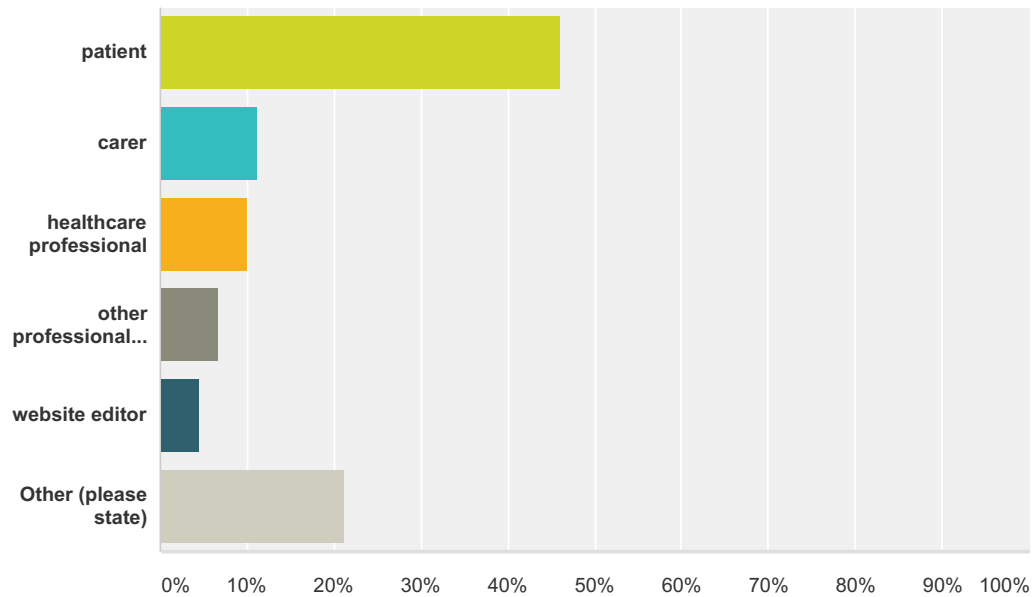


## Q1 Are you using this website as a?

Answered: 89 Skipped: 0



Answer Choices	Responses
patient	46.07% 41
carer	11.24% 10
healthcare professional	10.11% 9
other professional capacity	6.74% 6
website editor	4.49% 4
Other (please state)	21.35% 19
<b>Total</b>	<b>89</b>

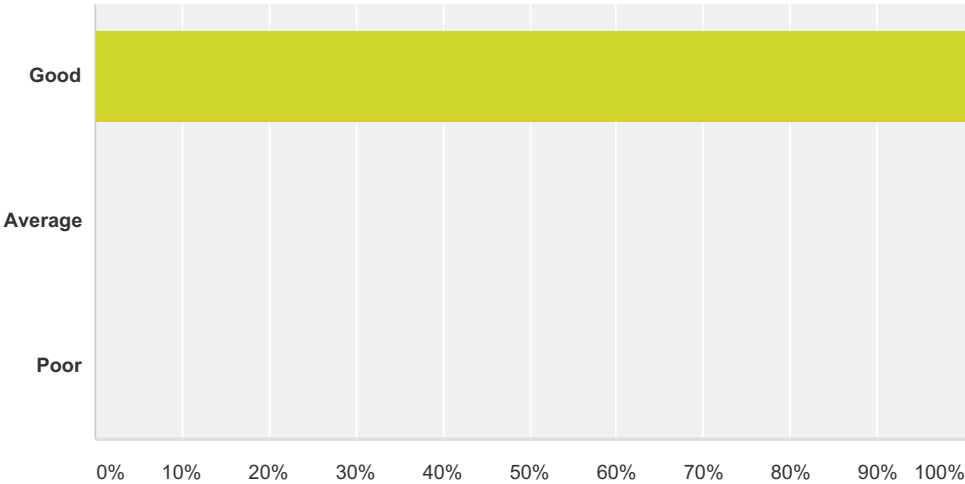
#	Other (please state)	Date
1	Retired NHS UHL	5/27/2015 11:43 PM
2	Student nurse	5/26/2015 1:24 PM
3	As a UHL member	5/19/2015 1:16 PM
4	excellent	5/18/2015 10:40 PM
5	Student	5/18/2015 6:12 PM
6	retired professional	5/18/2015 5:08 PM
7	Mostly for information	5/18/2015 5:02 PM
8	interested member of the public	5/18/2015 4:17 PM
9	student	5/18/2015 4:00 PM
10	Visitor	5/17/2015 7:11 PM

## Leicester's Hospitals website

11	Relative	4/29/2015 11:00 PM
12	interest	4/23/2015 11:22 AM
13	wife	4/17/2015 1:39 PM
14	volunteer	4/9/2015 11:51 AM
15	mm	3/24/2015 10:17 PM
16	VOLUNTEER	3/21/2015 10:20 PM
17	friend of a patient	3/19/2015 4:17 PM
18	#	3/17/2015 10:42 PM
19	Prarent of child under oncology	3/15/2015 10:22 AM

Q2 Was the content management system (CMS) training you received?

