Website guidance

Drupal 9 guidance

Contents

About this guide

This guide explains how to use the different functions within the Healthwatch website. Other support available to help you includes:

- Getting started guide

- Website group on Workplace

If these don't answer your questions, you can email us at digital@healthwatch.co.uk

Top tips for writing online

Accessibility

We have written a guide separately on accessibility, which you can view on the network site. This short guide will give you pointers to ensure you maintain high levels of accessibility across your website.

Language and style

As well as understanding the functionality of your website, it's essential that, as the content managers of your website, you focus on language and styling.

The language you use on your website is important as it will impact how engaged your website visitors will be with your content and how long they choose to stay there.

- Write in plain English, avoiding jargon and acronyms to make your content easy to understand for as many people as possible.

- Keep your paragraphs short and use headings to make your content easy to scan and visually break up the page.

- Please do not refer to yourself repeatedly as Healthwatch X – instead, you can say 'we' or 'us'. Do not use abbreviations for your Healthwatch. For example, multiple local Healthwatch could use HWR, so try to name yourself fully if you need to when writing more formal content.

Formatting your text

It is important that you correctly format your text when writing online content. This ensures that your content is easy to understand for your readers and accessible for those using screen readers.

If you are copying content from another programme, you must ensure that the formatting is correct, as problems can occur when copying and pasting. We recommend copying into notepad before moving across to the website.

- 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.
- Use the built-in bullet points and numbering options in the text editor

Adding hyperlinks

You will often want to link to other pages on your website or external sites.

Type the text you want to make the button, highlight it, and select the hyperlink icon.

A box will appear. If you add a link to a webpage, keep the 'link type' box set to URL.

If you link 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.**

You also need to enter a title. This is a short explanation of the link that would show if someone were to hover their mouse over it. EG – *Download the Healthwatch England report*.

If you are linking to an external site, you must add the full URL. If you click on 'Advanced' in blue then tick the box to 'Open in a new window / tab'. This will encourage people to stay on your site after looking what page you're directing them to.

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.

Once you have created your hyperlink, click on the link, press 'styles,' and select Button: Pink.
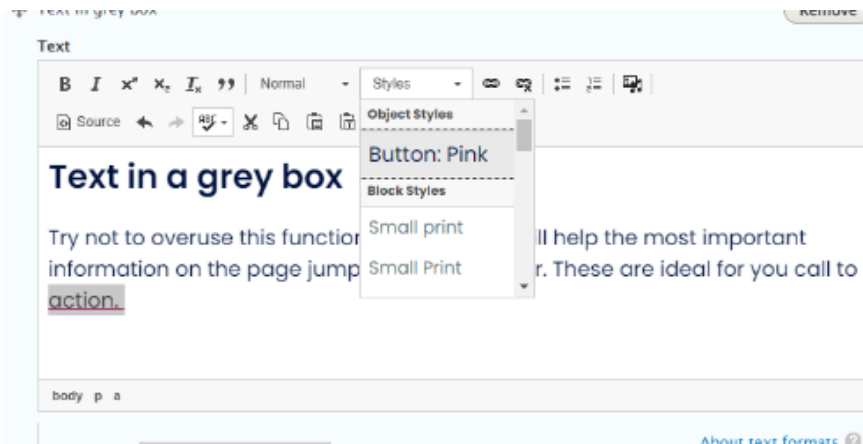
Managing your website

Main menu navigation

When we designed the template, user research clearly showed that users prefer and find it easier to navigate through smaller main menu navigation menus. Therefore, we have carefully considered how many options to include in the main menu.

You cannot make changes to the main menu navigation. If you have a large piece of work or project page that you want to include, please email digital@healthwatch.co.uk.

Adding and removing users

After logging in, you can go to 'people' in the toolbar and click on 'add user'.

We recommend that anyone adding content to the website has their own login information – this will make it easier to monitor content and who has added what.

When staff leave, it is essential to delete their accounts so that they can no longer access the back end of the website.

To remove a user:

1. Go to 'people' and then select 'edit' next to the account in the table you wish to remove.

2. Scroll to the bottom of the page, and you will see a red link titled "cancel account".

3. Click this to confirm you wish to delete the account.

Clearing data

You must clear the data in your webforms regularly. The webforms collect data such as IP addresses, so you must handle these carefully and comply with GDPR rules.

You need to download the data to an Excel file and save it on your systems – whether an internal computer or a protected system like Microsoft Sharepoint.

What you need to publish

To meet your statutory requirements, you should be publishing:

- How you make decisions (decision making process and minutes from board meetings)

- Enter and View authorised representatives

- How you are set up – e.g. CIC/Charity etc.?

- Complaints process – how someone can complain about your service.

Adding content

Updating your homepage

Your homepage pulls through content from other areas on your website. It will automatically update when you add news, reports and advice and information articles.

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. The carousel is 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

Title: This title will appear on the screen, so it needs to be short and snappy.

Scheduling options: Choose the dates and times you would like your carousel to run for. This is a useful feature for running 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 people or the information you are providing. This text will appear in the box on the carousel.
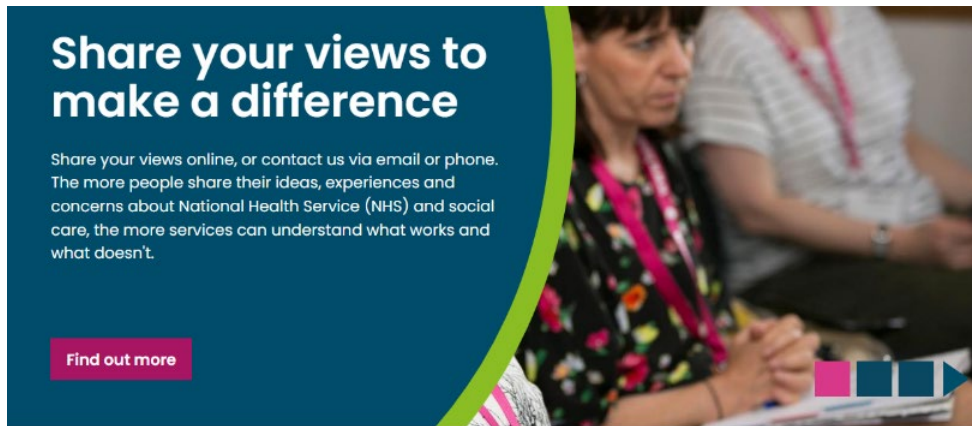
Find out more links:

- o **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.

- o **Link text:** This is the button text and should be a clear call to action, e.g. 'Sign up'.

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 576 pixels. Remember to include Alt text for accessibility.

> Top tip: Make sure that text box hasn't obscured an important part of the image.

Published - this tick box at the bottom of the page needs to be selected to publish this. If you do not tick the box, it will save the content as a draft.

In the right-hand column, you have some extra options:

Revision information: This is only relevant if you change a homepage carousel slide.

If you change a carousel slides, 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 if you need to revert to a previous version.

Menu settings: You do not need to change this

Meta tags: The meta tags are already pre-populated.

Scheduling options: You can control when you want to publish your carousel using the scheduling options at the top of the page.

URL Alias: You don't need to change this.

Authoring information: This is generated automatically when you save. It will show you who added the content and when.

Publishing information:

- **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 or a campaign has finished. You will need to untick the 'published' box under publishing information to do this.

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 to be in the preferred order. Editing a slide will update the date too and bump it to the top of the list.
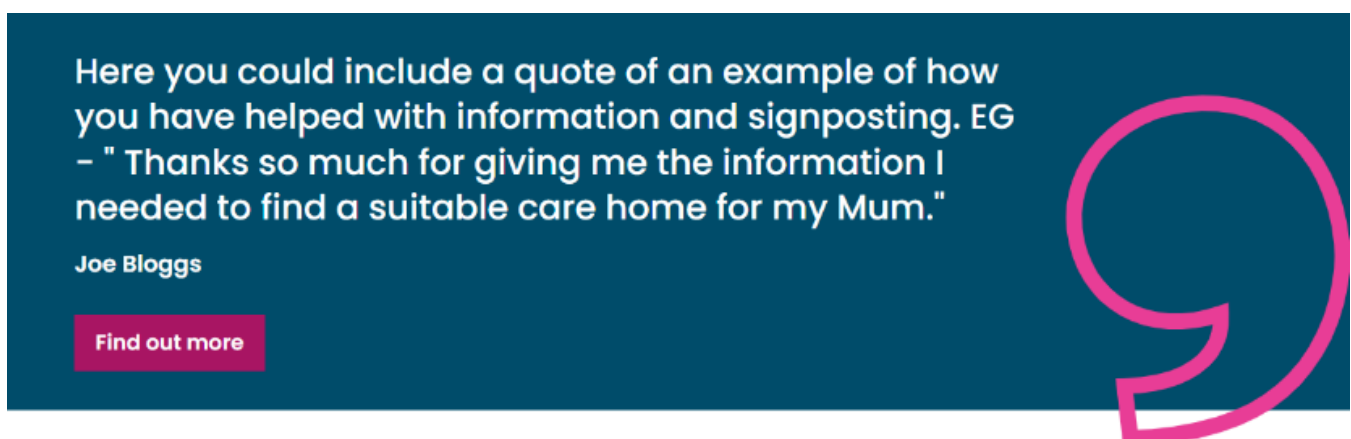
To see the order of your slides, go to 'content' and select 'Home page carousel slide' from the drop-down list and click 'filter'. This will display all the slides you have, whether published or not and the order they will appear in (the newest will appear at the top of the list).

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 shows after the campaign ends.

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:

- **Encourage more people to share their views on a 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 a survey or the 'have your say' page.

- **Encourage people to find out more about your work on a 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.

- **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 immediately.

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.

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.
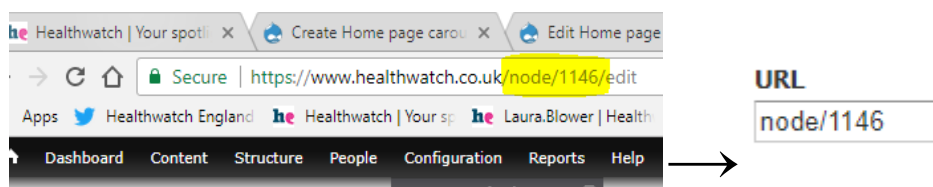
Published - this tick box at the bottom of the page needs to be selected to publish this. If you do not tick the box, it will save the content as a draft.

In the right-hand column, you have some extra options:

Revision information: This is only relevant if you change a homepage carousel slide.

You can save this as a revision if you have made changes 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 if you need to revert to a previous version.

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Authoring information: This is generated automatically when you save. It will show you who added the content and when.

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- **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 'content,' then select 'testimonials' from the drop-down list and click 'filter'.

To edit a testimonial, click the grey 'edit' button on the right-hand side of the table.

To delete a testimonial, click the arrow on the right-hand side of the grey button labelled edit' and select delete.

To clone a testimonial, click the arrow on the right-hand side of the grey button labelled edit' and select 'clone'. You will then need to edit this so that you do not have duplicates on your homepage.

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.

