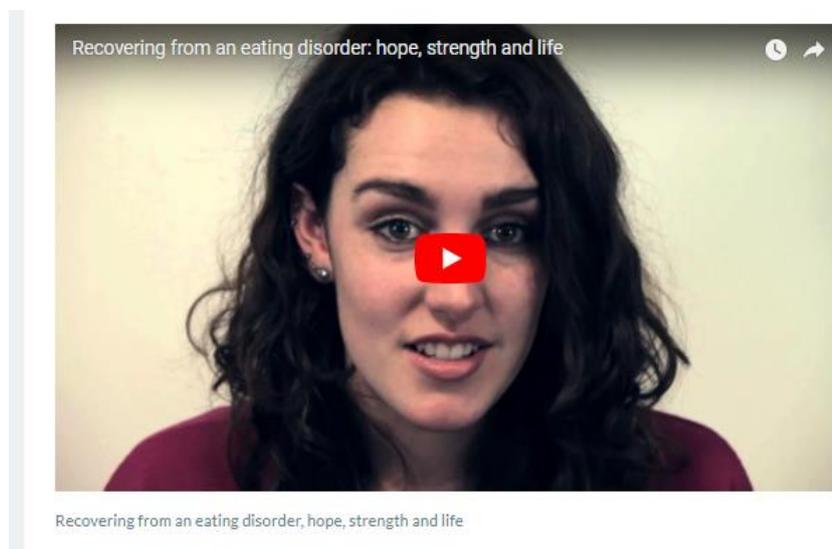
Paragraph type: *Embed Video*

EMBED VIDEO
Supports video from Youtube or Vimeo. Support for other providers can be enabled if required.

Video URL ▼

Description

The description which may be used as a label.



Top Tip: Remember that not everyone who visits your page will stop to watch your video. Take out a couple of the key points to help explain this content.

Quotes

If you have a great quote about your work, make it stand out using the quote block. Just add in the text and who said it.

“ We need practices to be more learning disability friendly. GPs need time and skills to implement this. They need to listen to carers and their family members, treating them as equals. ”

– Person speaking to Healthwatch Hampshire

Related content

Three related items will automatically show up at the bottom of the article based on the tags that you have applied. If you did not tag your article, no content will appear here.

If you want to highlight specific bits of content you can use the related content block at the bottom of the page.

Start typing in the name of the bit of content you want and it will prefill. You can fill up to three items. (Looks best with three, but does work with less if needed).

Download our annual report for 2013/14 in Easy Read

[Download \(PDF 1.74MB\)](#)

You might also be interested in



Healthwatch England's new strategy to put people in charge of their health and care

Today we launch our new strategy, setting out the difference Healthwatch will make over the next five years.

22 March 2018



Meet our new Committee members

We're delighted to welcome seven new members to the Healthwatch England Committee.

25 January 2018



Mental health tops people's health and care issues for 2018

Our work is shaped by the concerns that local people raise with 152 local Healthwatch. Our annual survey of health and care priorities puts mental health at the top of the list for 2018.

28 December 2017

Call to action block

Select a call to action block to display at the bottom of your article and extend the user journey. We have pre-populated some of these; however, we would advise you to adapt these to your local Healthwatch.

See the call to action guidance to create your own call to action block.

Settings

- **URL path settings:** This will be set to generate an automatic URL alias by default. However, if you need to give someone a URL in advance before the article is published, you can untick this box and specify the URL you would like to use.
- **Options:** The promote to carousel option is ticked by default. If this box is ticked, this will make the featured on the news and reports landing page. If you tick 'Promote to homepage', this will push it through to the homepage.

Options

- Promote to carousel
- Promote to home page

- **Meta tags** - You do not need to worry about this.

- **Revision information**

This is only relevant if you are making changes to an article.

If you have made changes, you can save this as a revision by ticking the 'create new revision' box. You can also leave a comment explaining what you have changed. This would only be visible in the back end to other editors and administrators. Once you have saved the changes, you'll be able to click 'revisions' and see the previous version. This is useful if you want to make some updates but keep a history of what was on the site beforehand in case you need to revert to a previous version.

- **Comment settings** - You do not need to worry about this.

- **Authoring information:** You can use this functionality to backdate content. For example, when you're transferring your content across, you will need to backdate your news articles to the real date they were published. The format for this is YYYY-MM-DD

- **Publishing options**

Published - if this is not ticked, it will save the article as a draft. If it is ticked, the article will publish.

Promoted to front page - If you tick this, it will be pushed through to homepage.

Article Style Guide

Adding News articles

How you choose to structure your news articles will depend on the type of information you have. For example, you might have a news article which is more image or video based, or another which embeds posts from social media.

Make sure that you have used the appropriate tags and themes to make sure that people are able to find it easily on your website.

Here we have suggested a few key ways to consistently showcase your content:

- Use grey boxes to highlight key facts/findings/bulleted lists OR links to external content (reports etc). Choose whichever you think is the most prominent.
- Do not upload reports or publications to a news story. If you do this, the report will not appear in the reports section. Upload the report as an Article/Report and then link to this report from the news story.
- Use the quote function within the text box paragraph (in the WYSIWYG) for longer quotes.
- Use the quote paragraph type for short, snappy quotes, or to pull out the most important part of a longer quote.
- Action buttons - Pink

Example news article, showing different paragraph types:

DRAFT NEWS ← Title

News - 1 October 2018

Write a brief sentence explaining what your report is about here. ← Lead paragraph



Paragraph: Quote → **“** Lorem ipsum dolor sit amet, consectetur adipiscing elit, sed do eiusmod tempor incididunt ut labore et dolore magna aliqua. **”**
 — Healthwatch user

Heading 2 ← Lorem ipsum

Paragraph: Text → Lorem ipsum dolor sit amet, mea doming commodo nusquam eu, id duo nihil accusamus. Prompta fastidii lobortis mei te, pri volutpat complectitur eu, fugit novum suscipiantur eu mei. Sea no movet vituperata. Detracto abhorreant vim et, at mel erat impedit honestatis. Labore efficiendi an per, at eam essent dignissim, cu vel ferri velit atomorum.
 Etiam omnes ignota in vim. Labore appetere vis in. Causae sanctus at mea, at oblique sententiae est. Sit id commune noluisse, no fabulas volutpat ius. Sea doming alterum antiopam ne, ex qui aequae dicit dicunt, te tamquam aliquam oportere per. Postea delectus ponderum an sed, minimi vocibus pri eu.

Key findings

- Finding 1
- Finding 2
- Finding 3

Paragraph: Text grey box

In text quote → Lorem ipsum dolor sit amet, mea doming commodo nusquam eu, id duo nihil accusamus. Prompta fastidii lobortis mei te, pri volutpat complectitur eu, fugit novum suscipiantur eu mei. Sea no movet vituperata. Detracto abhorreant vim et, at mel erat impedit honestatis. Labore efficiendi an per, at eam essent dignissim, cu vel ferri velit atomorum.
 Example said:
 Lorem ipsum dolor sit amet, mea doming commodo nusquam eu, id duo nihil accusamus. Prompta fastidii lobortis mei te, pri volutpat complectitur eu, fugit novum suscipiantur eu mei. Sea no movet vituperata. Detracto abhorreant vim et, at mel erat impedit honestatis. Labore efficiendi an per, at eam essent dignissim, cu vel ferri velit atomorum.
 Etiam omnes ignota in vim. Labore appetere vis in. Causae sanctus at mea, at oblique sententiae est. Sit id commune noluisse, no fabulas volutpat ius. Sea doming alterum antiopam ne, ex qui aequae dicit dicunt, te tamquam aliquam oportere per. Postea delectus ponderum an sed, minimi vocibus pri eu.

Find out more

Lorem ipsum dolor sit amet, mea doming commodo nusquam eu, id duo nihil accusamus.

[Find out more](#)

Call-to-action box

Adding reports

A ‘report’ includes any type of downloadable publication that you have produced.

Your report page should be short and simple and should clearly articulate what the report is about and key findings.

Make sure that you have used the appropriate tags and themes to make sure that people are able to find it easily on your website.

Look at a standard report structure below.

<p>Title</p> <p>Article type/date</p> <p>Lead paragraph</p> <p>Text paragraph</p>	<p>Mental health support - an overview of our future work</p> <p>Report - 2 August 2015</p> <p>Find out more about our upcoming work on mental health and our first phase of research.</p> <p>Summary</p> <p>Local communities across England have told us that they want to see mental health prioritised. Our new programme of work is a direct response to that.</p> <p>The following briefing sets out our plan of action on mental health and how the Healthwatch network and stakeholders can get involved.</p> <p>It outlines the beginning of our multi-year programme where we will find out what support people want with their mental health. It also sets out how we will share this insight to influence policy, commissioning and practice at a national and local level.</p>		<p>Image</p>
<p>Download paragraph</p>	<p>Downloads</p> <p>If you need this report in a different format, please email enquiries@healthwatch.co.uk or call 03000 68 3000.</p> <p>Download the overview of our future work on mental health</p> <p>Download (PDF 1.22MB)</p>		
<p>Call to action</p>	<p>Share your thoughts</p> <p>You can help make a health and care services better by sharing your experiences and ideas. Find your local Healthwatch.</p> <p>Find your nearest Healthwatch</p>		
<p>Related items</p>	<p>You might also be interested in</p> <div style="display: flex; justify-content: space-around;"> <div data-bbox="454 1579 710 1780"> <p>Mental health - the public's number one issue for 2016</p> <p>16 February 2016</p> <p>77 local Healthwatch have identified mental health services as a key...</p> <p>Find out more</p> </div> <div data-bbox="877 1579 1133 1780"> <p>Maternity services: findings from the Healthwatch network</p> <p>15 December 2015</p> <p>Our new report, published today, highlights five common concerns that...</p> <p>Find out more</p> </div> </div>		

Adding a response

Add a response when you want to respond to something publicly, but you don't have enough text to create a news article.

Here would be the most common use of the in-text quote. Keep in mind that you do not want to lay the full quote out as a paragraph type, this would be appropriate to pull out and highlight a part of your quote.

Make sure that you have used the appropriate tags and themes to make sure that people are able to find it easily on your website.

See example of a response layout below:

Title

Article type/date

Lead paragraph

Text paragraph

Bold text highlighting
quote author

Quote function within
text paragraph

Call to action block

Our response to The Nuffield Trust's briefing on emergency readmissions

Response - 31 May 2018

A new briefing from QualityWatch looks at the number of emergency readmissions to hospital. The report found there was a 41.3% rise in the number of people returning to hospital for "potentially preventable" conditions.

