



Ways Ahead

Improving support for people with brain tumours

Website PPI Feedback and Changes

Firstly, thank you very much to those of you who provided feedback on the website, there were some great ideas. Throughout this document, your feedback and how we have acted on it are presented to make it clear how we have responded to your suggestions.

General overall comment:

I understand there was a consensus that the use of placeholders did not show the full potential of the website - however, prior to approvals, this had to be the case. Despite this, there were still some great suggestions, particularly in making information clearer for the public, how the information is displayed, and the inclusion of a 'Support' page, which I hope have now been addressed.

Overall Design		
<i>What you said:</i>	<i>What we have changed:</i>	
1	Not sure how the banner images of the university fit.	The University head sculptures are a nod to the brain focus of this research, and that it is being led by Newcastle University. They are just included as a loose link to the research that adds an image element to the website design.
2	The website content on the very white background was a bit harsh for my eyes – are there accessibility options?	The background colours have been tweaked to be easier on the eye.
3	Website appears centrally justified on phone – making it difficult to read.	All text has been checked and edited to ensure there is no centrally justified text (except for contact details).

Overall Layout		
<i>What you said:</i>	<i>What we have changed:</i>	
1	Have clear project objectives as the first thing seen.	The main project objective has been added to the body of the home page.
2	Tabs instead of hyperlinks to make sub-sections easily identifiable.	There are both tabs (through the side navigation bar) and hyperlinks for sub-sections so that they can be identified either way in case the navigation bar is not immediately obvious.

Overall Informative		
<i>What you said:</i>		<i>What we have changed:</i>
1	Don't just imply cancer on most of the sections – not all tumours are cancerous and benign is not fine either.	The wording of the sections has been tweaked, hopefully now in most cases, avoiding these implications.
2	There may be different sections useful to adults/children.	As this research is focused on adult brain tumours and will only involve participants 18 years and older, there is little scope to have sections for children at this time. There are links on the new 'support' page to other sites that may offer this information.
3	Information on where you can get support under the Partners heading doesn't seem most logical. Maybe a support tab could be included.	A new 'Support' page has been added to be separate from the 'Partners' page, so that it is clearer what links and information are available for where you can get support.
4	Website could do with some links to available wellbeing support.	See above, this information has been added to a new 'Support' page.

Overall Navigation		
<i>What you said:</i>		<i>What we have changed:</i>
1	Open downloadable items in separate tab or you automatically close the tab down rather than hit back. Plus can have 2 lots of info open at once.	Added text to clarify that links should be right clicked (for computers) or press and hold (for phones) and select 'open in new tab' to ensure people understand how to open information in a separate a tab.
2	As long as you don't have to go back and find the information you require – include clicking links moving forward.	Where necessary, additional links have been included to keep moving forward through information, as opposed to back and forward.

Home Page		
<i>What you said:</i>		<i>What we have changed:</i>
1	Need an easier/simpler home page.	Some text has been moved from the home page to relevant sub-pages to simplify the home page.

About the Project		
<i>What you said:</i>		<i>What we have changed:</i>
1	It doesn't say what or why it could help – is it alternative health info? Info that we should have had? What is different to what other brain tumour charities do?	More information has been added to clarify the importance and impact of this research.

2	It could be made clearer for members of the public.	The language throughout the 'About the Project' page has been simplified for easier understanding.
3	Package 1 says cancer – I don't have that. I don't understand 2 and 3 – does it have alternative therapies that have helped others? Practical advice? Money advice?	As well as simplifying the language, more information has been added to clarify what this research aims to deliver.
4	I don't like the terminology 'work packages' – it doesn't make me want to engage with the information.	The terminology has been changed to 'research stages'.

Project Resources		
<i>What you said:</i>		<i>What we have changed:</i>
1	Simpler tabs for people unsure about using technology.	As it is not possible to use expandable tabs for this page, clearer links have been added to simplify navigation of the project resources.

Our Team		
<i>What you said:</i>		<i>What we have changed:</i>
1	I would like to see the picture of the person above their blurb not underneath.	Unfortunately, the site used to develop the website is not allowing this orientation.

Project Partners		
<i>What you said:</i>		<i>What we have changed:</i>
1	The logo banner needs to be better quality resolution.	The low quality banner has been amended to be consistent with all other pages.
2	Putting The Brain Tumour Charity contact information under the Partners page is confusing – there should also be an information and advice page.	The Brain Tumour Charity contact information is now under the new 'Support' page alongside various other sources of information and advice.
3	Wondered why my hospital wasn't included – is there any plan to branch out?	Seven specialist NHS sites were selected through existing clinical networks and contacts across the UK. These sites will be sufficient for ensuring diversity and recruitment, so there is no plan to branch any further at this time.

Contact Us		
<i>What you said:</i>		<i>What we have changed:</i>
1	I would also put contact information on the home page.	Contact information is at the bottom of each page, but for clarity, the phone and email details have been added to the main body of the home page.