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:

Go to structure – webforms – Forms

Next to the 'Sign up for our news alerts' webform in the table, select the arrow on the right-hand side of the grey button labelled 'edit' and from the drop-down, list select '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.

Under the 'View results' tab, you'll have the ability to clear all of the results. Clearing results cannot be undone, so ensure you have the information you need before removing the responses. You must clear your webforms regularly to not store data unnecessarily on the website and remain GDPR compliant.

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

Top tip: Put a recurring reminder in your calendar once a week to check sign ups and clear our any unnecessary data.

Articles

What is an article?

This is the content type you will use most regularly on your site. There are five different article types intended for different purposes. The functionality of each of these article types is the same. The main difference is where they appear on your site.

These are:

- **News** - Tell people about your latest news. For example, a recent report or publication or local or national changes. These will be shown in your latest news section and pulled through to your homepage's 'news and views' section.

- **Response -** Tell others your views in response to a decision or report. For example, you might be responding to a 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 and pulled through to your homepage's 'news and views' section.

- **Report** - Showcase your impact by uploading your reports and publications. Reports will show under the latest reports and publications on your news and reports page and your homepage.

- **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 will then be pulled through to your website's advice and information section and homepage.

- **Blog -** Use blogs to tell a personal account of a situation or event. E.g. an article from your CEO or one of your volunteers.

Adding an article

- Go to Content → Add content → Article and edit the fields below.

Title: Your article title should be clear and engaging. People should know what the article is about from the title.

Author: If a specific person writes your article, you can attribute it to them using the Author field. To add a new author, go to Structure → Taxonomy → Author → Add term.

If it's a generic article - leave this blank. Most of your content probably will not need an author; however, you can use this for blogs from Volunteers or your CEO or guest blogs from another local organisation or individual.

Article type: Select the type of article from the drop-down.

Scheduling options: Choose the date and time you would like to publish your article. This is particularly useful if your 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 tags are used to collate 'related information' at the bottom of an article.

You can find a list of tags by going to: /using-tags or clicking on the link "see our guidance on using tags" from the article page.

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.

Themes: Choose the themes that relate to the content within your article.
Themes are how people can search through your content via the drop-down menus.

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 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 that 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 pull 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. There will be a two spaces to add a main image. The first is the space to upload your image to display in the article.

Underneath the second image upload option is the caption "This field is used for legacy images from the migration, do not add anything new." Do not use this field as it will not be displayed in the article.

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

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.

| State of support - local Healthwatch finances 2018/19 | Our response to Which? latest research on people underestimating the true cost of care. | Should the NHS become more of a lifestyle coach to tackle unhealthy living? |

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 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.

Example on the left as the lead and second paragraphs complete.

Example on the right only the lead paragraph completed and no picture.

Paragraphs: You then add the bulk of your content using paragraphs. There is more detail below on the type of paragraphs you can use and what they look like.

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 advise you to adapt these to your local Healthwatch. See the call to action guidance to create your call to action block.

Related content: Three related items will automatically show up at the bottom of the article based on your applied tags. If you did not tag your article, no content would 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).

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.

Image: Here, you have the option to upload a second image to the article should you wish to.

Review date: You can set a review date and time to remind you to review the article to check the information isn't out of date and is still relevant.

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

On the right-hand column, you have additional settings:

Revision information: This is only relevant if you change an article.

You can save this as a revision if you have made changes 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 if you need to revert to a previous version.

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URL Alias: You don't need to change this

Authoring information: This is generated automatically when you save. It will show you who added the content and when.

Publishing information:

- **Promoted to front page** - doesn't need to be selected.

- **Sticky at top of lists** - doesn't need to be selected.

Using paragraphs

The main bulk of your article will be built using the paragraph functionality. You can add multiple paragraphs and order in whatever way you want to best display your content.

Text

This will probably be the paragraph that you use the most. This paragraph is for adding text to your article. You can also use this paragraph type for:

- Embedding tweets or media files from your media library

- Long quotes – using the quote function within the toolbar at the top of the text box is a good way to show a long quote. Highlight the text you want to appear as a quote and click on the quote marks in the toolbar at the top of the text box.

Longer quotes

> For longer quotes you can include them as part of the paragraph. This allows them to stand out without taking up too much space on the pagw. Make sure your quote is powerful and supports your story.

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 780x500 in pixels.

- Remember to add your Alt text and title to increase the accessibility of your site.
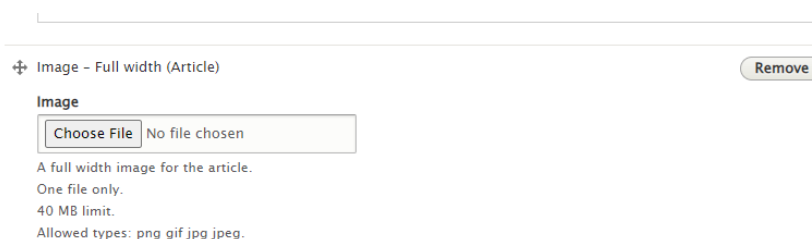
Text in grey box

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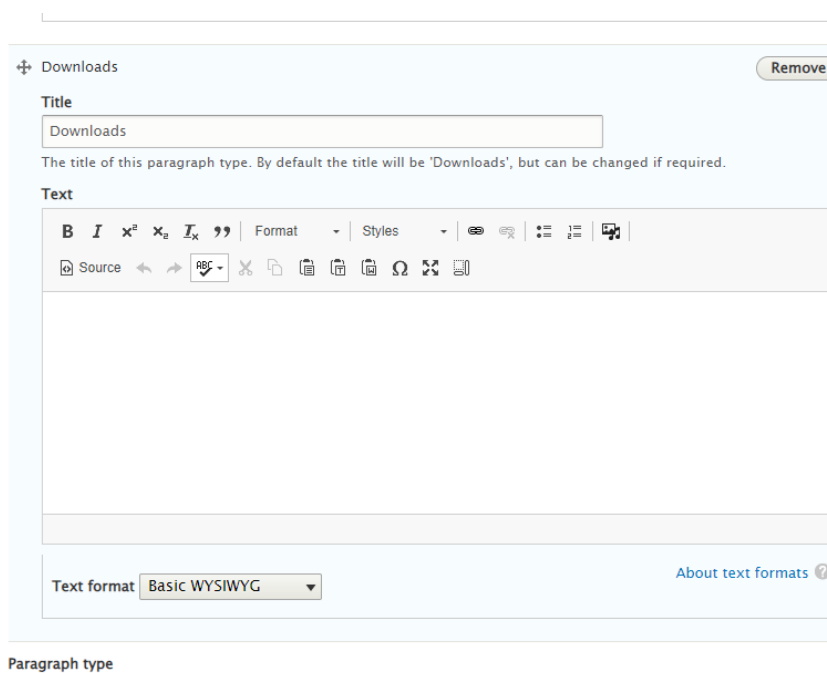
Downloads

You should only use the Download paragraph when adding any articles that are 'reports'. This covers all publications, insight and briefings.

Do not attach Downloads to Articles that are 'responses' 'news' or 'advice and information'. If you add reports to a news item, they quickly get lost over time.

For example, you've just finished your annual report. You should add an Article → Report to your website with the download attached. This means that it's easy for people to find.

You may also want to create a news story and link to your report.

In the general description text box, you might want to provide details on 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.


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 several documents relating to the same thing. For example, a board meeting, you might have an agenda, minutes and discussion papers.

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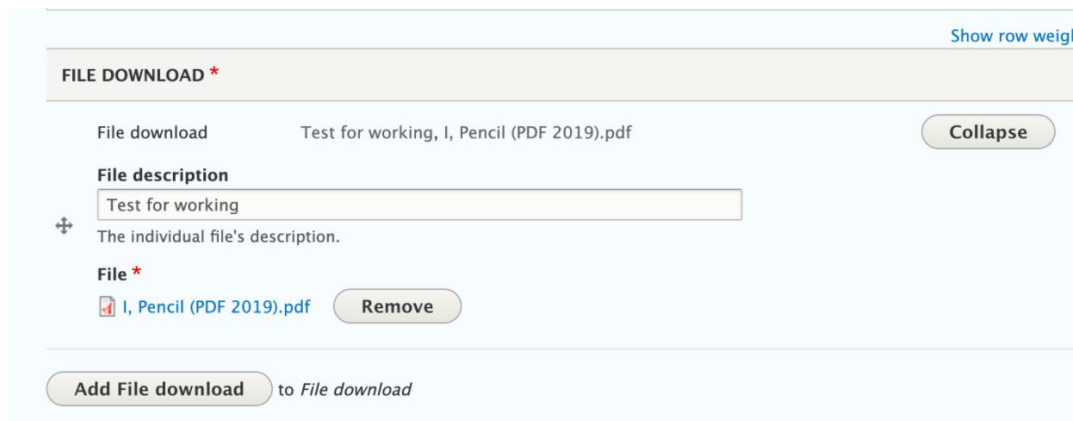
Video

Add the URL of the video you want to share. This will automatically resize it to fit the article.
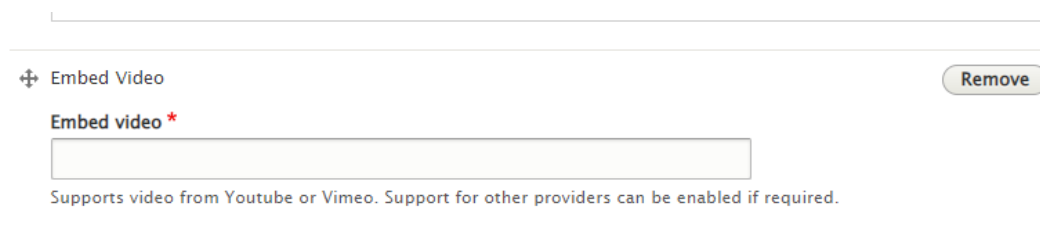
Top tip: Remember that not everyone who visits your page will stop to watch your video. Take out a couple of the key points to help explain this content.

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.

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 that is more image or video-based or another that embeds social media posts.

Ensure that you have used the appropriate tags and themes to ensure that people can easily find articles on your website.

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

- 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. The report will not appear in the reports section if you do this. 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 pull out the most important part of a longer quote.

- Include Action buttons to make it clear what you want the user to do.

Example- different paragraph types [DELETE]

News - 17 July 2018

This example shows you the different paragraph types within an article that you can use.

Image float right

You use the image float left and image float right paragraph types alongside normal text only paragraphs. Put the text paragraph below the 'image float left' paragraph for the text to appear alongside.

Text in a grey box

Try not to overuse this function. The grey box will help the most important information on the page jump out at the reader. These are ideal for you call to action.

Longer quotes

For longer quotes you can include them as part of the paragraph. This allows them to stand out without taking up too much space on the page. Make sure your quote is powerful and supports your story.

Short powerful quotes can be added as their own paragraph so they stand out.

Healthwatch England

Adding Reports

A 'report' includes any downloadable publication that you have produced. This will cover insight reports, such as Enter and View reports, as well as things like your policies and procedures.