The Nuffield Trust has today published a new QualityWatch briefing looking at the number of emergency readmissions to hospital. The report found there was a 41.3% rise in the number of people returning to hospital for "potentially preventable" conditions.

The new findings from QualityWatch, a major research programme from the Nuffield Trust and the Health Foundation, also looked at the reasons why people were returning to hospital between 2010/11 and 2016/17. It aims to highlight where improved quality of care in hospital or in the community might prevent people being readmitted to hospital.

Responding to the report, Healthwatch England's National Director Imelda Redmond said:

"We know that keeping people in hospital for longer than medically necessary is bad both for them and the NHS. We also know how vital it is that, when people leave hospital, the right support and care is in place to make sure they don't immediately return.

"Our work last year identified that worrying numbers of people are being readmitted to hospital within 48 hours of leaving. I am pleased to see QualityWatch build on and expand our findings, especially in their analysis of the major reasons why people are being readmitted.

"This work, along with the National Audit Office's report, adds to the growing body of evidence in this area. This will help the Department of Health and Social Care, NHS England and NHS Digital shape their revised methodology for collecting emergency readmission statistics, so we look forward to seeing this data being used to help prevent unnecessary readmissions and improve people's experiences when leaving hospital."

Share your thoughts

View our latest news, health and experience letters, healthwatch news and reports



Adding Advice and Information

Advice and information content should be easy to read and to the point. People should be able to scan the content easily to see whether it solves the problem they're having, and where to go for a solution.

Here we have suggested a few key ways to consistently showcase your content:

- Use grey boxes to highlight facts and figures or to signpost to where people can find out more. Choose whichever you think is the most prominent.

Top Tip: Don't overuse grey boxes on the page. They should be used to break up content, don't use one grey box after the other

- Use the quote paragraph type for short, snappy quotes, or to pull out the most important part of a longer quote.

Make sure that you have used the appropriate tags and themes to make sure that people are able to find it easily on your website.

Take a look at an example of an advice and information piece, and how the different paragraphs are used to display the information in an eye catching and informative way.

Top Tip: Look at the advice and information content on the Healthwatch England website. We have created this as useful content that should be relevant anywhere in England, but you may wish to adapt it for your local community.

<https://www.healthwatch.co.uk/advice-and-information>

DRAFT ADVICE AND INFORMATION

Title

Advice and Information - 23 November 2018

Lead paragraph

Write a brief sentence explaining what your advice and information is about here.



Heading 2

→ Lorem ipsum

Lorem ipsum dolor sit amet, mea doming commodo nusquam eu, id duo nihil accusamus. Prompta fastidii lobortis mei te, pri volutpat complectitur eu, fugit novum suscipiantur eu mei. Sea no movet vituperata. Detracto abhorreant vim et, at mel erat impedit honestatis. Labore efficiendi an per, at eam essent dignissim, cu vel ferri velit atomorum.

Etiam omnes ignota in vim. Labore appetere vis in. Causae sanctus at mea, at oblique sententiae est. Sit id commune noluisse, no fabulas volutpat ius. Sea doming alterum antilogam ne, ex qui aequo dicit dicunt, te tamquam aliquam oportere per. Postea delectus ponderum an sed, minim vocibus pri eu.

“ Lorem ipsum dolor sit amet, mea doming commodo nusquam eu, id duo nihil accusamus.

Quote paragraph

– Quote from service user

Lorem ipsum dolor sit amet, mea doming commodo nusquam eu, id duo nihil accusamus. Prompta fastidii lobortis mei te, pri volutpat complectitur eu, fugit novum suscipiantur eu mei. Sea no movet vituperata. Detracto abhorreant vim et, at mel erat impedit honestatis. Labore efficiendi an per, at eam essent dignissim, cu vel ferri velit atomorum.

Etiam omnes ignota in vim. Labore appetere vis in. Causae sanctus at mea, at oblique sententiae est. Sit id commune noluisse, no fabulas volutpat ius. Sea doming alterum antilogam ne, ex qui aequo dicit dicunt, te tamquam aliquam oportere per. Postea delectus ponderum an sed, minim vocibus pri eu.

Text in grey box: links to external information or somewhere else relevant on your site.

Do you need further information on X?

Visit X to find out more about X or get in touch.

Find out more

Looking for information about health and care?

Find advice and information to help you stay well and make decisions about your health and social care support.

Find advice and information

Call to action block

Adding a blog

A blog should be used to display a real-life case study or personal story. It could be an article about your CEO, or perhaps one of your volunteers. This should link to a relevant area of your site so that people can clearly see where to go should they feel inspired/want to know more on the topic.

Make sure that you have used the appropriate tags and themes to make sure that people are able to find it easily on your website.

Top Tip: Be mindful not to overuse the quote paragraph when creating a blog. Use this feature to pull out interesting information.

[Here](#) is an example of a blog on the Healthwatch England site.

DRAFT BLOG ← Title

Blog - 1 October 2018

Write a brief sentence explaining what your blog is about here. ← Lead paragraph



Lorem ipsum dolor sit amet, ne bonorum placerat splendide vis, impedit omnesque abhorreant an eos. Graeco suavitate aliquando ea duo, id alii veniam nam. Ne tollit ridens adipisci vim, per ea mentitum disputando. Duo ei consul petentium, sea elit tantas ei.

“ **Lorem ipsum dolor sit amet, ne bonorum placerat splendide vis, impedit omnesque abhorreant an eos.** ” ← Paragraph: Quote

— Healthwatch user

Paragraph: Text

Lorem ipsum dolor sit amet, ne bonorum placerat splendide vis, impedit omnesque abhorreant an eos. Graeco suavitate aliquando ea duo, id alii veniam nam. Ne tollit ridens adipisci vim, per ea mentitum disputando. Duo ei consul petentium, sea elit tantas ei.

In officiis efficiantur contentiones eam, id mea timeam nostrud efficiantur, vim id dolor libris appellatur. Vix ei menandri dissentias, vim suas tractatos et. Ex munere dictas eligendi nec. Ne suas primis cum. Te qui malorum labitur, cu cum nihil dolor. No vix etiam nemore reprimique, usu doctus accusata disputationi in, in sit omnes aliquando definitiones.

Promoting articles on the homepage and news and reports landing page

News on homepage

News and views [View all](#)

The screenshot shows three article cards under the heading 'News and views'. Card 1 is the largest and is highlighted with a box around the number '1'. It features a photo of a man in a blue sweater and a dark blue banner with the text 'Early diagnosis: The key to improving support for people affected by dementia' and '9 April 2019 News'. Card 2 is smaller and highlighted with a box around the number '2'. It features a photo of two women in a kitchen and the text 'How the NHS can make care better for people with Down syndrome' and '2 April 2019 Blog'. Card 3 is the smallest and highlighted with a box around the number '3'. It features a photo of a woman at a table and the text 'Three ways the NHS can help autistic people or people with...' and '1 April 2019 News'. A 'View all' link is in the top right corner.

1. You can choose which article you display here. Think of this as a promotional spot. The article displayed here could be a news article in line with a campaign that you're running, or a report that you have released.

How to display

Go to the article that you want to promote → Edit → Scroll down to 'Options' → Select 'Promote to homepage' → Save

How to change

If you no longer want this article to be the focus there are two ways to change this.

The first is to uncheck the 'Promote to homepage' option.

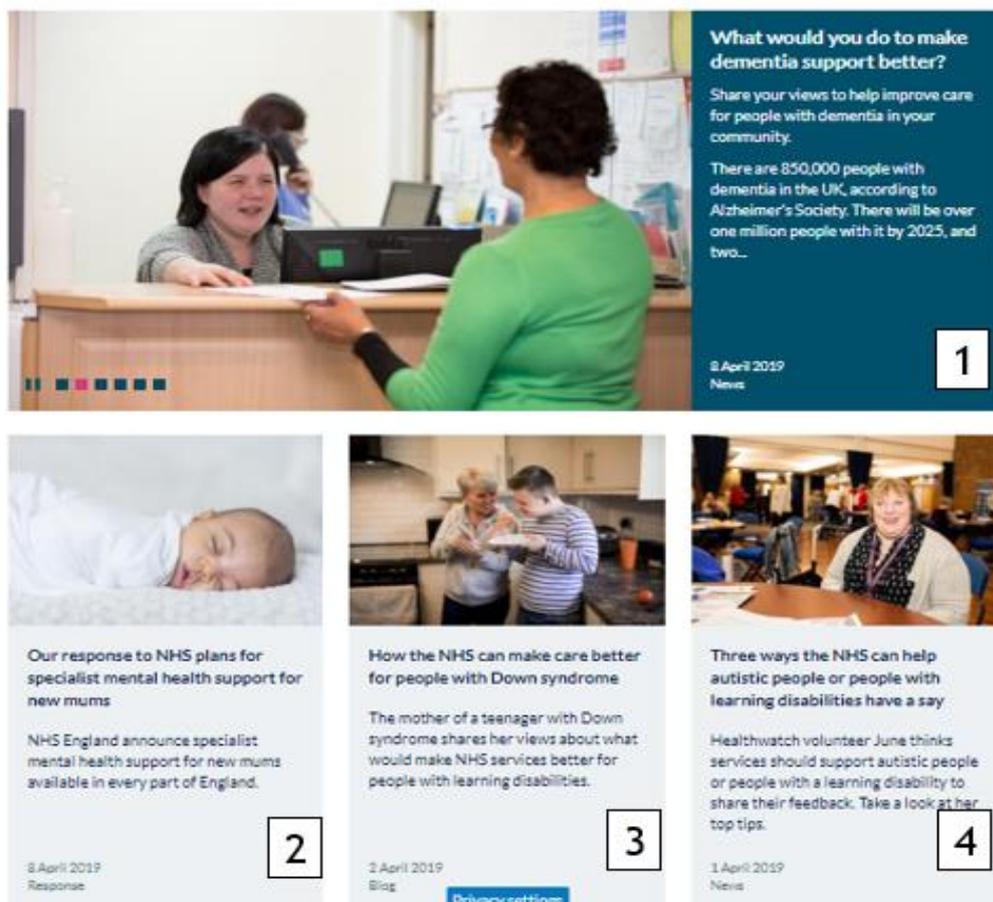
The second is to select a newer article with the 'Promote to homepage' option. This will automatically take the place of the previous article.