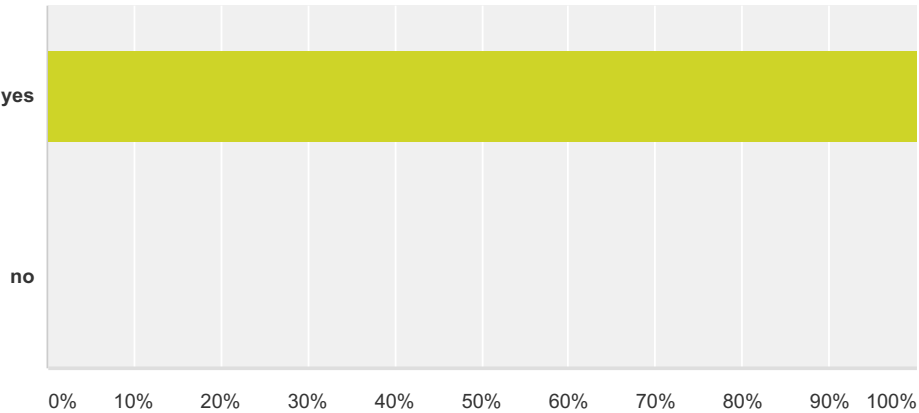
Answered: 3 Skipped: 86



Answer Choices	Responses	
Good	100.00%	3
Average	0.00%	0
Poor	0.00%	0
Total		3

Q3 Is the CMS easy to use?

Answered: 3 Skipped: 86



Answer Choices	Responses	
yes	100.00%	3
no	0.00%	0
Total		3

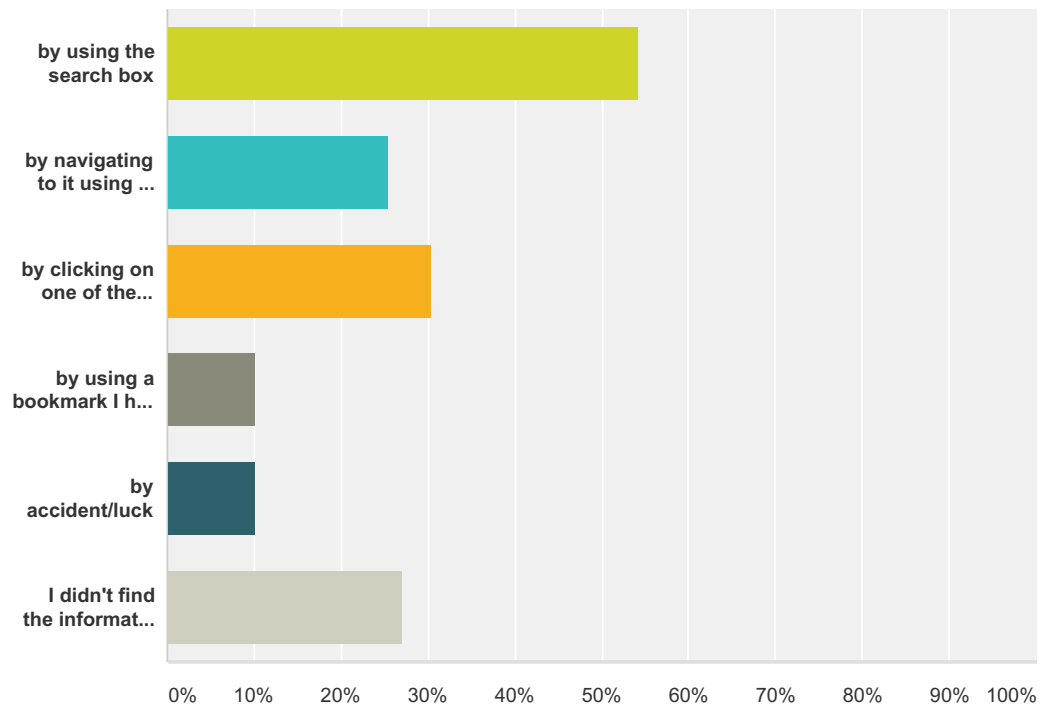
Q4 Comments?