Your reports should be short and straightforward, clearly articulate what the document is about, and highlight any key findings.

Ensure that you have used the appropriate tags and themes to ensure that people can easily find reports on your website.

Try to use the same structure for each of your reports, for example:

- Lead paragraph

- Summary

- Key findings

- Download information

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. Remember 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.

Ensure that you have used the appropriate tags and themes to ensure that people can easily find responses on your website.

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 quickly 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 showcase your content consistently:

- 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. Your should use them to break up content, don't use one grey box after another.

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

- Ensure that you have used the appropriate tags and themes to ensure that people can easily find advice and information on your website.

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

Top tip: Look at the advice and information content on the Healthwatch England website. This content 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

What is adult social care?

Advice and Information - 7 October 2021

Do you or a loved one need help with social care? Read the article below and find out answers to key questions about who can access adult social care and how to pay for it.

Social care can be very different from the health care you receive from the NHS. Although it can include medical help, social care offers more practical support to enable people to live independently. These services are usually provided in people's homes, care homes or elsewhere in the community, rather than at a GP practice or hospital.

If you or someone you live needs social care, it's important to understand what types of care and support are available, where to find the correct information, and how services are paid for.

How do I receive help through social care?

The first step is to speak to your local authority's adult social services department and request an assessment.

If you need social care for yourself, this is called a 'care assessment', a 'customer assessment' or a 'needs assessment'.

If you provide unpaid care for someone else, your assessment is called a 'carers assessment'. Carers UK has developed some key tips on requesting an assessment for the first time.

Alternatively, you may be offered a care assessment at home after being discharged from the hospital, called a 'discharge to assess' or a 'home first' approach.

The NHS can also assess people with very complex and long-term health needs for social care support, known as 'NHS Continuing Healthcare' or 'NHS CHC', and involves a separate assessment process from the needs assessments carried out by local authorities.

Who can access adult social care support?

There is no charge for a social care assessment. All adults over 18 are entitled to an assessment to determine whether they could qualify for help or support. Adults can require care due to illness, disability, old age or poverty.

Sometimes, the adults who require support don't pay for help from their council as

The organisation Beacon provides free independent advice on NHS continuing healthcare.

Unpaid carers do not have to contribute towards the support services they access following an assessment.

Social care reform

In a statement to the House of Commons on 7 September 2021, the Prime Minister announced plans to increase health and social care funding through the 'Health and Social Care Levy'.

This announcement also included a plan to introduce a new £86,000 cap on care costs, meaning that from October 2023, nobody should spend more than £86,000 on personal care over their lifetime. It is important to note that people's daily living costs living in a residential care home won't count towards the cap.

The thresholds for financial support will also change

- People with assets below £20,000 will be eligible for free care.
- People with assets between £20,000 and £100,000 will have to contribute towards their care on a sliding scale. Once these people reach the £86,000 cap, they will no longer need to pay for their personal care costs, though there may still be charges for other types of care or accommodation.
- People with assets over £100,000 will have to pay for their care in full. Once these people reach the £86,000 cap, they will no longer need to pay for their personal care costs, though there may still be charges for other types of care or accommodation.

What type of support is available through social care?

Your local authority is responsible for managing social care services in your area. Councils may provide some services themselves, or they may buy services from care providers to meet the needs of their residents.

Local services can include:

- Support to enable people to develop the skills needed to live independently. Sometimes these services are referred to as 'reablement services' or 'short-term support'. They can involve help with doing certain activities again after illness or injury.
- Support with getting up in the morning, washing, dressing, and using the toilet. These services are referred to as 'personal care'.
- Help with household tasks, such as cleaning, cooking and eating meals or shopping.
- Support with organising physical, leisure or social activities. These services are called 'day care services' or 'day care opportunities'. They involve meals, refreshments, help with health issues or just an opportunity to meet and speak to others.
- 'Respite care', where you might have your care needs met by different carers or in a different location for a few hours, an overnight stay, or even longer. Respite care services can provide an opportunity for carers to take a break from caring.
- Support finding housing for people affected by homelessness who have care needs following a needs assessment.

Adding a blog

You should use a blog 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 people can see where to go if they want to know more about the topic.

Ensure that you have used the appropriate tags and themes to make sure that people can easily find blogs 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.

Promoting articles on the homepage and news and reports landing page

News on homepage
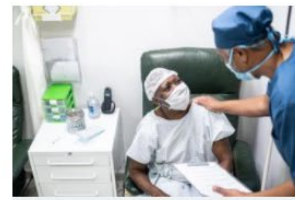
You can choose which article you display here. Think of this as a promotional spot. The article shown here could be a news article in line with a campaign you're running or a report you have released.

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.

- The website will automatically pull through articles 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

You can choose which article(s) you display here. You can have multiple articles rotating at any time, and they will display in order of 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

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

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

Call to action blocks

Once selected, al call to action block appears at the end of an article. These 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 your key calls to action. For example, you wouldn't create a new 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.
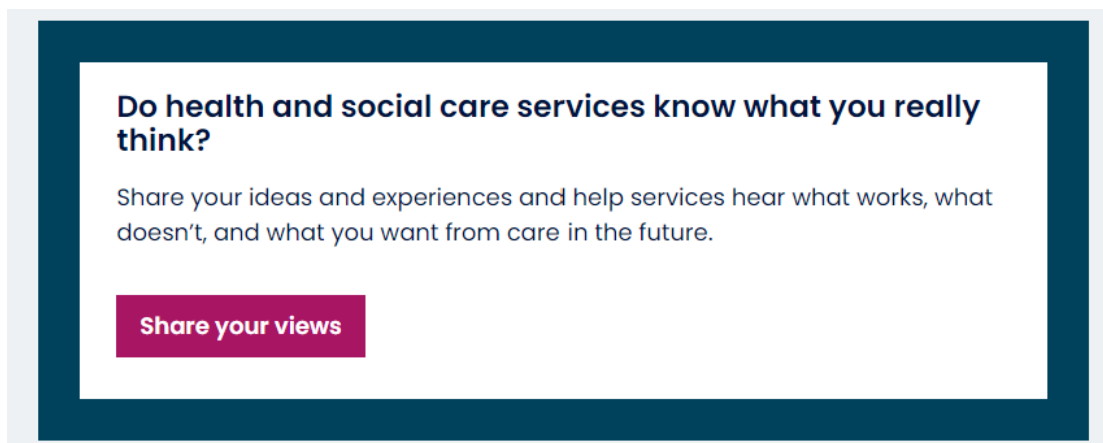
Adding a call-to-action block

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 either 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.

Published - this tick box at the bottom of the page needs to be selected to publish this. If you do not tick the box, it will save the content as a draft.

In the right-hand column, you have some extra options:

Revision information: This is only relevant if you change your call-to-action block.

You can save this as a revision if you have made changes 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 if you need to revert to a previous version.

Menu settings: You do not need to change this.

Meta tags: The meta tags are already pre-populated.

Scheduling options: You can control when you want this to publish using the scheduling options at the top of the page.

URL Alias: You don't need to change this.

Authoring information: This is generated automatically when you save. It will show you who added the content and when.

Publishing information:

- **Promoted to front page** - doesn't need to be selected.

- **Sticky at top of lists** - doesn't need to be selected.

Events

Events on the website

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, an opportunity for people take part in an online focus group, or your annual general meeting.

You should also use the events function to promote any Board meetings where the public can attend.

You can use the events function to promote awareness days. We recommend some you can support in the Campaigns Calendar or look at the events section on the Healthwatch England website – www.healthwatch.co.uk/events

Adding 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 know whether it's something they'd be interested in attending.

Main image: Either upload a photo 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 want a new event category set up, 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 where the event is. If the event is 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. If the event lasts all day, don't forget to tick the 'All day event' box.

About this event: This should be a short summary describing what the event is about, who it is for, and why they should attend.

Tags: Event tags work in the same way as articles, linking events together. Make sure that you tag your event appropriately.

Contact details: This should be a short paragraph that explains how people can sign up or find out more.

Link to booking form:

- **URL –** Here, you can add a link to where people can book by entering the appropriate URL.

- **Link text –** Here, you can choose what the call to action will say, for example, "Book now".

- **Attributes -** If the link takes you to a new website to book (E.g. Eventbrite), select 'new window' from the drop-down list. Select 'same window' from the drop-down list if you remain on your website.

No event booking text: If there is no booking page, change the button to 'contact us'. It should link 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: If your event is related to a report, you can include it so people can read it before attending. You could also add an agenda here.

Related content: You can leave this blank, and the tags will automatically populate the "other events you might be interested in" section for you. However, if there is a specific event you want to appear, you can add it here.

Options: Tick the box which says 'Promote to banner' if you want this to be the lead event on your events landing page.

Published - this tick box at the bottom of the page needs to be selected to publish this. If you do not tick the box, it will save the content as a draft.

In the right-hand column you have some extra options:

Revision information: This is only relevant if you change an event.

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.

Menu settings: You do not need to change this

Meta tags: The meta tags are already pre-populated.

Scheduling options: You can control when you want this to publish using the scheduling options at the top of the page.

URL Alias: You don't need to change this

Authoring information: This is generated automatically when you save. It will show you who added the content and when.

Publishing information:

- **Promoted to front page** - doesn't need to be selected

- **Sticky at top of lists** - doesn't need to be selected

Cloning an existing event

Cloning is particularly useful if you have a series of events where most content is the same. Go to the event you want to copy and click 'clone event' in the top left-hand corner.
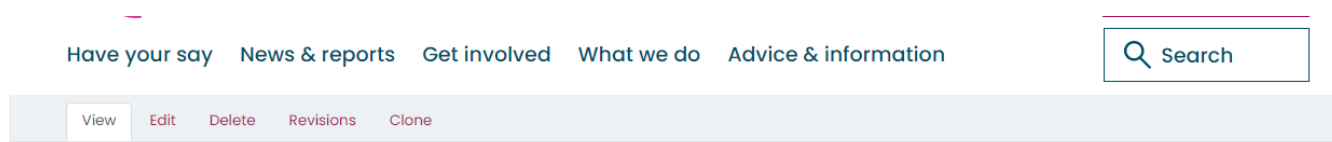
You then need to make sure that you:

- 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.

Event style guide

Promoting events on the events landing page

To create a lead event on your events landing page, select the event you want to promote and make sure the tick box 'Promote to banner' is ticked under 'Options'.

It will show like this:

The view will automatically switch to show the next upcoming events once the event has passed and you no longer have a promoted event. You need to make sure you only have one event ticked as promoted to the banner. Otherwise, some events will end up being hidden from view.

Webforms

Webforms are a great way to collect information from your community. For example, this could be people's experiences of using health and social services or their contact details for a mailing list.

Terminology

Fields – in general these are the 'input' elements of any web form (e.g., single line text, radio button, drop-down select etc)

Field set – several fields grouped together in order to aid usability and legibility (e.g. The 'your address' set of fields is common on many webforms)

Page / page break – our forms can have several 'screens' that can break up a longer form. These help people to know what to expect and make the webform more user friendly.

Progress Bar – an indicator to let people know how far through the form they have got. (For single page forms, the progress bar should be hidden via the 'advanced' tab).

