

# JSNA Consultation Review – March 2022

**You Said, We Did**

**Date:** June 2022

**Contact:** [BerkshirePublicHealth@bracknell-forest.gov.uk](mailto:BerkshirePublicHealth@bracknell-forest.gov.uk)

## **Background:**

The Berkshire East JSNA website was launched on 31st January 2022 to a number of key professional groups, including local staff across the Berkshire East local authorities and health organisations. The aim of this launch was to gain feedback about the website design, content and structure, prior to the full public launch of the JSNA website.

The consultation ran from 31st January to 28th February 2002. Feedback was collated through an online form, as well as engagement events and presentations in each of the three Berkshire East local authorities - Bracknell Forest, Slough and the Royal Borough of Windsor and Maidenhead (RBWM).

This document provides a summary of the feedback received and how this has been used to improve the design of the Berkshire East JSNA website in time for the public launch on 30th June 2022. The report has been split into sections to show the improvements made ahead of launch and what has been flagged as ongoing future development.

Feedback about the JSNA will continue to shape the improvement of the website to meet the changing needs of the users. The website includes a ‘Contact Us’ section and users of the website will be encouraged to provide their feedback and comments. These will be reviewed and discussed by the JSNA Steering Group on a regular basis. Agreed improvements will be added to the development road-map for the website.

For any queries with any information provided in this document, please email [BerkshirePublicHealth@bracknell-forest.gov.uk](mailto:BerkshirePublicHealth@bracknell-forest.gov.uk)

## **Feedback for development ahead of full launch on 30th June**

**JSNA website and contents**

Feedback indicated that the website was easy to navigate, however developments could be made to improve this.

|  |  |
| --- | --- |
| **You said** | Have an area where **overarching documents** can be found easily, such as local Health Needs Assessments (HNAs), strategies and JSNA summaries. |
| **We did** | Overarching section added to the website, which includes JSNA People and Place Summaries, Joint Health & Wellbeing Strategies, Director of Public Health reports, library of local HNAs and resources that look at population health generally. |

|  |  |
| --- | --- |
| **You said** | Include **topic areas in the** **main navigation menu** at the top of the website |
| **We did** | Added |

|  |  |
| --- | --- |
| **You said** | The **navigation menu is hard to read**, as the text is too close together |
| **We did** | Additional spacing added into the navigation menu, but spreading this across the whole webpage |

|  |  |
| --- | --- |
| **You said** | **Latest news section** could be in a better position on the landing page, as it gets lost below the main text |
| **We did** | This has been moved to the right-hand-side of the landing page as a separate column |

|  |  |
| --- | --- |
| **You said** | There is **too much text on the landing page** and not enough visual appeal |
| **We did** | ‘Read more’ buttons have been added to reduce the amount of visible text. This gives the user the option to read more if they need to, but does not overwhelm the page. |

**Power BI topic packs**

No respondents stated that they were dissatisfied with the power BI packs and everyone found them to be at least somewhat informative.

|  |  |
| --- | --- |
| **You said** | A **home button** is needed to get back through to other areas of the JSNA website, as you can get stuck in the packs. |
| **We did** | Added. This addition, plus the Topics being included into the main navigation bar, should hopefully resolve any issues of feeling ‘stuck’ in the Power BI packs. |

**Berkshire East JSNA**

The overall views were that the information was helpful and informative, but needed some links to strategies and wider documents. This feedback supported the changes we made for the ‘JSNA website and contents’ section with an overarching area being introduced to ensure that the is one place to go to find local strategies, local health needs assessments and other overarching information.

**Supporting information**

The majority found the Frequently Asked Questions (FAQs) useful and would like access to more how-to guides, such as introductory videos.

|  |  |
| --- | --- |
| **You said** | Provide **how-to guides and webinars**, including introductory videos |
| **We did** | A ‘how-to’ guide has been added to the Help section of the website and is also mentioned in the ‘Latest News’ on the landing page.  An online demo session (webinar) has been arranged for September 2022, as part of the website launch. This date will be for the professional audience, who are the key users of the JSNA. A public session will be arranged for later in the year. |

## **Feedback for future development:**

**JSNA website and contents**

Some feedback mentioned that PDF content should be made into a webpage rather than having downloads. This has been listed as a future development with the aspiration that anything created for the JSNA could be added as a page. However, this will take additional time and skill to put in place, as it will impact on the current look and feel of the website and how resources can be interacted with.

Resource documents created by other organisations would be out-of-scope for this, as they are not primarily created for the Berkshire East website. These will continue to uploaded as links or PDF/Word documents.

**Power BI topic packs**

Questions were asked about the font sizes used in the Power BI Topic Packs and whether these were accessible. Interactive dashboards are [exempt](http://www.legislation.gov.uk/uksi/2018/952/regulation/4/made) from the accessibility regulations, however we are keen to make these as accessible as possible. The font sizes in these packs increase significantly if the user views these in ‘full screen’. Guidance has been added to the ‘how to’ pack to explain how to do this. We will also continue to improve the accessibility of these, as Microsoft improves the functionality of Power BI.

**Berkshire East JSNA**

There was an ask to have notifications of updates to the website. This function is not built into the website at the moment. For now, there is the ‘latest news’ area that will allow people to view updates and when they were published.

**Supporting information**

Creating how-to videos have been listed as a future development. We will look into options for creating and delivering these.

## **Feedback agreed not to amend:**

**JSNA website and contents**

There was an ask to have less links to other websites and full, downloadable content available on the JSNA website. This would create duplicate copies of the information and would not necessarily pick up on any changes or updates made on the original source website. Links help to ‘future-proof’ the resources that are included on the JSNA and ensure that the most up to date, correct information is used.

We received feedback about using different colour schemes for the three local authorities. This was taken out of scope, as the JSNA aims to reflect the joint working that is done across the Berkshire East system, including Frimley CCG. Local authority colour-schemes could imply that the information was only relevant to, or provided by, the local authorities which is not the case.

**Power BI topic packs**

We received feedback to include ward level information in the Topic Packs. We aim to include the lowest publicly-available level data within the packs, unfortunately most datasets are not available at sub-local authority level.

**Berkshire East JSNA**

We were asked to provide a ranking of local priorities on the website. The JSNA provides information and analysis to support the assessment of priorities, which shape the Joint Health and Wellbeing Strategies for each Health and Wellbeing Board. The latest Strategies have been added to the overarching section of the website. The process of prioritisation will be different for each local authority/Health and Wellbeing Board area, however the strategies should include the methodology used to determine these locally.