Answered: 0   Skipped: 89

#	Responses	Date
	There are no responses.	

## Q5 How did you find the information you were looking for (select all that apply)?

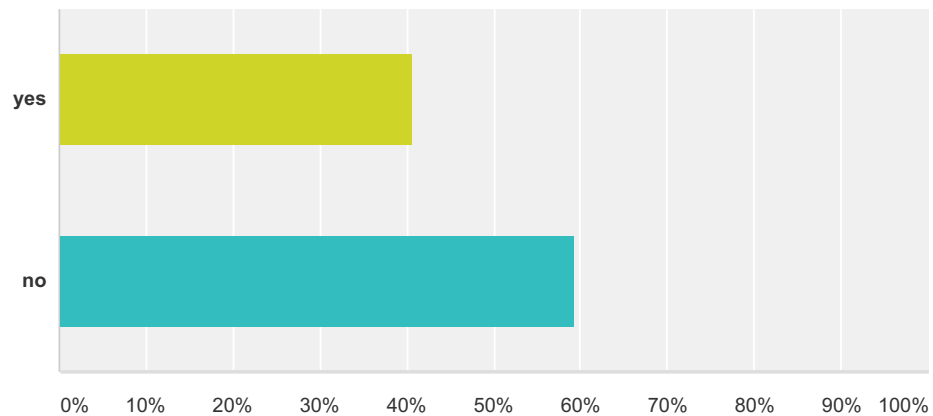
Answered: 59 Skipped: 30



Answer Choices	Responses	
by using the search box	54.24%	32
by navigating to it using the section tabs at the top of the page	25.42%	15
by clicking on one of the links from the home page	30.51%	18
by using a bookmark I had already made	10.17%	6
by accident/luck	10.17%	6
I didn't find the information I was looking for	27.12%	16
Total Respondents: 59		

## Q6 Is information missing from this website?

Answered: 59 Skipped: 30



Answer Choices	Responses
yes	40.68% 24
no	59.32% 35
<b>Total</b>	<b>59</b>

#	What information?	Date
1	In question 2 the answer is I found the site page by Googling clinic 4 LRI but had to put search box as irt was the best match, but wrong. I could not see where I could find more information about TIA and that might have been useful instead of Googling again	5/31/2015 2:05 PM
2	Board papers difficult to access	5/27/2015 11:44 PM
3	Maps of departments in hospital.	5/27/2015 4:56 PM
4	I cannot tell if the information is missing, or I am unable to find it. I was looking for UHL's policy and/or guidelines about VTE prevention. I could not find any information on your policy/guidelines for anything like that.	5/26/2015 1:25 PM
5	Whether meetings available at other sites i.e. Loughborough as Leicester is not local to many of us.Fuchs	5/18/2015 8:12 PM
6	How do we know it is missing?	5/18/2015 5:56 PM
7	Your home page is so busy. I was looking to see if the ENT dept was still based at the LRI. When I looked under depts and services it was there but no location given. Also I couldnt remove your advert for theHospital Charity no x to close it anywhere just a click here to donate.	5/17/2015 12:41 AM
8	ward direct dials	4/28/2015 10:14 AM
9	car parking manager	4/23/2015 11:23 AM
10	Contacting the district nursing team	4/20/2015 9:23 AM
11	Where to go for a blood test	4/16/2015 8:33 PM
12	Where in the hospitals each department is (i.e. which building, floor etc.).	4/13/2015 3:54 PM
13	Mri scan head results	4/11/2015 3:31 PM
14	survey for wayfinding	4/9/2015 11:53 AM
15	Not sure, it is just difficult to find	4/7/2015 9:35 AM