Email notifications – while your website will 'store' all submissions automatically, you can configure emails to be triggered every time a new submission is received.

Submit text – you can configure your main submit button text to a strong call to action. For example, 'Register now' would be a better call-to-action on an event registration form.

Confirmation – You can redirect a successful submission to a 'thank you' page or set a confirmation message on the form page itself. To set this message go to 'Form settings > Submission settings'.

Conditional logic - most form tools enable certain questions to be shown – or a certain path through the form – to be dependent on the response to a previous question. It is good practice to conditionally show optional fields *only* when the user has triggered the response in the previous question (as opposed to showing the optional fields for all users).

Creating a webform

There are four key stages to creating your webform.

1. Creating the webform

2. Adding the questions

3. Configuring the webform

4. Accessing 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.

You will need to edit the following fields:

Title – This should make it clear what information you are intending to collect using this form.
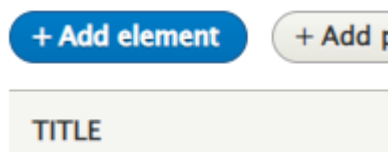
You need to save these details before you can move onto building the webform.
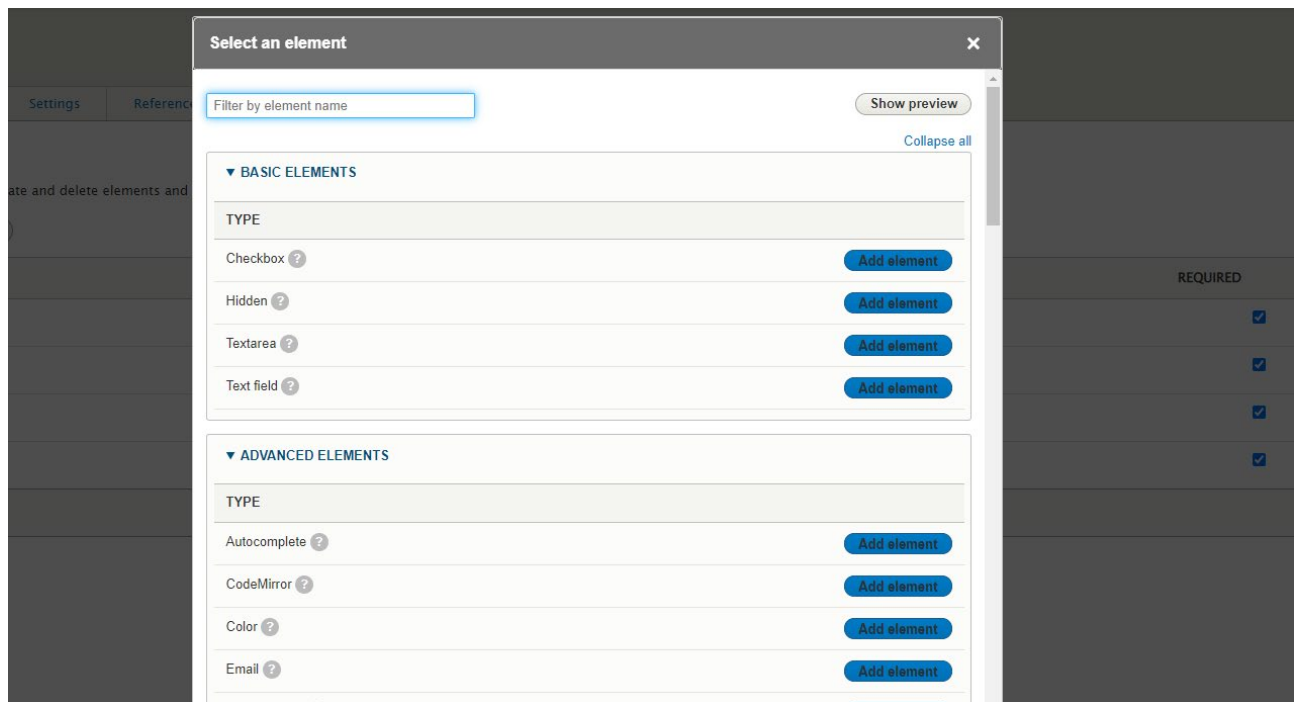
Adding questions

Once saved, you will be taken to the 'Build' tab where you can add questions to the new form. Question types in the webform are called elements.

1. Click on 'Add Elements' (see screenshot).

The **Elements** page allows use

+ Add element   + Add p

TITLE

2. Select the type of question want to create from the dropdown list. In Drupal 9 there many more options available to you, Please see question type guidance below for more information on the type of questions available to you.

Select an element   ✕

Settings   Reference   Filter by element name   Show preview

                                                                    Collapse all
ate and delete elements and
                            ▼ BASIC ELEMENTS

                            TYPE   REQUIRED

                            Checkbox ?   Add element   ☑

                            Hidden ?   Add element   ☑

                            Textarea ?   Add element

                            Text field ?   Add element   ☑

                            ▼ ADVANCED ELEMENTS   ☑

                            TYPE

                            Autocomplete ?   Add element

                            CodeMirror ?   Add element

                            Color ?   Add element

                            Email ?   Add element

3. If you must have a response to a 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.

REQUIRED   **OPERATIONS**

    ☑   Edit ▼

    ☑
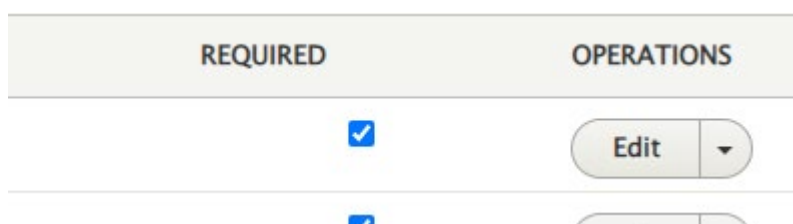
4. The 'Edit' option to the right of each question allows you to add more detail or customise each question, e.g. add conditionals, set default options, set access for specific questions etc.

5. After adding each question (and marking those that are required), remember to regularly save the form.

Editing questions with descriptions and conditions

The Drupal webform 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 of each question allows you to trigger additional questions to be shown if a certain option is given on the webform.

When you click 'Edit' a question you will have a screen pop in from the right, which gives you the ability to review and update the general question information, including conditions to hide or show a field.
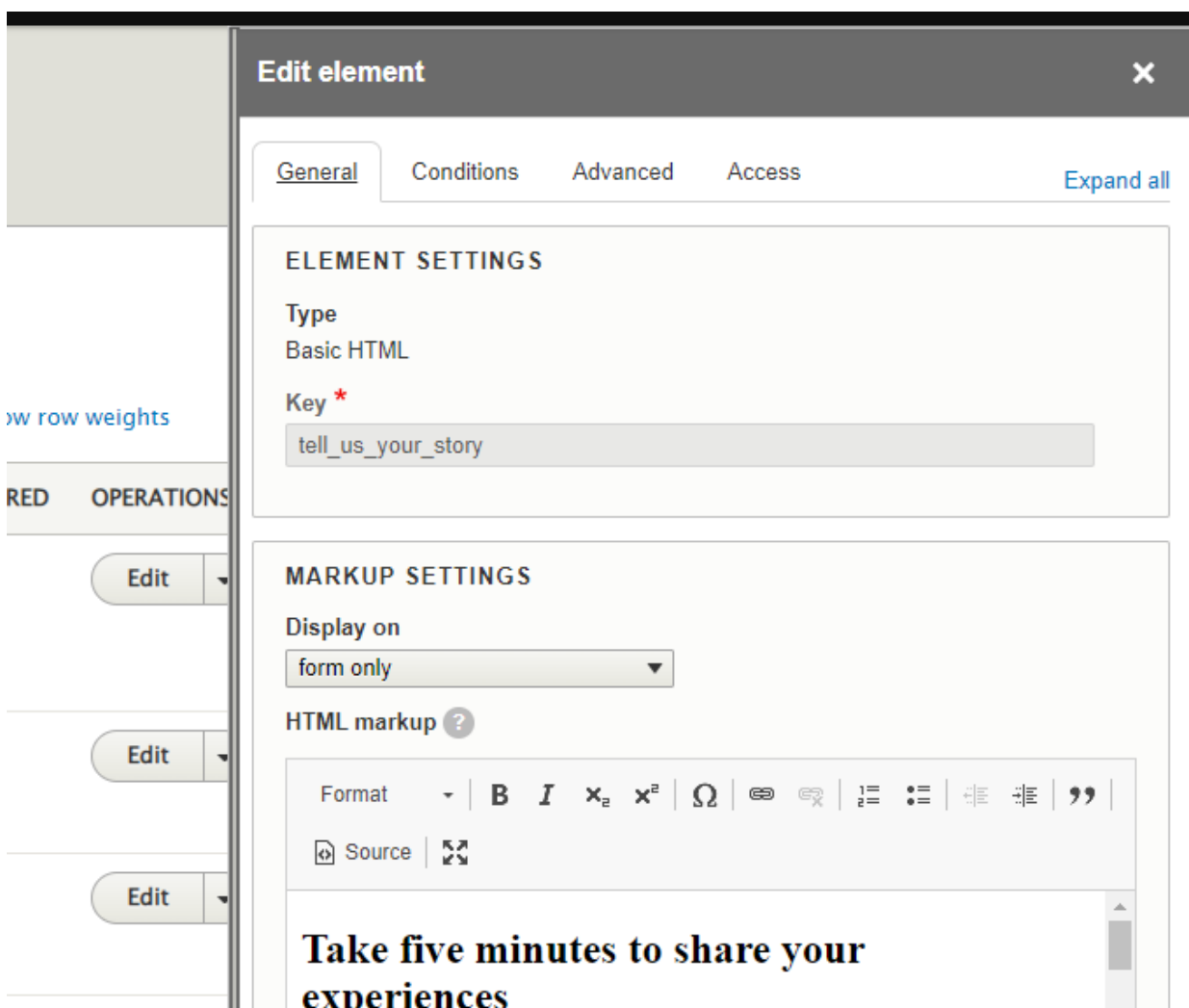
In this example of setting up question conditions we want the user to provide the name of any other area of care that they would like to tell Healthwatch about if the options available to select don't inlude the one they want to discuss.