2. This is automatically pulled through based on the date of publication. The newest article (if not already selected as the promotional article) will be pulled through here. You do not need to do anything.

3. This is automatically pulled through based on the date of publication. The newest article (if not already selected as the promotional article) will be pulled through here. You do not need to do anything.

News and reports carousel

Latest news and views

[View all](#)


What would you do to make dementia support better?
Share your views to help improve care for people with dementia in your community.
There are 850,000 people with dementia in the UK, according to Alzheimer's Society. There will be over one million people with it by 2025, and two...

8 April 2019
News

1

Our response to NHS plans for specialist mental health support for new mums
NHS England announce specialist mental health support for new mums available in every part of England.

8 April 2019
Response

2

How the NHS can make care better for people with Down syndrome
The mother of a teenager with Down syndrome shares her views about what would make NHS services better for people with learning disabilities.

2 April 2019
Blog

[Privacy settings](#)

3

Three ways the NHS can help autistic people or people with learning disabilities have a say
Healthwatch volunteer June thinks services should support autistic people or people with a learning disability to share their feedback. Take a look at her top tips.

1 April 2019
News

4

1. You can choose which article(s) you display here.

You can have multiple articles on rotate at any time, they will displayed in order of date publication.

How to display

Go to the article that you want to promote → Edit → Scroll down to 'Options' → Select 'Promote to carousel' → Save

How to change

If you no longer want this article you will have to uncheck the 'Promote to carousel' option.

2. This is automatically pulled through based on the date of publication. The newest article will be pulled through here. You do not need to do anything.

3. This is automatically pulled through based on the date of publication. The second newest article will be pulled through here. You do not need to do anything.

4. This is automatically pulled through based on the date of publication. The third newest article will be pulled through here. You do not need to do anything.

Events

Events are a great way to show people in your community what you are up to and ways that they can get involved.

Examples of these could be: holding an information stand at a local hospital, or you're putting on your annual general meeting.

You should also use the events function to promote any board meetings where the public is able to attend.

You can also use the events function to promote broader awareness days that your community may be interested in. We have populated the base site with a few to get you started, but you can find more of these events on the Healthwatch England site, or somewhere like:

<https://www.awarenessdays.com/>

To add an event:

Content → **Add content** → **Event**

Edit the fields below.

- **Title:** Your event title should be short and simple. It should describe what the event is about so people have an idea of whether it's something they'd be interested in attending.
- **Main image:** Either upload an image or select one from the image library. It's good to have pictures of your local area where possible.
- **Event type:** We have pre-filled two options for you. If you require a new event category to be set up, just get in touch.
 - 'Our meetings' for meetings held by your Healthwatch - for example, focus groups, board meetings, volunteer meetings etc.
 - 'Community events' for events happening in your local area.
- **Event location:** Here you can include the location of where the event is taking place. If the event is something like an awareness day, you can choose 'various' as the location. If the event is something people can join online, change the event location to 'online'.
- **Event dates:** You must enter a start date and time for your event to save. If the event does not have an end date, you can un-tick the 'show end date' box.
- **Tags:** Tags work here in the same way that they do for articles. This helps events be linked together. Make sure that you tag your event appropriately.
- **About this event:** This should be a short summary to describe to the person reading what the event is about, who it is for, and why they should attend.
- **Contact details:** This should be a short paragraph that explains how people can sign up or find out more.
- **Link to booking form:** Here you can add a link to where people can book by entering the appropriate URL
- **No event booking text:** If there is no booking page for them to be led to, amend the button to a contact us button that links through to an email address.

To add an email address as a link, add 'mailto:' before the email address so that it registers as a link.

- **Related report:** Your event might be a focus group on your recent report findings. You can enter the report here so that people can read up before they attend. Do you have an agenda? You can add this here too.

Event style guide

The screenshot shows an event page for 'Our public Committee Meeting'. The page features a calendar icon for the 14th of May 2019, the event title, category, location (London), and time (Tuesday 14th May, 2019 - 10:00). A 'Book now' button is prominently displayed. Below the event details is an 'About this event' section with a heading and descriptive text, followed by 'Contact details' including an email address and phone number. Social media icons for Twitter, Facebook, LinkedIn, and Email are visible at the bottom right.

Callout boxes highlight the following elements:

- Title demonstrates clearly what the event is:** Points to the main title 'Our public Committee Meeting'.
- Event category:** Points to the sub-category 'Committee meeting'.
- Time, date and location:** Points to the date and time 'Tuesday 14th May, 2019 - 10:00' and the location 'London'.
- Button links through to email address, alternatively could be URL:** Points to the 'Book now' button.
- Pre-existing headings:** Points to the 'About this event' and 'Contact details' headings.

If you have an event that happens more than once, you can clone the event by visiting the event in question in edit mode and select 'clone'.

You then need to make sure that you:

- Amend the title (it will now say 'clone of...')
- Change the date to the correct date
- Look at the copy to make sure that it still applies
- Publish the event

Promoting events on the events landing page

Upcoming events [View all](#)

14 14 May Our public Committee Meeting May 2019
 London (Committee meeting)
 14 May 2019
 Our Committee meet quarterly in different parts of the country.
 If you have a question about the meeting, please contact...
 Find out more **1**

13 13 Apr Mental health awareness week
 Various (Other events)
 13 April 2019 to 20 April 2019
 Find out more **2**

01 01 May Maternal mental health awareness month 2019
 Various (Other events)
 1 May 2019 to 31 May 2019
 Find out more **3**

01 01 May Make May purple
 Various (Other events)
 1 May 2019 to 31 May 2019
 Find out more **4**

1. You need to choose which event is displayed here. Think of it as a promotional spot for an upcoming event.

How to display

Go to your event → Edit → Scroll to 'Options' → Select 'Promote to banner' → Save

How to change

If your event is of a later date than the current item on display, you need to select promote to banner and save. If you want to display an event of a closer date, you will need to uncheck the current event item first.

2. This is automatically pulled through based on the date of the event. You do not need to do anything.

3. This is automatically pulled through based on the date of the event. You do not need to do anything.

4. This is automatically pulled through based on the date of the event. You do not need to do anything.

Webforms

Webforms are a great way to gather information from your community. This could be to contact you for information about a future event, or to help you understand people's experiences of a health and social care project.

Creating a web form

There are four key stages to creating your webform.

1. Creating the webform
2. Adding the questions
3. Configuring the webform
4. Accessing the results.

Creating the page

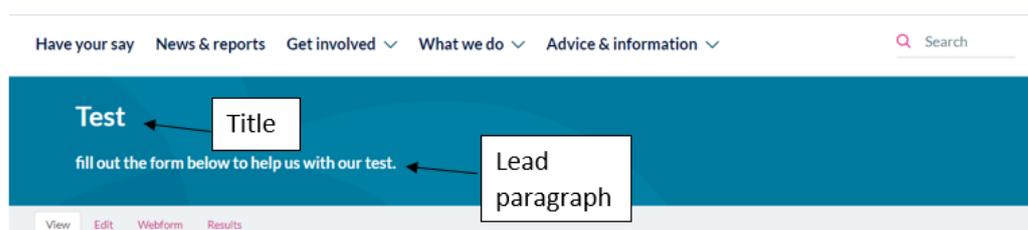
To start creating your webform, go to:

- [Content](#) → [Add content](#) → [Webform](#)

This is the page that your webform will sit on. It's important here that you include a bit of contextual information about what the survey is about, how the data will be used and why people should share their views.

Edit the fields below:

- **Title:** This should make it clear what information you are intending to collect using this form.
- **Lead Paragraph:** This is an optional paragraph that you can use to provide further information about the form and what it is going to be used for. This will appear in the blue strip above your webform:



- **Paragraph type:** Add paragraphs to explain more about the form and what it is going to be used for, perhaps linking to an article of the project.
- **Main image:** Upload an image here into your image browser, to be displayed on your webform.
- **Second paragraph:** This content will only appear if you haven't uploaded an image. This should include more information about the webform.
- You need to 'save' these details before you can move onto the webform.

Adding the questions

Once saved, you will be taken to the 'Form components. Here, you need to insert your questions.

1. Underneath 'label' you will need to add a 'new component name'.
2. Select your question type using the dropdown

3. If you must have a response to this question, tick the 'required' box. This will mean that people will not be able to progress in the form or submit their response unless this is completed.
4. Select 'Add'
5. This will then take you through to a screen where you'll need to add more detail about the question. (Please see question type guidance below for more information).
6. After adding each question, remember to regularly save the form.

Configuring the webform

Once you have added your questions, you can then move on to configuring the form. You can see the different sections of how to do this in the top right of the screen.

Form components

Conditionals

E-mails

Form settings

Conditionals

The Drupal webform module is not as sophisticated as other survey tools, such as Survey Monkey. Conditionals can be incredibly complex, and we would recommend that you aim to keep your survey as simple as possible.

The conditionals section allows you to trigger additional questions to be shown, if a certain option is given on the webform.

In this example, we want to know what people's experiences of booking a GP appointment are like. We only want to hear from people who have been to their GP in the last 12 months.

- Question 1 asks - Have you visited your GP in the last 12 months. The choices are Yes or No.
- Question 2 says - What was your experience of booking an appointment like? The answer option is a free text box.

On the conditionals screen, go to Add a new condition.

Here you would select: If 'Have you visited your GP in the last months?' is YES, then 'What was your experience of booking an appointment like?' is SHOWN.

+ if is
(+) + -

then is
+ -

There are no conditional actions on this form. Add a new condition: +

Click 'Save conditions'.

Go to 'View' and test the conditions to make sure they're working properly.

Initial question:

Have you visted your GP in the last 12 months?

Yes
 No

Submit

If Yes is selected - the additional text box appears.

Have you visted your GP in the last 12 months?

Yes
 No

What was your experience of booking an appointment like?

Submit

If no is selected:

Have you visted your GP in the last 12 months?

Yes
 No

Submit

Emails

You can set up your webform to send emails automatically when someone completes the form. This is useful if you want to be kept up-to-date when a new submission is made. For example, for your 'Contact Us' webform, you would want to see these submissions as they come in, to make sure you're being as responsive as possible and dealing with any safeguarding issues.

Other forms, such as collecting email sign ups, you might want to just download once a week, and not have these automatically sent to an inbox.