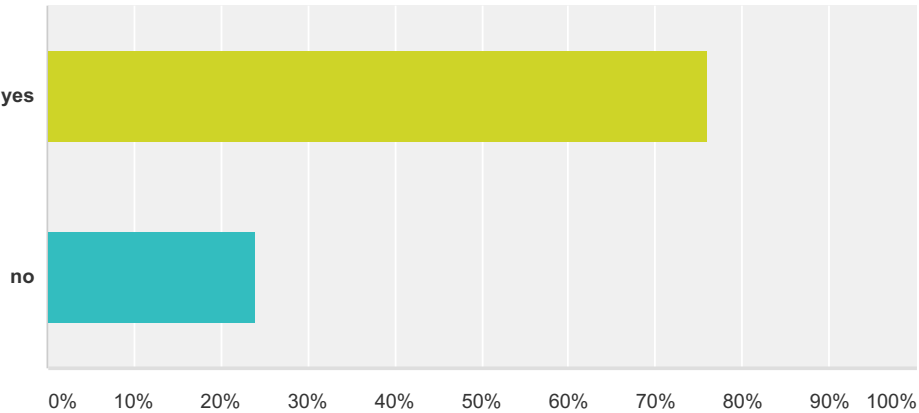
## Leicester's Hospitals website

16	WawwwaasqaqqWzzdededwdwzRwqqa	4/2/2015 12:14 AM
17	The board section is out of date and still refers to the SHA which hasn't existed for over 2 years.	3/18/2015 8:15 PM
18	The actual names of some of the senior nursing staff and names of who is in charge of the wards	3/13/2015 3:31 PM



Q7 Is this website easy to use?

Answered: 50 Skipped: 39



Answer Choices	Responses	
yes	76.00%	38
no	24.00%	12
Total		50

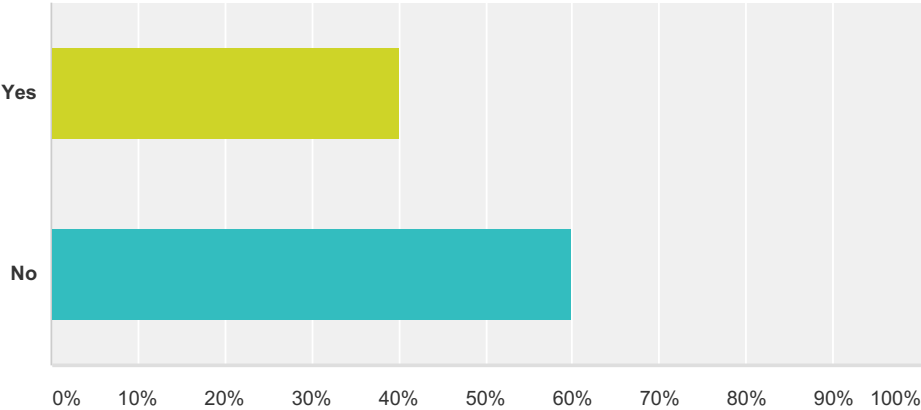
## Q8 What could we do to make this website easier to use?

Answered: 18 Skipped: 71

#	Responses	Date
1	An advert for Leicester Hospitals Charity came up that blocked the text I was trying to read urgently for my mother in law.. The advert couldn't be closed and eventually it flicked across to the right of the screen out of the way of the text, only to return after a few minutes. I understand getting funding is important but I was trying to find information urgently as my mother in law is being taken to that department now as I type.	5/31/2015 2:08 PM
2	More facts less spin	5/27/2015 11:45 PM
3	Arrow navigation.	5/27/2015 4:57 PM
4	I was very impressed that I ascertained that the phlebotomy services are not open on a Saturday with one quick search. I wish every website was as easy to navigate, so as far as my own brief experience is concerned, I see no room for improvement!	5/22/2015 7:19 PM
5	A contacts page with the address and phone number organised first by hospital, then department and then for specific units/wards.	5/18/2015 5:13 PM
6	Make the map of LGH more detailed	5/18/2015 4:05 PM
7	More info	5/17/2015 7:13 PM
8	Make it more mobile friendly and realise that people from around the world will use it for information so some more useful stuff needs to be on it. Like whats where and who's who. I now live in New Zealand but things have changed since I lived in Leicester and worked for you!	5/17/2015 12:46 AM
9	Give instructions or point arrows towards buttons which navigate to commonly used pages.	5/7/2015 4:38 PM
10	site maps more prominent on start pages	4/26/2015 4:35 PM
11	not enough information about the hospitals compareed with other trusts web sites	4/23/2015 11:24 AM
12	An a-z perhaps	4/20/2015 9:23 AM
13	I was looking for a map of the GGH site and was constantly sent back to general information about all hospitals.	4/12/2015 3:22 PM
14	Make a quick link for employee online	4/10/2015 11:07 AM
15	Make the home page less cluttered and have easier to use headings	4/7/2015 9:36 AM
16	kjy	3/26/2015 12:04 PM
17	good	3/21/2015 8:10 PM
18	Remove all the news, its boring and its mostly about staff winning something obscure. Make it interesting for patients instead	2/18/2015 8:24 AM

**Q9 For hospital staff only, do you know who your CMG/directorate web page editor is?**

Answered: 15 Skipped: 74



Answer Choices	Responses	
Yes	40.00%	6
No	60.00%	9
Total		15