To do this, the question 'Choose the area of care you would like to tell us about?' has the option 'Other issue/service'. If this option is selected then the question 'If other, please tell us which issue/service you are reffering to' should become visible.
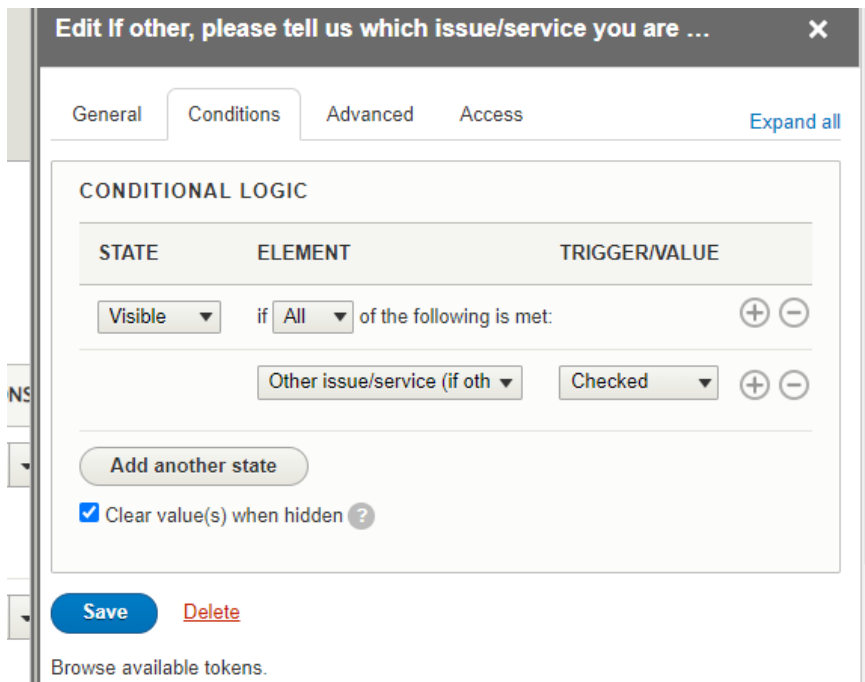
As conditionals are set on the field you want to hide/show this is added to the field 'If other, please tell us which issues/service you are referring to.'

The 'state' for this field is set to visible, only if all of the conditions are met. In this example the condition Is if 'Other issue/service' is checked.

Once you have added the conditionals you should save the field and test by clicking on 'view'.

Here you will see that the question is currently unticked:

improved. Your feedback can help services spot issues that are affecting care for you and your loved ones.

Complete the survey

1. Choose the area of care you would like to tell us about? *

☐ GP services
☐ Dentist
☐ Pharmacies
☐ Hospital inpatient (day treatment or overnight)
☐ Hospital outpatients' appointments
☐ Mental health support
☐ Social care eg care homes, and home care

☐ Accident and emergency/minor injury units
☐ Ambulances and paramedics
☐ NHS 111
☐ Other issue/service (if other, please tell us which issue/service you are referring to)

Please select the options that you'd like to talk to us about. You can pick more than one.

2. Please tell us about you experience

If we then click on the 'Other issue/service' option we then see that our hidden question is shown:

Complete the survey

1. Choose the area of care you would like to tell us about? *

☐ GP services
☐ Dentist
☐ Pharmacies
☐ Hospital inpatient (day treatment or overnight)
☐ Hospital outpatients' appointments
☐ Mental health support
☐ Social care eg care homes, and home care

☐ Accident and emergency/minor injury units
☐ Ambulances and paramedics
☐ NHS 111
☑ Other issue/service (if other, please tell us which issue/service you are referring to)

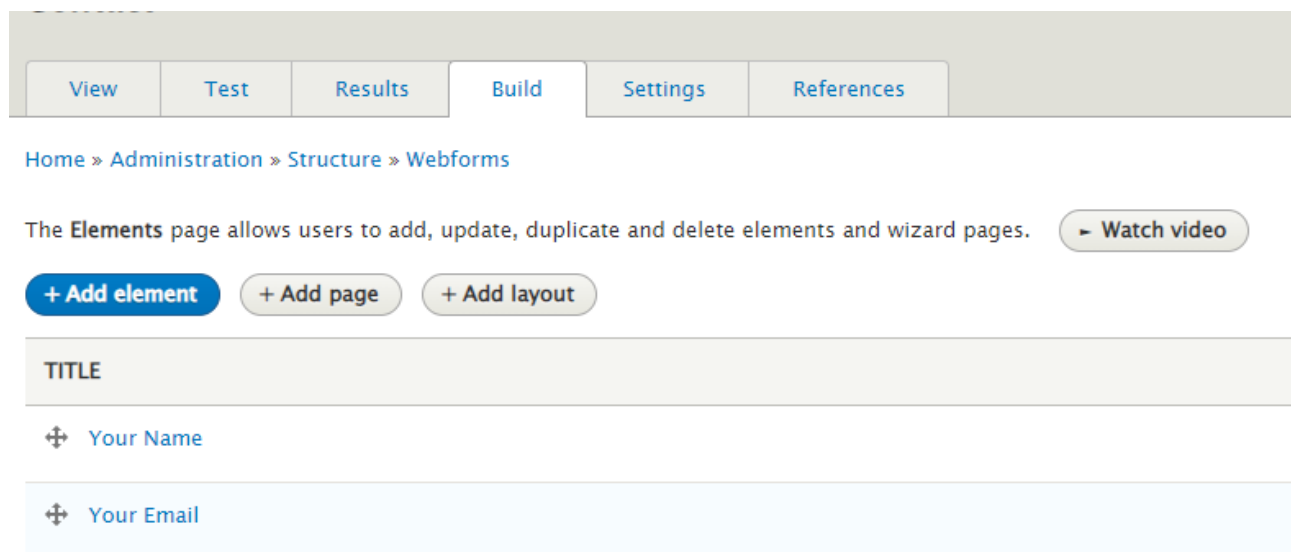Please select the options that you'd like to talk to us about. You can pick more than one.

If other, please tell us which issue/service you are referring to

2. Please tell us about you experience

This means that the field will only show if these conditions are met, allowing the form to hide potentially unnecessary questions.

Configuring the webform

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

| View | Test | Results | Build | Settings | References |

Home » Administration » Structure » Webforms

The **Elements** page allows users to add, update, duplicate and delete elements and wizard pages.   ► Watch video

+ Add element   + Add page   + Add layout

TITLE
✛ Your Name
✛ Your Email

View

This allows you to review the form in its current configuration so that you can review it and see if there are any changes needed.

Test

This allows you to 'test' the webform by adding test data to your questions ready for submission.

Results

Like in the Drupal 7 version of the webform you can review the results (submissions) under this section.

Under the Setting tab you can change the submission limit to ensure people can only submit the form once, but the default is set to unlimited. This is best as it will allow you to use the same device to collect multiple results when you're doing face-to-face engagement, or the same person to complete the feedback form about multiple services.

Build

This is where you can add and edit fields which appear in your webform.

Settings

This section gives an additional level of configuration to your webform.

General

Use for settings such as the webform URL alias and confirmation URL.

Form

This includes the status of the form, any open or closed messages, progress bar and preview options. For example, once you have finished your survey you should 'close' it. The link will still be live, but people will see you're no longer collecting submissions.

If your survey is quite long you can also add a progress bar, so people know how far they're through the survey. Finally, you can add a 'preview' page so people can review their entry before submitting it.

Submissions

Allows you to show a message to the user informing them that they have completed the form in the past and allows you to select whether, based on this, you want the form to Autofill with previous data. E.g. contact details.

Confirmation

Allows you to add a confirmation message that will appear when anyone submits their response. This should thank people for participating and inform them about any next steps, e.g. how you'll be using the information or how they can get in contact.

You can also set a 'redirection' location, which will direct people to a specific page after filling in your webform. There is also an option to reload the current page with a message, but this can be confusing for users as they may miss the message and be unsure if their submission was successful.

Emails and handlers

Allows you to send emails to people who complete your form (emails) and send submitted data to external applications (handlers). This is useful if you want to know when a new submission is made, e.g. for your 'contact us' webform you might want to see these submissions as they come to make 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 sent these to your inbox automatically.

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

- Click on 'Add email'
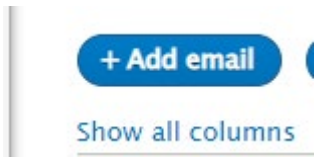
- Give the email handler a title.

- Add the email address you want to send to in the 'To email' box and then click 'add'.

- At the bottom of the email handler pop up you will see the subject. Here you can either keep the default title or add your own by selecting the 'custom' option and entering your own subject.

- 'From email from address' – A default email will already be configured from when you setup your site. However, you can change this by selecting 'custom' and entering a different email address.

- 'Email from name' – A default name will appear here. It should be your local Healthwatch name. You can change this by selecting 'customer' 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.

'To send a copy of the submission back to the person submitting it

You can only do this if they have asked the person for their email address. We would recommend doing this if you really need their address. You could also make this an option field. To do this select 'component value' and then 'email address' and then 'add'.

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

Access

Allows you to set up who can access the webform, view submissions and edit and delete submissions etc.

You will see that there are different Roles under each title, "Create submissions", "View any submissions" etc. To allow access to roles for those area's, you would need to tick the box next to the role you want to apply access to.

Be careful with View Any Submissions that you DO NOT give anonymous users access.

References

There is a new functionality in Drupal 9 which allows you to create a copy of the form but relate it to another. This will allow you to ask the same questions but collect the submissions separately.

The 'references' page displays an overview of a webform's references and allows you to quickly create new references, e.g. webform nodes.
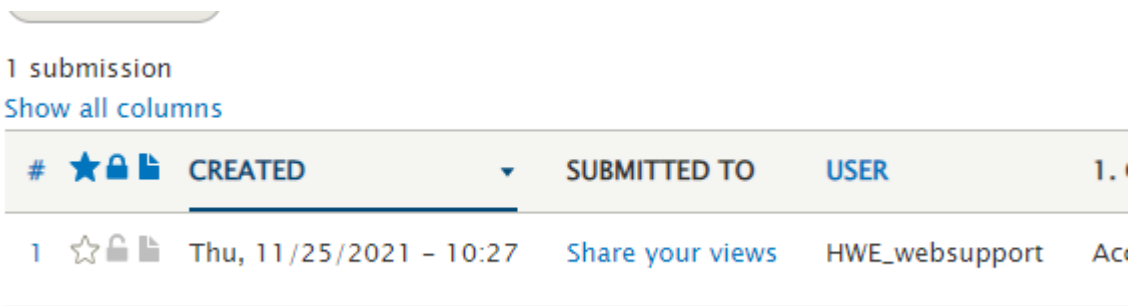
Under most tabs you will see an 'advanced settings' area. You do not need to worry about these as they are unlikely to be applicable to your webform.

Accessing results

Under 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.

Each submission will have its own row. Specific responses to questions with be on the right in columns. These columns can be changed to show only some fields in this view by using the 'customise' button, which then allows you to tick/untick each question/field until only the date you want to see is showing.
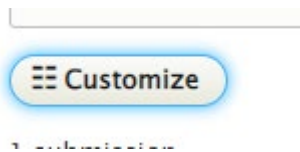
Once you have ticked/unticked the items you want make sure to save to see your customised configuration.
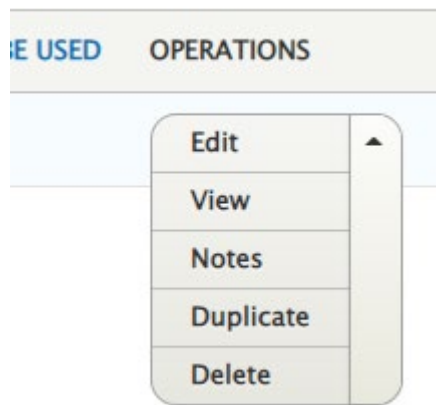
At the top right of each submissions is a drop down of options. These options allow you to edit, view and make notes on a submission, as well as duplicate and delete them. Deletion is not advised unless the submission is a test and you want to remove it prior to live data being added.

