

**You
Said**

We Did

An A-Z Guide on Your Care Your Support Wiltshire

What did we do?

- Your care your support Wiltshire is a good source of information about health and care services in Wiltshire but sometimes information can be difficult to find.
- We have created an A to Z menu that makes information easier to find. You can now browse the information you might want by page title.

Why did we do it?

- Searching Your Care Your Support using one word search terms can give variable results.
- We wanted to create an A to Z that would make it easier for people to find the information they need.

What did people say?

- I can't always easily find what I want.
- How do I know what to look for if I don't know where to start?
- I'm overwhelmed by 5 pages of search results.

What happened next?

- We checked over 200 pages, making sure they were relevant and up-to-date, and were correctly labeled.
- We put together an A-Z directory that made it easier to find key information pages.

What was the impact?

- People have a starting point to find information and advice for themselves without relying on one or two words of their own choosing.
- Health and Social Care Professionals and savvy site users can navigate straight to a page they know is there without using menu tiles or keyword searches.
- The site has new functionality, keeping it relevant, novel and useful to the communities it serves.