To set up all submissions to be directed to an inbox:

- Add the email address you want in the box, and then click 'add'.
- Email to address: This is the address where you would like the email to be sent:
- Email subject - you can either keep the default title, or specify by selecting the 'custom' option and entering your own subject.
- Email from address - A default address this will already be configured in the back end of your site from setup. However, you can change this by selecting the 'custom' option by entering a different email address here.
- Email from name: A default name will appear here - it should be your local Healthwatch name. You can change this by selecting the 'custom' option and choosing a different name.
- Email template: Leave this as the default template. This will include all the fields that are included in the webform. If you wish to, you can also customise this.

To enable a copy of the submission to be sent back to the person submitting it

- You can only do this, if you have asked the person in the webform for their email address. We would only recommend doing this if you really need their email address. You could have this as an optional field.
- Select 'component value' and then 'email address' and then 'add'.

This is what it would look like in the back end.

<input checked="" type="checkbox"/>	enquiries@healthwatch.co.uk	Form submission from: Test webform
<input checked="" type="checkbox"/>	Value of "email address"	Form submission from: Test webform

Form settings

- **Confirmation message**
Add a confirmation message that will appear when someone has submitted their response. This should thank people for participating and inform them about any next steps (how you'll be using the information, what happens next, how they can find out more or get in contact).
- **Redirection location**
 - Confirmation page - this is the default setting. With this ticked, it will show the confirmation you have entered above.
 - Customer URL: you can direct people to a specific page after filling in your webform. Include the URL here.
 - No redirect (reload current page) - I wouldn't recommend this option, as it may be unclear to the user that the survey has been submitted.
- **Total submission limit**
This by default is set to unlimited. You would only need to limit this if you were looking a certain amount of people to share their views.
- **Per user submission limit**
This by default is set to unlimited. This is best as will allow you when you're out and about to use the same device to collect multiple responses.
- **Status of this form**
Select open or closed to either allow submissions or that the form is closed. Once you have finished your survey, make sure you change this to 'closed'. This will mean the link is still live, but people will see that you're no longer collecting submissions.

- **Submission access**
You can leave this section.
- **Progress bar**
If your survey is quite long, you can select different settings to help people understand how far they're through the survey.
- **Preview page**
If you tick this box, when people get to the end of the survey, people will be taken to a screen where they can review their entry before submitting it. If there's anything they want to change, they can then click 'back' and edit it before submitting.
- **Advanced settings**
You do not need to worry about these as they are unlikely to be applicable.

Accessing results

The results tab is where you can view and access the results of your webform.

Submissions

This tab has a full list of all the submissions. At the top it will tell you how many submissions are on the webform. The number on the left-hand side will tell you the total number of submissions.

Showing 1 - 50 of 184. Show 10 | 50 | 100 | All

#	SUBMITTED
184	17 April 2019
183	16 April 2019
182	16 April 2019
181	16 April 2019
180	16 April 2019
179	16 April 2019

For example, if you have cleared the webform data previously, the number at the top will tell you how many new results there are, and the number of the left-hand side indicates the overall number of submissions for that form that have been received.

Showing 1 - 50 of 1485. Show 10 |

#	SUBMITTED
9339	17 April 2019
9338	17 April 2019
9337	17 April 2019

Analysis

This page provides a very top-level snapshot of the data in the webform. This is useful for you to be able to keep an eye on what's coming in without exporting the data each time.

Table

This page provides the data in a table format for you to look at without downloading. This can be difficult to read if there are a lot of free text boxes in your webform.

Download

Here there are a range of different download options. We recommend that you export this as Microsoft Excel and keep the column header format as 'label'. This means the headers will be the question labels you have used in the form.

- **Select list options**

- **Included export components**

Here you can go through and select or deselect items that you want to export. It may be easier to export them all and then delete the columns you do not need.

- **Download range options**

This is useful if you only want to select items from a particular date range, a particular number of latest submissions, or submissions since the last download.

Clear

Once you have downloaded and saved your data somewhere secure, you need to clear your webform. Clearing your webform will remove all data. It's important this is done regularly as your website should not include any information that is not necessary for any length of time to comply with GDPR.

If you accidentally clear data without saving it - contact us and we can raise an issue with Circle. As they take daily backups, we should be able to retrieve a recent version for you.

Viewing the webforms on your site.

If you click 'Content', filter by type and select 'Webform' and then 'Apply'. You will see all the webforms currently on your site. Under 'status' you will see the words 'open' or 'closed' depending on if you want this form in use.

You can either edit an existing webform or create a new one. To edit an existing webform, click 'edit'. To create a new webform go to 'Content → add content → webform'.

Question types

Below is a list of the question types, and some tips to help you fill in the correct information depending on which question type you select. Your form can contain a mixture of all of the below.

Date

This question is used to collect information from the user where they must select a particular date. Here the user is required to give a date as their response.

Question 2 - test date field *

Day ▾

Month ▾

Year ▾

📅

Submit

November 2018

Su	Mo	Tu	We	Th	Fr	Sa
					1	2
4	5	6	7	8	9	10
11	12	13	14	15	16	17
18	19	20	21	22	23	24
25	26	27	28	29	30	

- **Label** - this is the question that will appear on the webform.
- **Description** - make sure you include a description of the field. This is useful for accessibility purposes and will ensure a screen reader is able to understand the webform.
- **Default value timezone:** Here you can select which timezone the webform submission should use, whether it's the users timezone or the website timezone.
- **Hide:** Here you can choose to hide the day/month/year. For example, if you only want to collect month/year you can hide the day.
- **Validation:**
 - If this answer is mandatory, tick the 'required' box.
 - You can constrain the date range by selecting a start date and end date relative to today's date.
- **Display** - we recommend you leave this as the default to enable the pop up calendar. If you tick the box **Use a textfield for the year**, the generated date field will use a textfield for the year. Otherwise it will use a select list.
- **Label display** - you can leave this.

Email

This field will require an email address. Upon submission, the user will be prompted to have the correct format (see example in screenshot below).

Question 3 test email field *

test|

Submit

! Please include an '@' in the email address. 'test' is missing an '@'.

- **Label** - this is the question that will appear on the webform.

- **Description** - make sure you include a description of the field. This is useful for accessibility purposes and will ensure a screen reader is able to understand the webform.
- **Multiple** - if you tick this box, you are allowing users to enter multiple email addresses, separated by commas.
- **Format** - keep this selected as the default option of 'short format only'.
- **Validation:**
 - If this answer is mandatory, tick the 'required' box.
 - If you check the 'unique' box, it means that only one person will be able to submit using a specific email address (one submission per email address).
- **Display:**
 - You can leave the width blank.
 - Place holder text - this is included on the form until someone starts entering their information. For this you might want to include something like youremail@example.com. This shows people the type of information you're looking for.
- **Label display** - you can leave this

Fieldset

Fieldset is a way for you to group questions together into a logical order.

For example,

- **Label:** This would be what appears on screen, or on the submissions.
- **Description** Make sure you include a description of the field. This is useful for accessibility purposes and will ensure a screen reader is able to understand the webform.
- **Display**
 - Collapsible
 - Collapsed by default
 - Hide label
 - Description above field
 - Private
- Once you have saved the fieldset, you will then need to decide what questions should appear underneath it by dropping and dragging questions using the arrows. They should appear slightly to the right and sit underneath the fieldset.
- Press save.

LABEL	FORM KEY	TYPE
+ Your experience of visiting the GP*	your_experience_of_visiting...	Fieldset
+ Have you visited your GP in the last 12 months?*	have_you_visited_your_gp_in...	Select options
+ What was your experience of booking an appointment like?*	what_was_your_experience_of...	Textarea
+ email address	email_address	E-mail

This is how it would appear on view if you had set the label to appear and not be collapsed.

Your experience of visiting the GP

Have you visited your GP in the last 12 months?

Yes

No

What was your experience of booking an appointment like?

If you set the fields set to show as collapsed or collapsible, this is what it would look like when closed. You would then need to click 'Your experience of visiting the GP' to see the questions that sit within that fieldset.

Your experience of visiting the GP

email address

File

This option allows people to upload a file to the survey. This might be a piece of artwork, supporting evidence for something, or a CV for a job application for example. You can select files that you will or will not accept.

Question 5 - test file

Choose File No file chosen

Upload

[More information](#)

File requirements

- Files must be less than 2 MB.
- Allowed file types: gif jpg jpeg png.

- **Label** - this is the question that will appear on the webform.
- **Description** - make sure you include a description of the field. This is useful for accessibility purposes and will ensure a screen reader is able to understand the webform.
- **Upload directory** - here you can specify where you would like the files to be stored. This will help you easily find them and separate them from other files on your site.
- **Rename files:** You can force files to be renamed into a pattern for consistency.
- **Validation:**
 - If this answer is mandatory, tick the 'required' box.

- Max upload size - choose how large the file you are willing to accept. You can also then tick the format you will accept. We recommend you keep the max size of about 5MB. Most comment formats you should select would be PDF/docx - depending on what it is you're asking people to submit.
- **Display:**
 - You can leave this section.

Grid

This is a useful question type when you want people to be able to rate a series of statement.

	Very important	Important	Neutral	Not important	Not important at all
Easy access to the information I need to help me make decisions about my health and care	<input type="radio"/>				
Having the knowledge to help me do what I can to prevent ill health	<input type="radio"/>				
Access to the help and treatment I need when I want it	<input type="radio"/>				
Professionals that listen to me when I speak to them about my concerns	<input type="radio"/>				
For every interaction with health and care services to count; my time is valued	<input type="radio"/>				

- **Label** - this is the question that will appear on the webform.
- **Options:** Here you need to enter the answer options you want people to choose from. A common example of this is would be answers on a scale such as: Very Important, Important, Neutral, Not important, Not important at all.

DEFAULT	VALUE
<input type="radio"/>	Very important
<input type="radio"/>	Important
<input type="radio"/>	Neutral
<input type="radio"/>	Not important
<input type="radio"/>	Not important at all
No default	

- **Questions:** Here you will place your questions or statements that you want people to respond to.

VALUE
<input type="checkbox"/> Easy access to the information I need to help me make decisions about my health and care
<input type="checkbox"/> Having the knowledge to help me do what I can to prevent ill health
<input type="checkbox"/> Access to the help and treatment I need when I want it
<input type="checkbox"/> Professionals that listen to me when I speak to them about my concerns
<input type="checkbox"/> For every interaction with health and care services to count; my time is valued

- **Description** - make sure you include a description of the field. This is useful for accessibility purposes and will ensure a screen reader is able to understand the webform.