Download

Under download you will find the standard setting for exporting a .CSV file version of your webform data for analysis. If these settings are changed then the download may not work as expected.

If you don't want to export all results, then you do have the option to download all or a selection. Do this 'download options' at the bottom of the page.
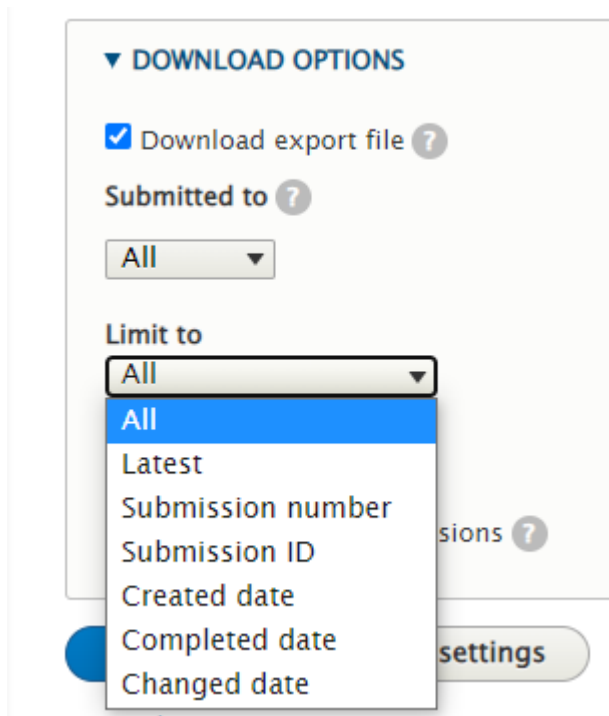
Clear

Once you have download and saved your data somewhere secure you need to clear your webform. Clearing your webform will remove all the 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 are accidentally clear data without saving it, let us know and we can raise an issue with Circle. They take daily backups so we should be able to retrieve a recent version for you.

Question types

Drupal nine has a wide range of new question / field types (called elements in the system).

Your webform can include a mixture of any question types, so that it best suits your needs.

Next to each type of question you will see a help icon (A question mark) which, when hovered over, gives you more information about the question type. This guidance will help you decide which element is best suited to your question.
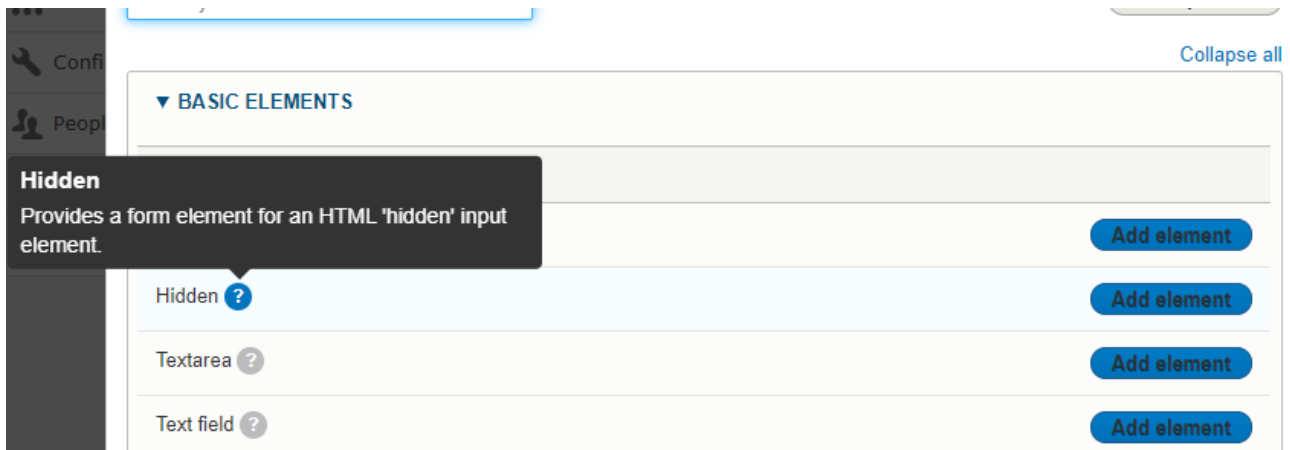
Creating multiple pages

Previously, adding a page break would have been a new element added to the form (like a question), however in Drupal 9 you add pages by clicking on 'add page' under the build view.
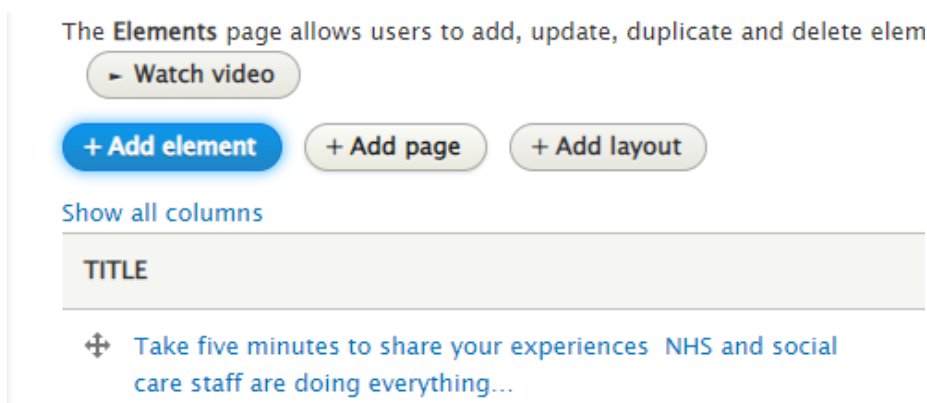

You can then fill out the details on the right-side pop in, including the title of the new page, and any labels for the previous or next page buttons.

You can then configure the page as you do with questions, positioning it where you would like users to be directed to the new page and then any questions that would be on that page thereafter.

