**Guidance for reviewing documentation for Knowledge NoW**

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# **Policies for documents on Knowledge NoW**

1. We will only directly host ICB owned documents, external organisation owned documents will need to host by the owning organisation. We can then link to this document from our website.
2. We will only upload documents that meet the requirements described in this guidance document. This includes the branding, accessibility, naming convention and saved location of the files. All documents must have gained full approval from third parties if required (i.e. LMC) before submission.
3. Before files are uploaded to the new system, documents will be reviewed by the Knowledge NoW team to ensure that they meet the requirements set out in this document. If they do not meet the requirements the owner will be notified, and the document will need to be updated before they are uploaded.
4. Depending on the document that has missed its review/update date set in the new Knowledge NoW system it will either be unpublished from the system, or the owner(s) will receive regular notifications.

# **Requirements for checking documents for Knowledge NoW**

1. Check all content is up to date, links are working, person identifiable data or confidential data is removed, and the file is reviewed by relevant parties.
**Please note:** If it is not appropriate to remove the person identifiable data or confidential data, please contact the Knowledge NoW team as soon as possible.
2. Check document accessibility requirements are met. (**Please see below**)
3. Documents **MUST NOT** have any macros or embedded files within them as these can potentially be exploited.
**Please note:** This does not include links in documents.

Please upload completed documents to the relevant folder with the correct naming conventions via the MS Forms link for Internal nhs.net users <https://forms.microsoft.com/e/TZ8K6EyZ7N>

External users, without an nhs.net email, should complete the form below and email the document to nwicb.knowledge@nhs.net

<https://forms.microsoft.com/e/mjskJ1NfcD>

# **Accepted file types**

Please ensure that files uploaded to the system match the file types listed below, any other file types may cause users to experience issues when opening or downloading the files.

* **Video files:** .mp4
* **Audio files:** .mp3
* **Documents:** .pdf, .docx, .xlsx, .pptx
* **Image files:** .jpg, .jpeg, .gif, .png
* **EMIS form files:** .ewdt

# **Naming conventions for files**

Where possible, content should be named as such:

“Disease, Condition (additional detail) - Type of document/content, locality content relates to”

**Examples:**

Chronic non-specific shoulder pain pathway
**Amended Title:** Shoulder Pain (Chronic non-specific) Pathway N&W

Guidance for Diagnosis of Catheter Associated Urinary Tract Infection

**Amended Title:** UTI (Catheter Associated) Guidance NN

GYW = Great Yarmouth and Waveney

NN = North Norfolk

Nor = Norwich

CN = Central Norfolk

SN = South Norfolk

WN = West Norfolk

The Knowledge Team will attempt to keep content names as close to the original as possible but to ensure consistent quality across the site and for ease of use, names may be amended to adhere to site naming conventions.

# **Where do Web Champions save updated files?**

There is a central document library where all updated documents that will be uploaded to the new Knowledge NoW system. We will ONLY upload documents that are stored in this location.

## Document library link

[Please click here to go to the document library.](https://nhs.sharepoint.com/sites/msteams_e5ee5a/Shared%20Documents/Forms/AllItems.aspx?FolderCTID=0x0120009FE8805CEFA8FC4FA8AACB0C1F6404CD&viewid=4804c5a3%2Dba08%2D436a%2D9ec9%2D0d5b837d362c)

**Please note:** If you do not have access to this location, please request access and we will look to get permissions added within 48 hours.

## How does the folder structure work?

The folder structure within this document library is set out to match the website hierarchy. Please ensure you save your file into the relevant folder to match the section code in the structure. If you save your document in the wrong location the document will likely end up an incorrect location on the site.

## Requesting access to the document library

If you do not have access to the document library, you should see a request access pop up appear on the screen. Please press ‘Request Access’. This will be actioned within 24 hours.

# **Why do documents need to be accessible?**

Accessible documents benefit all audiences by making information clear, direct, easy to understand, and most importantly, usable by a wide audience, including people with disabilities and those who use a variety of devices, software, and hardware.

Under the Equality Act (2010) we are required to make our products and services as accessible as possible. If we fail to do this, we run the risk of being prosecuted as an organisation. In this document we will discuss how to make documents accessible.

# **Checklist for document accessibility**

1. Use the Accessibility Checker built into Microsoft products. (**Please see instructions below**)
**Please note:** You can convert .pdf files to Word. ([Click here to see instructions](https://nhs.sharepoint.com/sites/msteams_4fc4c8/SitePages/Tips5-Convertingwordtopdf.aspx))
2. Make sure all non-decorative images have alternate text. (**Please see instructions below**)
3. Make sure that all text has sufficient contrast to the background to be legible. The accessibility tester should highlight if there are any issues in your document.
4. Ensure all tables have a header row. ([Click here to see instructions](https://support.microsoft.com/en-us/office/video-create-accessible-tables-in-word-cb464015-59dc-46a0-ac01-6217c62210e5))

# **What tools can we use to assess the accessibility of a document?**

Microsoft Products have a built-in accessibility checker which will search your document for accessibility issues and offer suggestions or solutions to solve them.

## Use the Accessibility Checker in Microsoft Products

1. Select the Review tab. In Outlook, you'll only see the Review tab when writing or replying to messages.
2. Select Check accessibility button Check Accessibility to open the Accessibility pane on the right.



**Tip:** For Word, Excel, and PowerPoint desktop, select the lower half of the Check Accessibility button for more options.

1. In the Accessibility pane, review and address the findings under Inspection Results

## Applying recommended actions form the Accessibility Checker

In the Accessibility pane, you'll see a list of errors and warnings, with how-to-fix recommendations for each.

To quickly correct the issues, apply one of the recommended actions. For more information on how the findings are categorized, see [Rules for the Accessibility Checker](https://support.microsoft.com/en-gb/office/rules-for-the-accessibility-checker-651e08f2-0fc3-4e10-aaca-74b4a67101c1).

1. In the Accessibility pane, select an issue under Warnings or Errors. The list expands and shows the items and objects affected by the issue.
**Tip:** Select the item or object to view the exact location of the affected item or object.
2. To address the issue, select the down arrow button next to it and open Recommended Actions list.


3. To apply a fix, select an action from the Recommended Actions list. To view more options, select the right arrow button next to an action (if available).
4. Go through and resolve each issue under Warnings and Errors.