- **Validation:**
 - you will be able to say whether you need an answer to this question or not. This will apply to the whole section.
 - unique - here you can make it so that people are only able to select one option per row.
- **Display:**
 - **Randomise options:** Randomises the order of options displayed at the top of the grid.
 - **Randomise questions:** Randomises the order of the questions displayed at the side of the grid.
 - **Sticky table header:** Use a sticky (non-scrolling) header.
 - **Hide label:** Do not display the label of this component.
 - **Description above field:** Place the description above rather than below the field.
 - **Private:** Private fields are only shown to users with access.

Mark up

Mark up text is a way for you to be able to include text before and after questions to help introduce a set of questions. You can enter mark up before/after any question you want to.

This does not display as a question. This displays as text only, without an option attached to it. You may use this to provide more information about the past or upcoming question.

Advice and support

We provide advice and support to the network on a range of different topics. We do this through:

- resources and briefings
- training and events
- advice and support from our staff
- digital systems, such as our website and Facebook Workplace

Recently we have carried out a significant amount of work to improve the tools we offer. This has included making resources easier for you to access and find, and establishing a new online community (Facebook Workplace) for volunteers as well as staff.

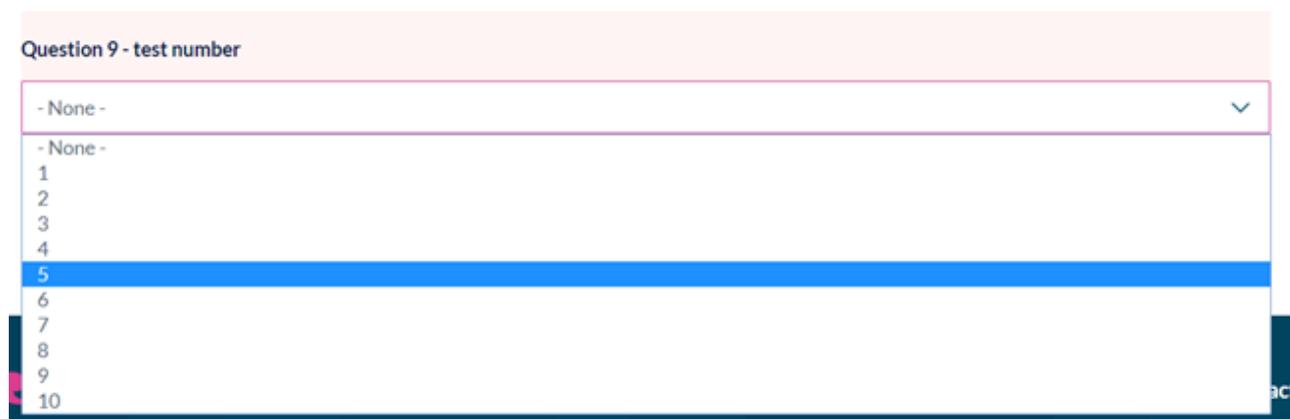
Overall, how would you rate the support you've received from Healthwatch England? *

What do you like about the current support provided by Healthwatch England?

- **Label** - this is the title that will appear on the webform.
- **Value:** Here is a rich text box where you can add the text you'd like. You can format text in the same way you usually would, using headings and adding links where appropriate.
- **Display** - here you need to select whether the mark up should be included only on the webform for those while they're submitting it, only on the submissions, or on both.

Number

You would use this question type if you are looking for answers that **only** contain numbers.



Question 9 - test number

- None -

1

2

3

4

5

6

7

8

9

10

- **Label** - this is the question that will appear on the webform.
- **Description** - make sure you include a description of the field. This is useful for accessibility purposes and will ensure a screen reader is able to understand the webform

You can either leave this to be displayed as a text field or you can amend this so that people pick a number of their choice from a list. For example, you might be looking for them to submit their age between 35 and 45.

- **Validation:**
 - Here you can select whether this field is required or not.
 - There is also an opportunity to input a minimum or maximum value depending your intended output. If you want to include a specific increment, you need to add a figure to the 'step' box. For example, you would enter 5 if you wanted values to go up in 5s (5,10,15 etc).
- **Display:**
 - Here you can decide whether you want to leave it as a text field for people to enter their own value, or to select from a list (based on your minimum and maximum values).
 - Placeholder - this is an example you can put in to show the user the type of thing you're expecting them to type. This will be shown until people try to type in the box.
 - You can also place a prefix or postfix to appear on your box (for example, if you were asking people to provide a monetary value you may have £ as a prefix, or if you want a percentage you'd include % as a postfix.
 - You can also select whether you want your answer to appear as a decimal, or include a thousands separator.
- **Analysis:** You can exclude zero from your analysis.

Manual entry

OPTIONS

- 1|GP services
- 2|NHS Dental services
- 3|Pharmacy services
- 4|Care home services
- 5|Home care services
- 6|Mental health services
- 7|Other
- 8|General

List options one option per line. Key-value pairs may be specified by separating each option with pipes, such as *key/value*.

Default value

Using the arrows on the ‘normal entry’ you can choose the order of each option, as well as create parent items by moving items underneath and to the right of one another. For example, in this instance, you might create one called ‘primary care services’ and then move GP and NHS Dental services and Pharmacy services underneath this.

- **Options settings** - Multiple - if you tick this box, people will be able to select more than one item in the list.
- **Validation** Here you can select whether this field is required or not.
- **Display**
 - By default, your options will appear as radio buttons or checkboxes. If you tick the ‘listbox’ option, these will show as a dropdown.

Default display:

What type of service would you like to share your views on *

- GP services
- NHS Dental services
- Pharmacy services
- Care home services
- Home care services
- Mental health services
- Other
- General

Display as a listbox:

Pick the area that best describes where you live *

Bournemouth
▼

Text area

This question type is used to collect longer text responses. You would use this when you want people to share their opinion or provide more information to a question.

Your feedback *

- **Label** - this is the question that will appear on the webform.
- **Description** - make sure you include a description of the field. This is useful for accessibility purposes and will ensure a screen reader is able to understand the webform.
- **Validation:**
 - If this answer is mandatory, tick the 'required' box.
- **Display:**
 - Here you have the option to cater the size of your text field. We recommend you leave this blank, and instead tick the box which says 'resizable'.
 - Placeholder text. The placeholder text will appear until anyone starts typing in the box. This is useful as it provides an example of the type of response you're expecting.

Textfield

This question type is used to collect a single line of text. You would use this when you're expecting a short and straight forward answer.

Question 1 - test textfield *

- **Label** - this is the question that will appear on the webform.
- **Description** - make sure you include a description of the field. This is useful for accessibility purposes and will ensure a screen reader is able to understand the webform.
- **Validation:**
 - If this answer is mandatory, tick the 'required' box.
 - You can also select a maximum or minimum answer length.
- **Display:** Here you have the option to cater the size of your text field, or the characters that accompany the answer e.g. %. You can also choose where the description of the question appears.

Time

This question allows people to enter a time value. This type of question probably won't be used very regularly.

 : am pm

- **Label** - this is the question that will appear on the webform.
- **Description** - make sure you include a description of the field. This is useful for accessibility purposes and will ensure a screen reader is able to understand the webform.
- **Default value time zone** - here you need to select whether you want the user to put the time relating to their time zone, or you want to collect the information based on the website time zone. We would recommend you select user time zone.

- **Validation:**
 - If this answer is mandatory, tick the 'required' box.
 - You can also select a start time and an end time if you need to limit the options available. For example, if you had a webform to find out the times people would be able to volunteer for Healthwatch, you would want to limit this from 9am - 5pm.
- **Display:** You can choose to have the time show in 12- or 24-hour format as well as choose the time increments. You may wish to do every 15 minutes, or half an hour if you want to find time slots for people.

Pages

We have set up your website with all the basic pages you'll need to get going. Most new content to your site will be added using the Article content type, but if you're doing a large piece of work, such as your annual report, or if you have something you need to showcase, such as a youth volunteering programme, you might need to create an additional page.

If you have editor permissions, you can edit existing pages on the site or create your own.

Please note: As the main menu navigation is fixed, if you want to add any sub-menu items you will need to ask Healthwatch England staff to do this for you. We can also help and advise on how best to link to this content from elsewhere on your site and provide ideas on how it could be displayed in an easy and engaging way.

Adding a page

To add a page:

Go to Content → **Add content** → **Article**

To create your page, you have a choice of either just filling out the fields below, or adding blocks to your page.

Edit the fields below:

- **Title:** Your page title should be clear and to the point.
- **Lead paragraph:** You do not have to fill in this field, but if you do, it will be included in the blue page title field (see below).



- **Paragraph types:** In the same way as used in the *Article* content type, you can add paragraphs to choose how you want your text to be styled.
 - Text
 - Text in grey box
 - Embed video
 - Downloads
 - Image float left (page)
 - Image float right (page)
- **Related content block:** The related content block works in a similar way to the *article* content type. If you would like to select up to three articles or events to appear as a row of related items, just start typing the name of the bit of content you want and it will pre-fill.
- **Review date:** If you're likely to need to update this page in the future, you can set a review date. It will then send you an email near the time so you remember to update your content.

Using blocks

Blocks help you to build content on your webpage in manageable stylised chunks. You can choose blocks to show on multiple pages, or individual pages. There are three types of blocks that you need to know about:

- Blocks
- Image blocks
- Chart blocks

Region settings

When you create a block, you need to decide where you want it to appear on the page (region). The diagram explains the different region settings on the page. The main ones that you will need to focus on is the Hero banners, paragraphs and rows. However, we have provided a full list below to show you an example.

Test - Hero banner region
This is where content in the Hero banner would appear

View Edit

Test - content top region
Here is where content in the content top region would go.
This is a paragraph text box
All of your paragraphs, whether they are quotes, grey boxes or anything, will appear in this region.

Test sidebar right region
This is how content in the sidebar right region would show.

Test content white region
Test content white region content would appear here.

test - article CTA region
This is where content in the CTA region would appear .

Test - content bottom region
Here is where content in the content bottom region would go.

Test Row 1 grey region
Here is what text in the region Row 1 (grey) would look like.

Test Row 2 white region
Here is what content in row 2 (white) looks like.

Test Row 3 grey region
Here's what content in Row three would look like.

Test Row 4 white region
Here is what content in row 4 (white) looks like.

Test Row 5 grey region
Here's what content in Row five would look like.

Test Hero banner footer region
This is where content in the hero banner footer region will appear.

Block types

Block with no theme attributed to it

If you create a block, and do not select a 'block theme' it will appear white on a white row region, or grey on a grey row region, as below:

This is a plain block.