Adding your webform to a page

You can add Webforms directly to the block layouts by using the place block button next to where you want the element to appear:
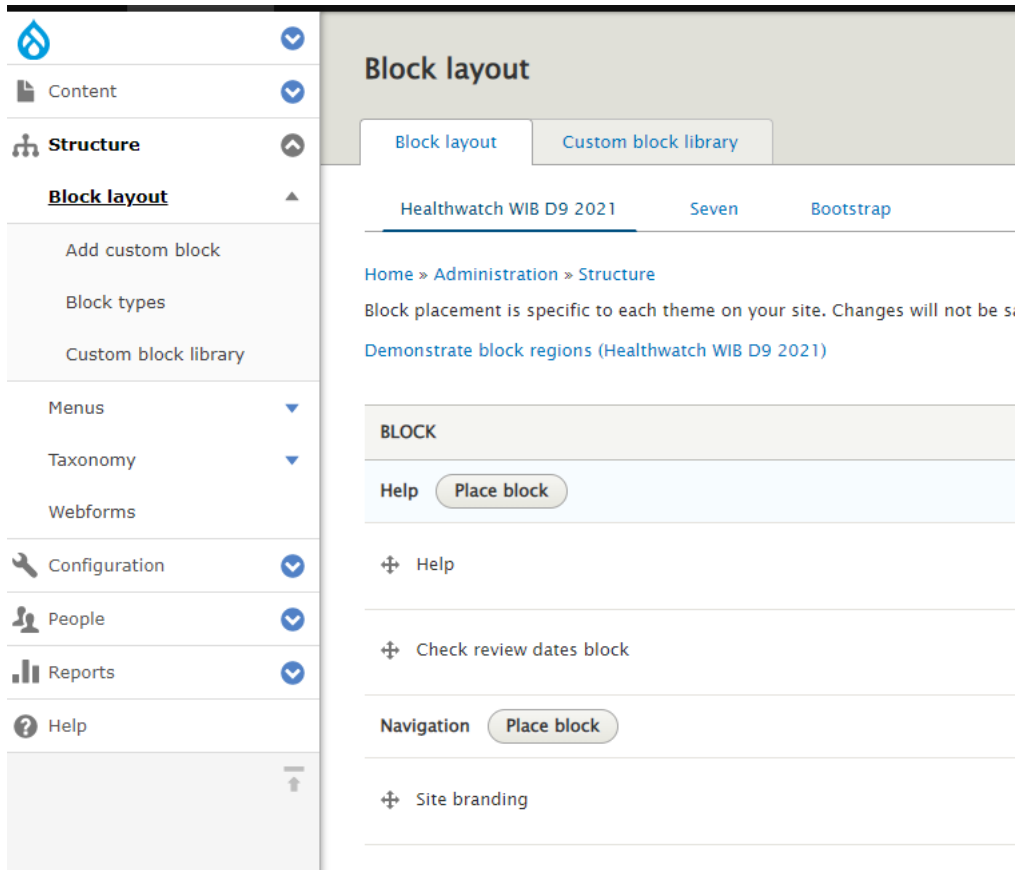
If you click on Place block under the area you want the webform to appear you will be able to add the webform to that question as if it were a block:
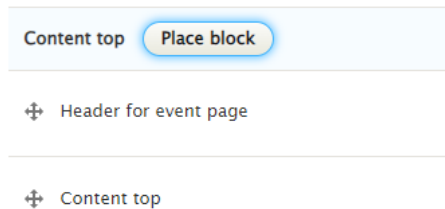
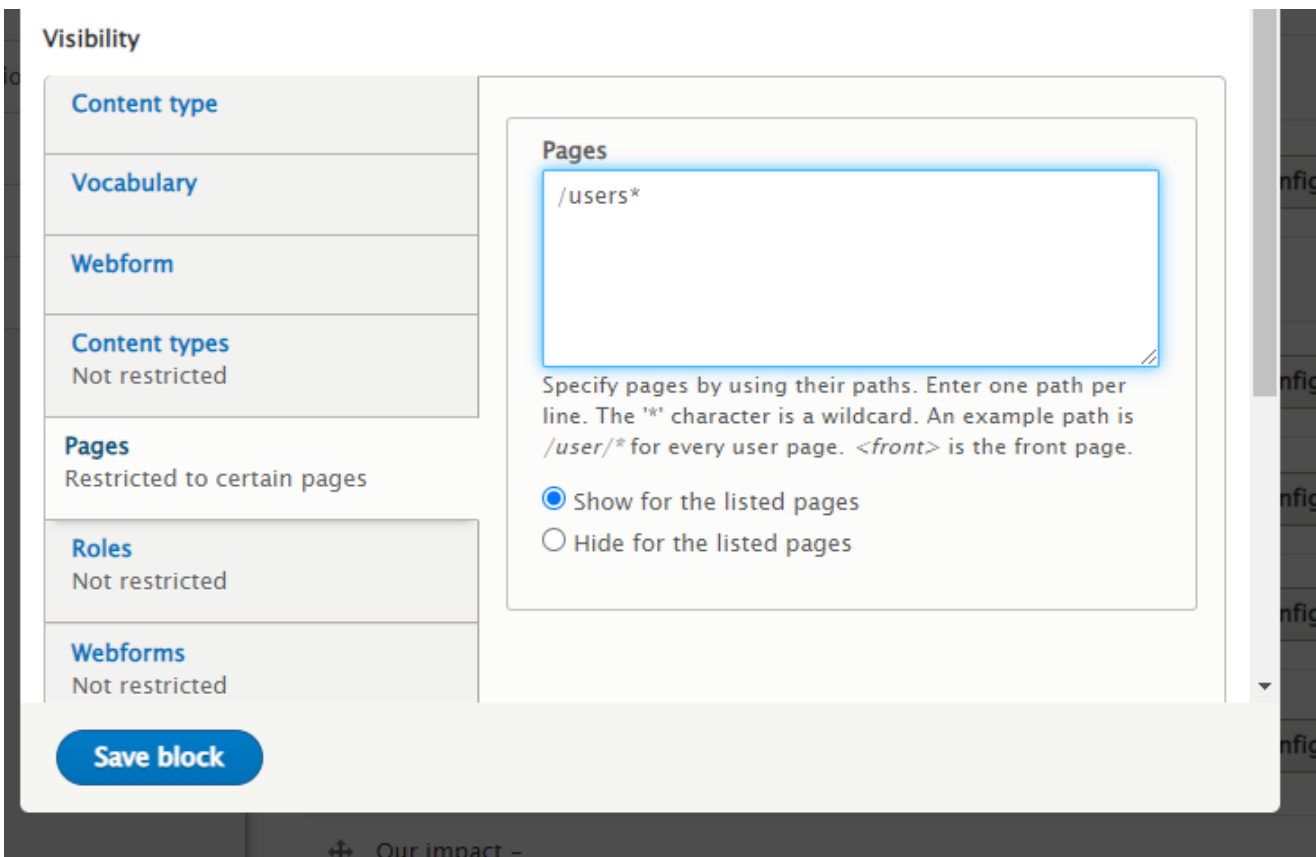Once you click "Pace Block" you will be asked what kind you want to add. Select "Place Block" again next to "Webform":
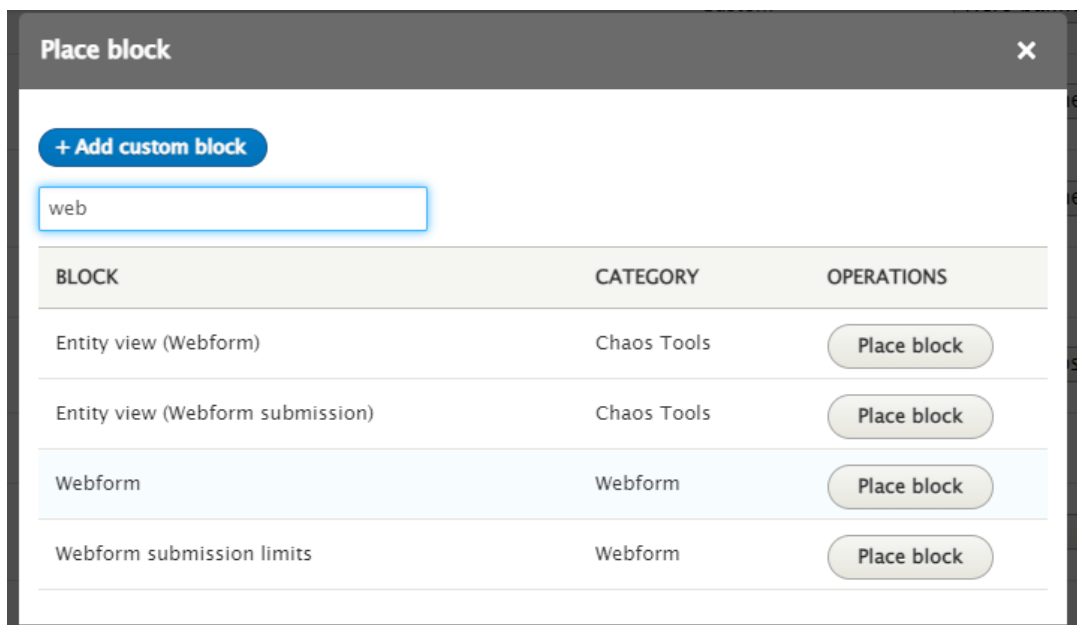
A new page will open with Block configuration. Under "Webform*" you will find all current webforms to select as this block:
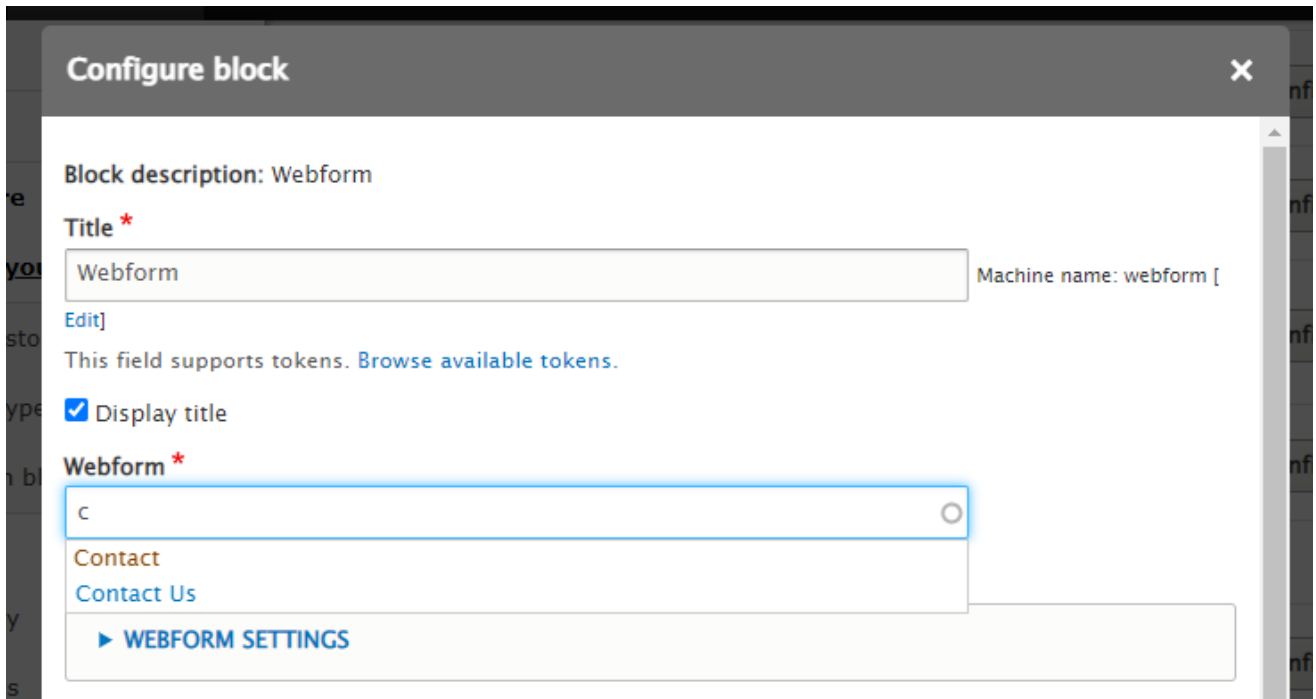
Once you have found the webform, you must then decide on the visibility settings such as "Pages" where you can list the pages you would want the webform to appear on:

You can also select the Roles which you want the webform to be available to:

On saving the Webform, it should then appear on the listed pages and in the area which the block was placed (for example, content top would display the webform at the uppermost part of the page).

Completion pages

You can set a completion message to be displayed once the form has been submitted.

Go to webform you wish to edit, select 'settings' and then 'confirmation'.

CONFIRMATION TYPE

Confirmation type
- ○ Page (redirects to new page and displays the confirmation message)
- ○ Inline (reloads the current page and replaces the webform with the confirmation message)
- ○ Message (reloads the current page/form and displays the confirmation message at the top of the page)
- ○ Modal (reloads the current page/form and displays the confirmation message in a modal dialog)
- ● URL (redirects to a custom path or URL)
- ○ URL with message (redirects to a custom path or URL and displays the confirmation message at the top of the page)
- ○ None (reloads the current page and does not display a confirmation message)

☐ Display confirmation when submission is updated ?

You can select your form to redirect to a specific thank-you page by selecting 'URL (redirects to a custom path or URL) then add the specific URL you want to direct to.

▼ CONFIRMATION URL

Confirmation URL ? *

```
thank-you
```

☐ Exclude query string from Confirmation URL ?
☐ Exclude token from Confirmation URL ?
Browse available tokens. ?

If you just want a message to appear on screen you can select 'inline' and this will reload the current page and replace the webform with your confirmation message.

CONFIRMATION TYPE

Confirmation type
- ○ Page (redirects to new page and displays the confirmation message)
- ● Inline (reloads the current page and replaces the webform with the confirmation message)
- ○ Message (reloads the current page/form and displays the confirmation message at the top of the page)
- ○ Modal (reloads the current page/form and displays the confirmation message in a modal dialog)
- ○ URL (redirects to a custom path or URL)
- ○ URL with message (redirects to a custom path or URL and displays the confirmation message at the top of the page)
- ○ None (reloads the current page and does not display a confirmation message)

☐ Display confirmation when submission is updated ?

You will get a text box to complete your confirmation message in:

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. Still, 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 the Healthwatch England team to do this for you. We can help advise on how to best link this content from elsewhere on your site if it isn't a big enough project to warrant going in the main menu navigation.

Adding a page

To add a page:

- Go to Content → Add content → Page

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).

Contact us

🔍 Search

Volunteer

Volunteers play a vital role in helping people have their say on health and social care. Volunteering with Healthwatch can help you develop skills, gain experience and make a difference to your community.

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 title: You can use this field to set the title displayed over the related content articles.

Related content block: The related content block works similarly to the *article* related content. If you would like to select up to three articles or events to appear as a row of related items, start typing the name of the bit of content you want, and it will pre-fill. You can leave this section blank if there is nothing specific you'd like displayed.

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.

Published - this tick box at the bottom of the page needs to be selected to publish this. If you do not tick the box, it will save the content as a draft.

In the right-hand column, you have some extra options:

Revision information: This is only relevant if you change a page.

You can save this as a revision if you have made changes 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 if you need to revert to a previous version.

Menu settings: You do not need to change this

Meta tags: The meta tags are already pre-populated.

Scheduling options: You can control when you want this to publish using the scheduling options at the top of the page.

URL Alias: You don't need to change this

Authoring information: This is generated automatically when you save. It will show you who added the content and when.

Publishing information:

- **Promoted to front page** - doesn't need to be selected

- **Sticky at top of lists** - doesn't need to be selected

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.