This is what text would look like if you create a block but do not select a block theme when showing in a white region on a page.

Here you have the ability to add buttons, links and style as normal.

This is a plain block.

This is what text would look like if you create a block but do not select a block theme when showing in a grey region on a page.

Here you have the ability to add buttons, links and style as normal.

Creating a plain block

- Structure→Blocks→ Add block
- **Block title:** You can leave this blank.
- **Block description:** Give a brief description of your block. This will be used on the block administration page, so make sure it's something you can easily understand and recognise.
- **Block body:** In this box you can add and format text however you would like.
- **Region settings:** Select where you want the block to appear.
- **Bootstrap:** ignore.
- **Block theme:** Leave this blank.
- **Visibility settings:** Here you're choosing where you want this content to show. There are two options:
 1. All pages except those listed
 2. Only the listed pages
- Tick 'only the listed pages' and then giving the node path of the page, where you want the block to display.
- Click 'Save block'.

Grey block

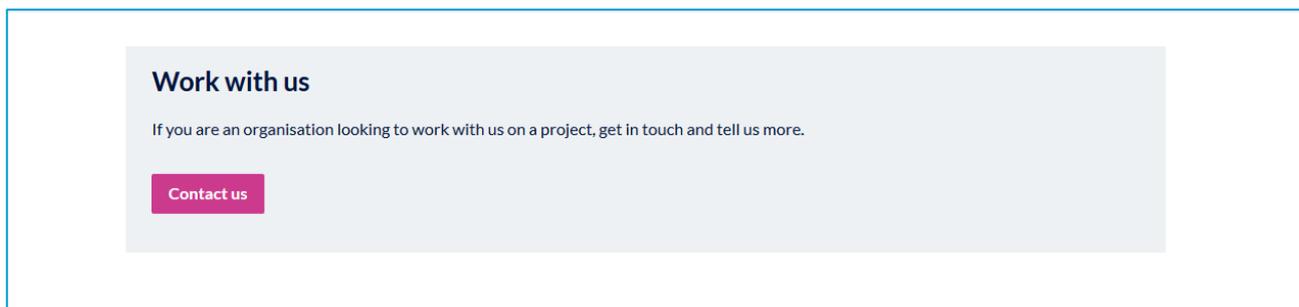
Grey blocks can be a good way of making content stand out on a white background, particularly if you have a clear call-to-action to make on that page.

Creating a grey block

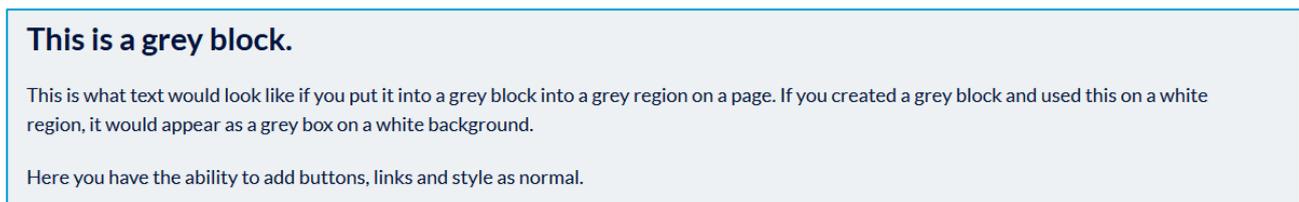
- Structure→Blocks→ Add block
- **Block title:** You can leave this blank.

- **Block description:** Give a brief description of your block. This will be used on the block administration page, so make sure it's something you can easily understand and recognise.
- **Block body:** In this box you can add and format text however you would like.
- **Region settings:** Select where you want the block to appear.
- **Bootstrap:** ignore
- **Block theme:** Grey block.
- **Visibility settings:** Here you're choosing where you want this content to show. There are two options:
 1. All pages except those listed
 2. Only the listed pages
- Tick 'only the listed pages' and then giving the node path of the page, where you want the block to display.
- Click 'Save block'.

Grey block showing in a white row:



You can also put a grey block onto a Grey region row. If you were to do this, it would show in the same way as using a plain block on a grey row and look like the below:



Two columns

The two-column block option is a great way of chunking content up into smaller bits and for directing users to other areas on your website.

- Structure → Blocks → Add block
- **Block title:** You can leave this blank.
- **Block description:** Give a brief description of your block. This will be used on the block administration page, so make sure it's something you can easily understand and recognise.
For example, Two column box 1 | Volunteer page | Volunteer info

- **Block body:** We recommend that you format your blocks to include a heading, short sentence explaining the heading, and then an action button.
- **Region settings:** Select where you want the block to appear.
- **Bootstrap:** ignore.
- **Block theme:** Two columns.
- **Visibility settings:** Here you're choosing where you want this content to show. There are two options. Tick 'only the listed pages' and then give the node path of the page, where you want the block to display.
- Click 'Save block'.

Once you have saved the block you need to:

- Go back into the block administration page (Structure -Blocks).
- Find the block you just created and click 'configure'.
- Scroll down to the bottom of the page where it says 'Block Theme'. Here, select 'Two columns'.

It is important to create two of these blocks, to avoid your page looking lopsided.

Appearance

The region you allocate for these blocks will dictate how they appear.

For example, these two blocks have been assigned to a grey row and appear as white boxes on a grey background.

Two column block style - block 1

To create the two column block style, you need to create two individual blocks. This is the first block. Here you have the ability to add links, action buttons and more.

[Example link](#)

Example action button

Two column block style - block 2

To create two columns, you simply need to create another two column block. The blocks will be grey if they are on a white background, and white if they are on a grey background.

To make sure that your blocks appear alongside each other, you need to make sure they're in the same 'region' on the page.

Example action button

These two blocks have been assigned to a white row and appear as grey boxes on a white background.

Two column block style - block 1

To create the two column block style, you need to create two individual blocks. This is the first block. Here you have the ability to add links, action buttons and more.

[Example link](#)

Example action button

Two column block style - block 2

To create two columns, you simply need to create another two column block. The blocks will be grey if they are on a white background, and white if they are on a grey background.

To make sure that your blocks appear alongside each other, you need to make sure they're in the same 'region' on the page.

Example action button

Title block

You can add a title block to help build structure into your page. You can place a title block above other blocks.

Creating a title block

- Structure→Blocks→ Add block
- **Block title:** You can leave this blank.
- **Block description:** Give a brief description of your block. This will be used on the block administration page, so make sure it's something you can easily understand and recognise.
For example, Title block 1 | Volunteer page above twin block.
- **Block body:** We recommend that you use a clear and short title.
- **Region settings:** Select where you want the block to appear.
- **Bootstrap:** ignore.
- **Block theme:** Title block.
- **Visibility settings:** Here you're choosing where you want this content to show. There are two options. Tick 'only the listed pages' and then giving the node path of the page, where you want the block to display.
- Click 'Save block'.

Top tip: Does your title block sit underneath the blocks rather than above? Go to the blocks administration page and drag and drop them in order of how you want the blocks to be displayed on the page within their different regions.

Example here:

Volunteer with us



Volunteering with us

Find out more about how you can make a difference to local health and care services by volunteering with us.

[Find out more](#)



Meet our volunteers

Take a look at what you could be doing as a Healthwatch volunteer.

[Find out more](#)

Impact stats

Impact stats are a great way of pulling out key figures. This is a good option when there is no other data to compare against to make a chart.

Creating full width impact stats

- Structure→Blocks→ Add block
- **Block title:** You can leave this blank.
- **Block description:** Give a brief description of your block. This will be used on the block administration page, so make sure it's something you can easily understand and recognise.
For example, Impact stat full width | Impact page | Volunteer numbers.
- **Block body:** In this box you can format your text however you would like. As all text will be made larger, we recommend you start with a number and then include some text afterwards. For example, "4,700 people gave up their time to volunteer with Healthwatch last year".
- **Region settings:** Select where you want the block to appear.
- **Bootstrap:** ignore.
- **Block theme** Here you should select either 'Impact stats - full width' or 'Impact stats - half width'. This will decide how far across the page the stats will show.
- Click 'Save block'.
- **Visibility settings:** Here you're choosing where you want this content to show. There are two options:
 3. All pages except those listed
 4. Only the listed pages

Tick 'only the listed pages' and then giving the node path of the page, where you want the quote to display.

When you save your impact stat, it will, by default be full width and span the page.

If you have two charts that you want to appear side by side, you need to edit both blocks in the blocks administration page, and change the 'Custom theme' to be 'Two Columns'. This means that two charts can be shown side by side.



Creating half-width impact stats

To create impact stats that go half way across the page, follow the same process as previously, but select the theme 'Impact Stats' - half width.

As with the two column blocks, you should create two half width stats to balance the page properly, like in the example below.

<h1>406,567</h1> <p>People shared their health and social care story with us - 19% more people than last year.</p>	<h1>707,816</h1> <p>People accessed Healthwatch advice and information online or contacted us with questions about local support.</p>
--	---

Quote

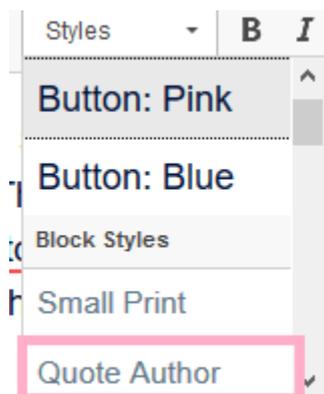
Quotes are a great way of highlighting people's voices and experiences in your work. These quotes should be short and have impact.

Creating a quote block

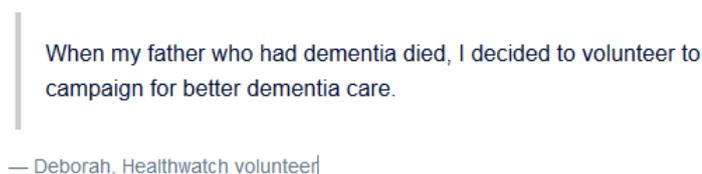
- Structure→Blocks→ Add block
- **Block title:** You can leave this blank.
- **Block description:** Give a brief description of your block. This will be used on the block administration page, so make sure it's something you can easily understand and recognise.
For example, Quote | Volunteer page
- **Block body:**

Add your text and use the quote button  to format the text that you want to include as the quote.

To include the author of the quote, write the name underneath the quote, highlight the text and then select 'quote author' underneath the 'Styles' tab.