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 are the Hero banners, paragraphs and rows. However, we have provided a complete list below to illustrate an example.
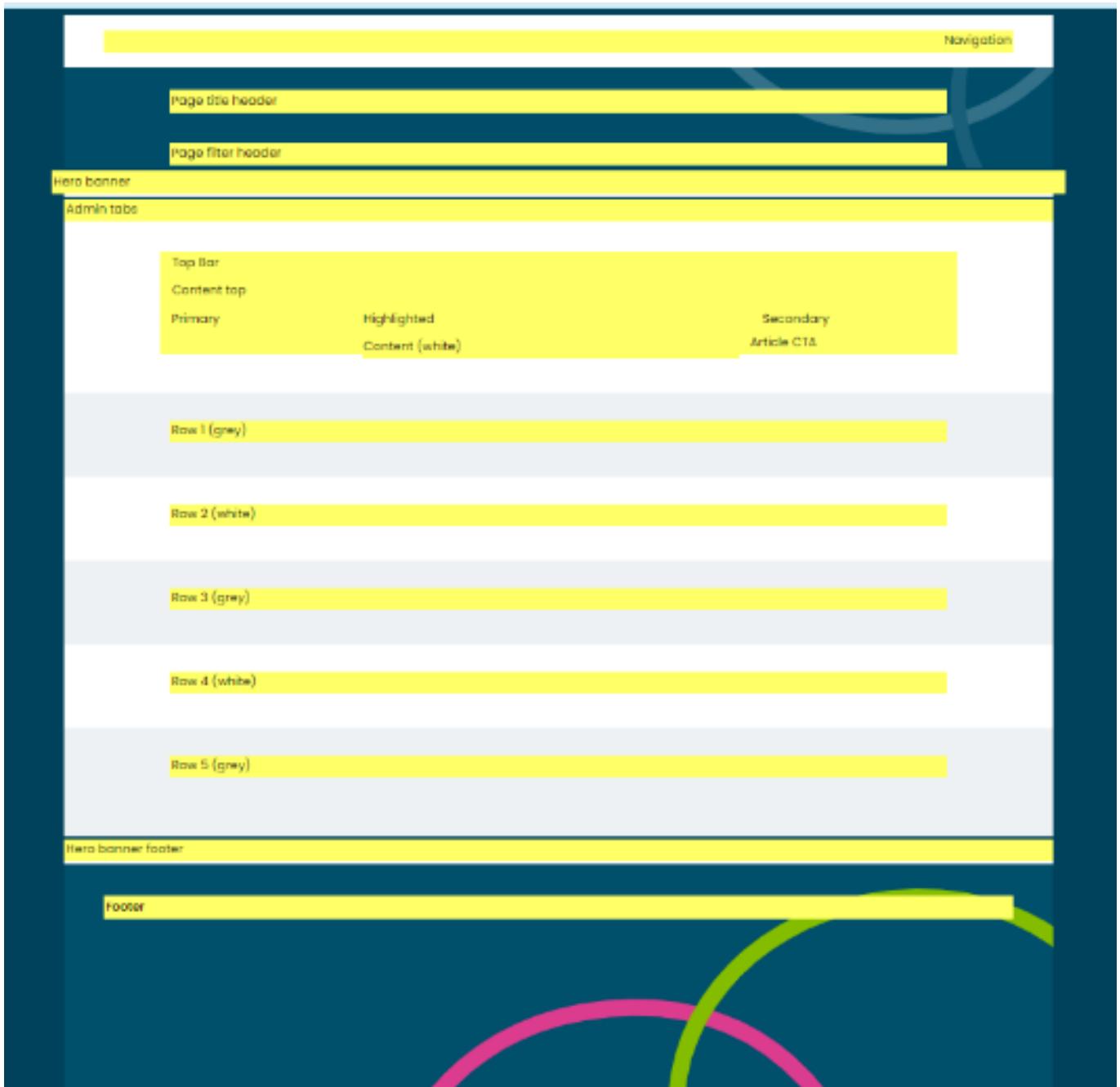
Adding blocks

Different types of blocks

Basic

This is your standard text box, which can either be just text, or have an image added to it.

Why volunteer with us?

- Make a difference in your local community by giving people the opportunity to speak up about their health and social care
- Make new friends as you become part of the Healthwatch team
- Boost your curriculum vitae (CV) as you develop new skills and confidence in the workplace
- Use your skills to contribute to the success of Healthwatch across X.

Columned Blocks

Two blocks will appear side by side in desktop version of the site. In mobile – they will restructure to sit one on top of the other. You can add these with or without images.

Making a difference for our local community

We make sure NHS leaders and other decision makers listen to your experiences and we encourage them to involve the public in making services better for everyone.

Find out about our impact

You have the power to make a difference

You might think that your feedback doesn't have the power to change how health and social care services run. We want to show you that isn't the case.

How you can make a difference

GP complaints

Find out where to start if you have a problem with your GP.

Find out more

NHS dentist complaints

Find out how to make a complaint about NHS dental care.

Find out more

## Hero banner image (text left)

Hero banner will sit at the top of your page, which your copy in a text box over the top of left side of the image.

Volunteer with us

There are plenty of opportunities for you to volunteer. Help us make a difference to the community.
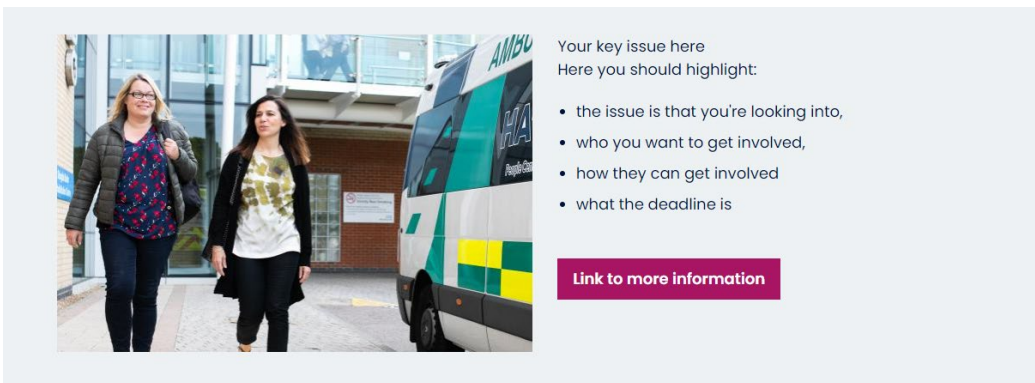
Contact us

Hero banner image (text right)

Hero banner will sit at the top of your page, which your copy in a text box over the top of right side of the image.
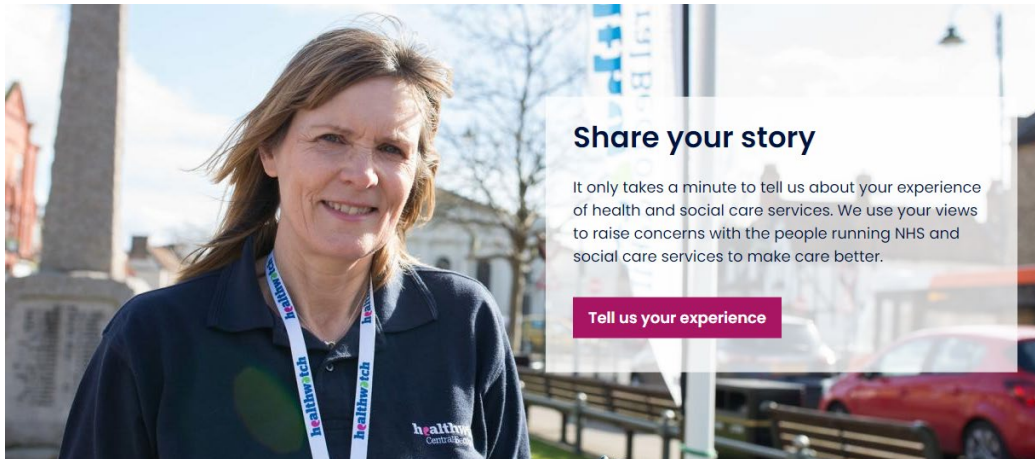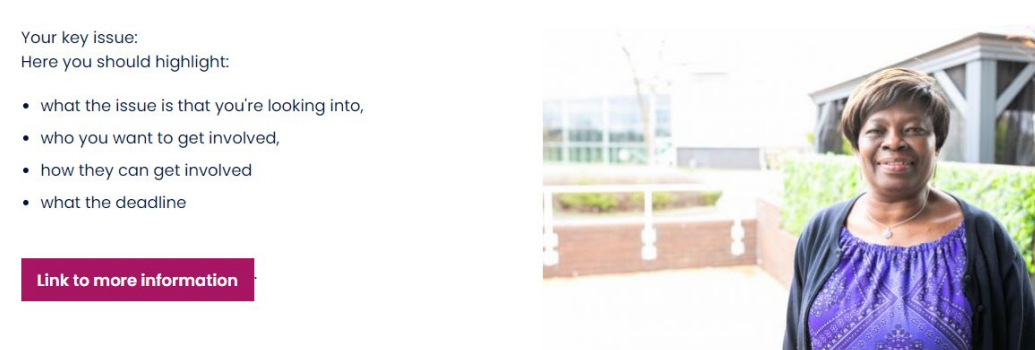

Text with image left

This will have the text box on the right-hand side, with the image sitting on the left-hand side of the text.

Text with image right

This will have the text box on the left-hand side, with the image sitting on the right-hand side of the text.

Impact stats

You can add these to be full width or add two in the same row to appear side by side.

Over 1,700,000

people accessed advice and information online, by phone, or face-to-face.

Quote

This is to make a short quote really jump out of the page and get noticed by the reader.

When my father who had dementia died, I decided to volunteer to campaign for better dementia care.

Deborah, Healthwatch volunteer

Creating a block

- Structure→Block layout→ Add custom block

Select which type of block you want to create:

- Basic

- Grey block

- Hero banner image (text left)

- Hero banner image (text right)

- Hero banner video poster (text left)

- Hero banner video poster (text right)

- Impact stats – full width

- Impact stats – half width

- Quote

- Text with image left

- Text with image right

- Title block

- Two columns

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.

Body: In this box, you can add and format text however you would like. This will be the copy of your text displayed in the box. Make sure you use heading formatting and keep the copy short.

Revision information: You can leave this blank

Click Save: Once the block is saved, it will take you to the page where you can configure how and where it is displayed.

Title: Add a title if you want one displayed.

Content type: You do not need to tick any of these options.

Vocabulary: You do not need to tick any of these options.

Webform: You do not need to tick any of these options.

Content type: You do not need to tick any of these options.

Pages: Here, you need to add what pages you want the block to appear on.

Roles: You do not need to tick any of these options.

Webforms: You do not need to tick any of these options.

Region: Select where you want the block to appear on the page from the drop-down list.

Click 'Save block'

Common issues

Updated content now showing

If you have updated the copy in a block or an article and it is not showing the updated text you should clear the 'cache'. To do this:

- Hover your mouse over the Drupal logo (it looks like a blue teardrop in the top-right corner).

- Click the 'Flush all caches' option.

Image not displaying on articles

If you're image is not displaying on the article go back into edit mode and make sure you haven't uploaded an image anywhere where there is a note about 'legacy images'. See page 12 for more information.

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.

healthwatch