This is what your quote would look like in edit view:



This is what your quote would look like in publish view:



- **Region settings:** Select where you want the block to appear.
- **Bootstrap:** ignore.
- **Block theme** Here you should select 'Quote' as the custom theme.
- **Visibility settings:** Here you're choosing where you want this content to show. There are two options:
 5. All pages except those listed
 6. Only the listed pages

Tick 'only the listed pages' and then giving the node path of the page, where you want the quote to display.

- Click 'Save block'.

Video block types

Video block types

- - None -
- Text with image left
- Text with image right
- Full width
- Two columns
- Grey block

Creating a video block

Structure → Blocks → Add block

- **Block title**
If you would like a title to be displayed above your video block, enter this here. You can choose to leave this section blank.
- **Block description**
Please place a brief description of your block here. This will be used on the blocks administration page so needs to be clear enough to find again should you need to edit later.
- **Block body**
Here you will need to embed the video by clicking on this symbol.



You will need to copy the embed code in here.

Underneath, you can write some information about the video, or the article that it leads to. Remember, not everyone will watch the video in full, this is extremely unlikely.

Provide some context about the video and the information it refers to and link it through to a fuller page or article for people to find out more.

- **CSS class(es)**
Leave this blank
- **Region settings**
Select the region based on where you want the block to appear in the same way that you do for all other blocks.

When selecting an appropriate region for your video block, where it sits on the page, you will only be able to select places where the main content appears. These regions include:

- Content top
 - Content (white)
 - Content bottom
 - Row 1 (grey)
 - Row 2 (white)
 - Row 3 (grey)
 - Row 4 (white)
 - Row 5 (grey)
-
- **Bootstrap**
Leave as - none -
 - **Custom theme**
Select how you want the block to appear based on the options provided above.
 - **Custom block variables**
Leave blank
 - **Show block on specific pages.**
Enter the node of the page that you would like the block to appear.
 - Click 'Save block'

Image block types

Image block types are set up in a similar way to the other blocks.

When going to create an image block, it looks like there are lots of different image size options, there are only a few that you need to consider for blocks.

These are:

- Hero-banner image
- Grid_image_50
- Grid_image_33

The rest are sizes used elsewhere on the site, that we're unable to hide from view.

There is also a little quirk in Drupal that means each time you create an image block and save it, you'll need to go back into that block and select the block theme to make it display properly.

Two key steps for creating an image block is:

- Creating the image block (setting the block up)
- Assigning the theme (choosing the image style)

Hero Banners (image/video)

Example hero banner (video image)



Example of Hero Banner on a page



Hero Banners are a great way to make your page more visually engaging through adding imagery and a clear call to action at the top or bottom of the page.

There are four different variations of the Hero Banner, two which have a simple image and text, and two which also puts a 'play' icon on top of the image, to indicate it's going to play a video.

- Hero banner (text left)
- Hero banner (text right)
- Hero banner video (text left)

- Hero banner video (text right)

There are options for the text to appear on the left or the right. Try each one to see looks better on the image that you're using. You want people to be able to read the text easily, so opt to have the text on the clearest part of the image without a busy background.

Creating a hero banner

- Structure→Blocks→ Add Image block
- **Block title:** You can leave this blank
- **Block description:** Give a brief description of your block. This will be used on the block administration page, so make sure it's something you can easily understand and recognise.
For example, Block type| Page - Hero Banner - Impact page
- **Image:** As this is a large image, it needs to be a high-quality image that is suitable for landscape. You may need to crop it before uploading if you're using a portrait image to select the area you want to focus in on. Either upload a new image or select one from your photo library.
- **Image style:** Hero_banner_image
- **Alternate text:** Make sure you include Alt text to describe the image. This will be read aloud by screen readers and so must do this to ensure you're being accessible.
- **Title:** It's best practice to include similar text here as the Alt text. This way, if the image doesn't load for any reason, people will know what the image is meant to be.
- **Link:** You can make the whole banner editable by adding a link.
- **Link target:** This can stay at 'self'.
- **Block body:** This space is where you are explaining what you want people to do on that page. It should have a title (H2) and then a short blurb about the subject of the page or what it is you want them to do on the page. Depending on the action you want them to take, you may also want to include an action button here.
- **Region settings:** Depending on whether you want the hero banner to appear at the top or the bottom, you should select Hero banner or Hero banner footer.
- **Bootstrap:** ignore.
- **Visibility settings:** Here you're choosing where you want this content to show. There are two options. Tick 'only the listed pages' and then giving the node path of the page, where you want the block to display.
- Click 'Save block'.

Once you have saved the block you need to go back into the block administration page (Structure -Blocks) and:

- Find the block you just created and click 'configure'.
- Scroll down to the bottom of the page where it says 'Block Theme'. Here you can pick one of the variations explained above:
- Click 'Save block'.

Text with image right/left

Example showing both options of image left and image right



What would you do to give people more control of their care?

Tell us what your local NHS can do to help you and your community stay well and provide better support.

How would you help people live healthier lives? What would you do to improve local health services in your area? How would you make it easier for people to take control of their own health and wellbeing?

Share your views and help make care better.

Share your views

What would you do to give people better support?

The Long Term Plan sets out what the NHS wants to do better, including providing better support for people with cancer, mental health conditions, heart and lung diseases, long-term conditions, such as diabetes and arthritis, learning disabilities, autism, and for people as they get older and experience conditions such as dementia.

Your local NHS needs to hear from you about how it can provide better care for people living with these conditions. Have your say and help make services better for your community.

Share your views



Creating an image left/right block

- Structure→Blocks→ Add Image block
- **Block title:** You can leave this blank.
- **Block description:** Give a brief description of your block. This will be used on the block administration page, so make sure it's something you can easily understand and recognise.
For example, Block type | Page - Image right block Have your say page Main item
- **Image:** As this is a large image, it needs to be a high-quality image that is suitable for landscape. You may need to crop it before uploading if you're using a portrait image to select the area you want to focus in on. Either upload a new image or select one from your photo library.
- **Image style:** grid_image_50.
- **Alternate text:** Make sure you include Alt text to describe the image. This will be read aloud by screen readers and so must do this to ensure you're being accessible.
- **Title:** It's best practice to include similar text here as the Alt text. This way, if the image doesn't load for any reason, people will know what the image is meant to be.
- **Link:** You can make the whole image editable by adding a link.
- **Link target:** This can stay at 'self'.

- **Block body:** Start with a title, then include a few short sentences underneath, followed by an action button. The copy looks best if it's short and sweet so that it is around the same length as the image.
- **Region settings:** Select where you want the block to appear.
- **Bootstrap:** ignore
- **Visibility settings:** Here you're choosing where you want this content to show. There are two options. Tick 'only the listed pages' and then give the node path of the page, where you want the block to display.
- Click 'Save block'.

Once you have saved the block you need to:

- Go back into the block administration page (Structure -Blocks)
- Find the block you just created and click 'configure'.
- Scroll down to the bottom of the page where it says 'Block Theme'. Here you can pick either text image left or text image right, depending on what you prefer.

Two columns

Using two columns is a great way to highlight different content on one page.

Creating a two column image block



Volunteering with us

Find out more about how you can make a difference to local health and care services by volunteering with us.

[Find out more](#)



Meet our volunteers

Take a look at what you could be doing as a Healthwatch volunteer.

[Find out more](#)

- Structure→Blocks→ Add Image block.
- **Block title:** You can leave this blank.
- **Block description:** Give a brief description of your block. This will be used on the block administration page, so make sure it's something you can easily understand and recognise.
For example, Two column box 1 | Volunteer page | Volunteer info

- **Image:** As this is a large image, it needs to be a high-quality image that is suitable for landscape. You may need to crop it before uploading if you're using a portrait image to select the area you want to focus in on. Either upload a new image or select one from your photo library.
- **Image style:** grid_image_50.
- **Alternate text:** Make sure you include Alt text to describe the image. This will be read aloud by screen readers and so must do this to ensure you're being accessible.
- **Title:** It's best practice to include similar text here as the Alt text. This way, if the image doesn't load for any reason, people will know what the image is meant to be.
- **Link:** You can make the whole image editable by adding a link.
- **Link target:** This can stay at 'self'.
- **Block body:** If you have linked the image, you don't necessarily need text underneath. However, we recommend that you include a title, and a short sentence underneath, making it clear to the reader what action they should be taking.
- **Region settings:** Select where you want the block to appear.
- **Bootstrap:** ignore.
- **Visibility settings:** Here you're choosing where you want this content to show. There are two options. Tick 'only the listed pages' and then giving the node path of the page, where you want the block to display.
- **Click 'Save block'.**

Once you have saved the block you need to:

- Go back into the block administration page (Structure -Blocks)
- Find the block you just created and click 'configure'.
- Scroll down to the bottom of the page where it says 'Block Theme'. Here, select 'Two columns'.

It is important to create two of these blocks, to avoid your page looking lopsided.

Charts

Charts and impact stats are a great way of showing your impact or findings from your work in a visually engaging way. A good example of where you may want to do this if you created a page with the highlights from your annual report, or somewhere on your 'About us' section.

Charts and impact stats can only be used on a *page* content type, so you cannot add these to an *article* content type. Make sure that you have considered where your chart will appear on the page before starting.

Create a chart

To create a chart, you need to do two things.

1. Create the chart data
2. Create a chart block and choose how and where you want the data to be displayed

Step 1 Creating the chart data

- **Content** → **Add content** → **Chart**

Edit the fields below:

- **Title:** This is the title of your chart data. Name this something simple and referring to what the data is about.
- **Data:** Here you're adding the data you want to be included in your chart. You need to add the value and then attach a label to that value. To add more bits of data click 'add other item'.
- **Find out more link:** You might want the chart to link through to a news article or report where someone could find more information. Here you'll need to complete the Title and URL fields to make this work.
- **Revision information:** This is only relevant if you're making changes to an existing chart and you want to document what changes you're making.
- **URL pathway settings:** You don't need to change this.
- **Meta tags:** The meta tags are already pre-populated.
- **Authoring information:** This is generated automatically when you save. It will show you who added the content and when.
- **Publishing information:**
 - **Published** - this needs to be selected for you to create your chart. If you do not publish this, it will not work when you try to create the chart block.
 - **Promoted to front page** - doesn't need to be selected.
 - **Sticky at top of lists** - doesn't need to be selected.

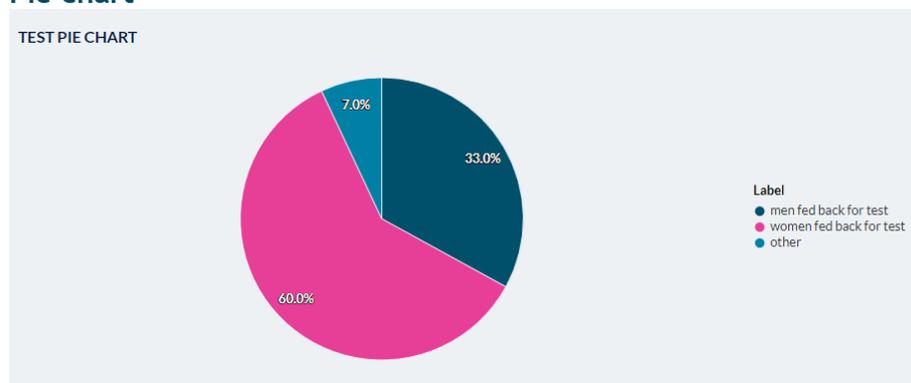
Step 2 - Creating the chart block

Structure → blocks → add chart block

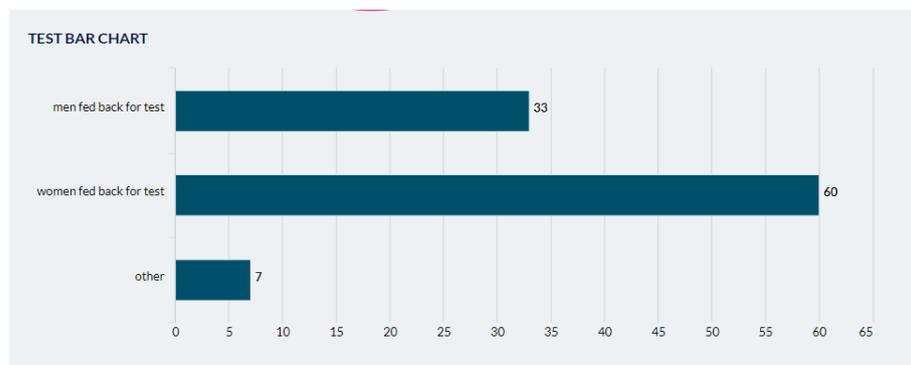
- **Block title:** What you put in this field will display on the page. This isn't mandatory, but it's best to put a title to make it clear what the data is showing.
- **Block description:** This title will be used on the Blocks administration page. Name this something obvious like 'CHART - Page name - chart title' This will help you when managing your blocks.
- **Chart data source:** This dropdown should show you the chart information you've just created.
- **Chart display type:** Pick from the dropdown how you would like your chart to appear. We have illustrated how they will appear below. The best way of displaying your data will depend on the type and amount of data you have included.

Chart types

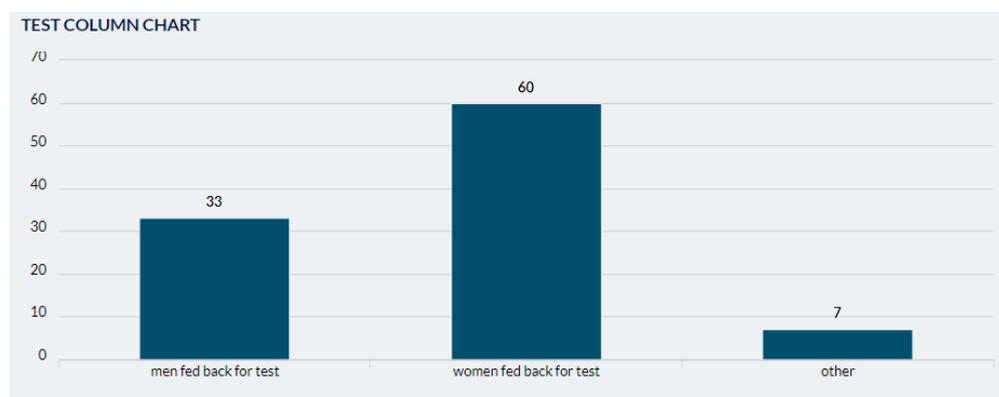
Pie chart



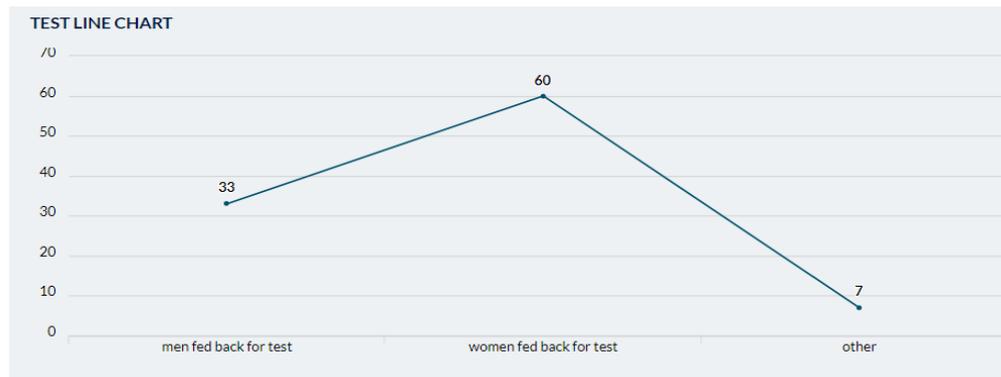
Bar chart



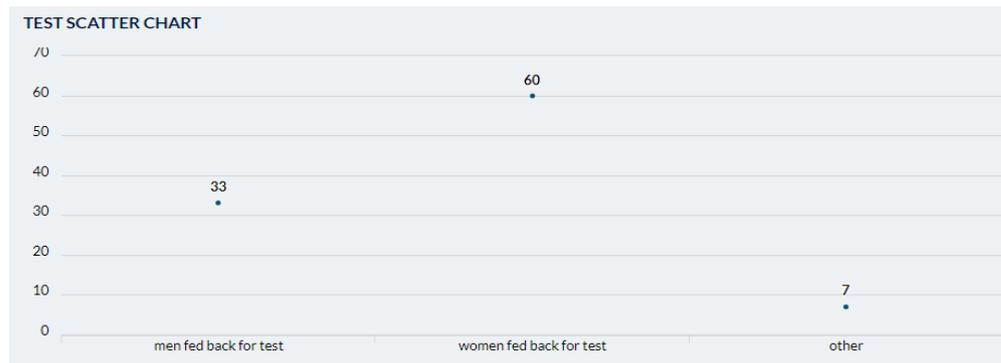
Column



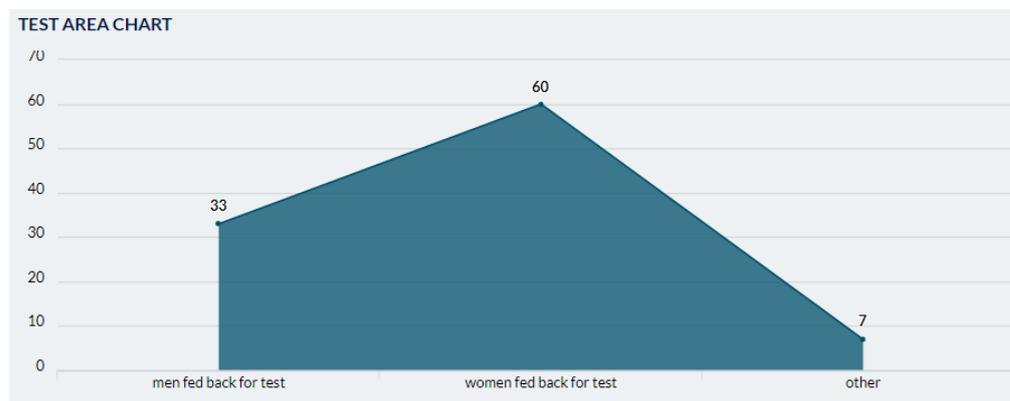
Line chart



Scatter chart



Area chart



- **Region type:** Choose where on the page you'd like this to appear. If you're not sure of the regions, refer to the region help.
- **Bootstrap:** Ignore.
- **Visibility settings:** Here you're choosing where you want this content to show. There are two options:
 7. All pages except those listed
 8. Only the listed pages

Tick 'only the listed pages' and then giving the node path of the page, where you want the chart to display.

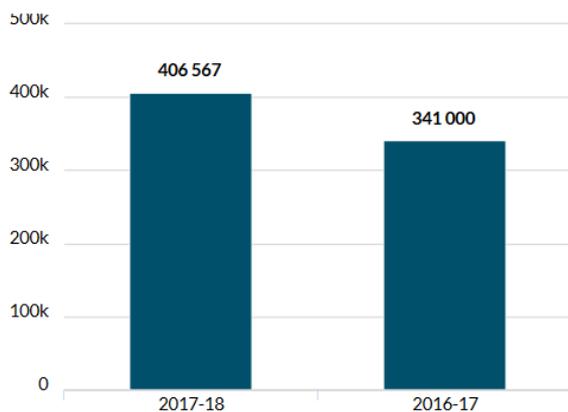
Chart appearance

When you save your chart, it will, by default be full width and span the page.

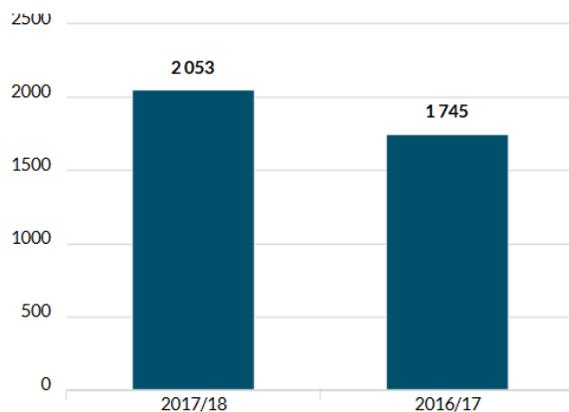
If you have two charts that you want to appear side by side, you need to edit both blocks in the block administration page, and change the 'Custom theme' to be 'Two Columns'. This means that two charts can be shown side by side.

Our impact over time

How many people shared their experiences with Healthwatch across the country



Number of reports we published about the improvements people want to see



Got a question?

If you're stuck or have a question, please email digital@healthwatch.co.uk

You should also join our [Facebook Workplace website group](#), where you can talk to and get ideas from other local Healthwatch who are also using the new site.