Guidance for using the forums on Hospice IQ

This brief guidance document explains how the forums work on Hospice IQ, including how to create a new thread and reply to posts.
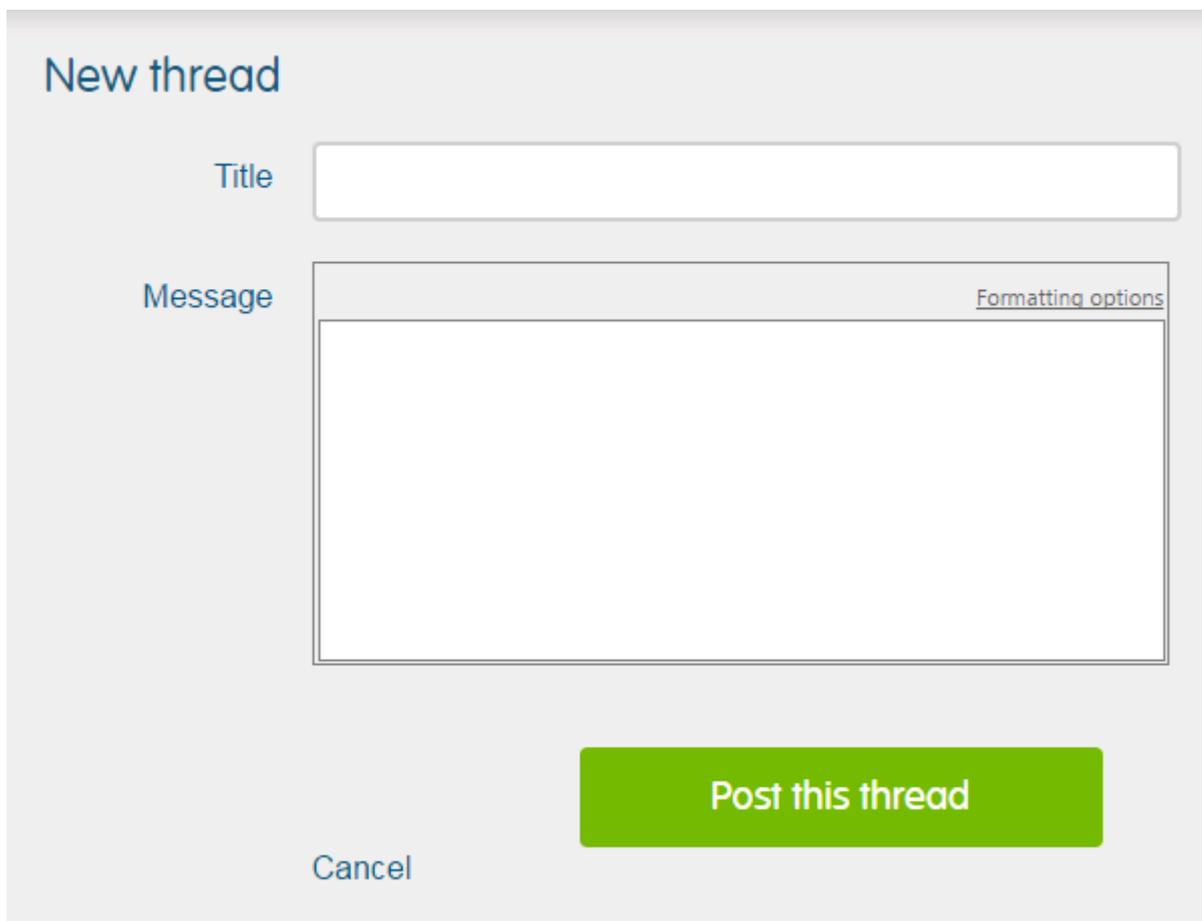
Forum types

There are several forums on Hospice IQ, each covering a different aspect of hospice care. These include: business support; care and clinical; communications; finance; governance; income generation; workforce. The Executive Clinical Leads in Hospice and Palliative Care (ECLiHP) network has its own forum, and only members of the network have access to this. To access a forum and view its threads, simply click on the forum name. Note that you will need to be logged in to access it (see details about logging in later in this document).

Creating a new 'thread'

Within each forum you are able to create 'threads'. By threads we mean topics or subjects that members would like to discuss or request information on.

Once in a forum you will see any threads that have already been created as well as a blue 'New thread' button. Simply click on this button to start a new thread. This will open a basic form (shown below) in which you can type the title of the thread and your message (make sure you click on the green 'Post this thread' button when you have finished).

Replying to 'posts'

If you click on an existing thread you will then see all the messages that have been posted within that thread. These messages are called 'posts'.

To reply to a post, simply click on any of the green 'Reply' buttons that are clearly visible on the page. This will open a basic text editor (shown below) into which you can type your post. Note there is a 'Formatting options' tab which will allow you to add hyperlinks, embolden and italicise text, include headings and bulleted lists, and check spelling.

Signing up for email alerts

Hospice IQ allows you to register to receive email alerts each time a new thread or post is added to the forums. If you would like to be notified each time a new thread is created in a particular forum, simply click on the **'Register for alerts'** tab (highlighted in red in the screen shot below) at the top of the page within that forum. If you are then interested to see all new posts within a particular thread, again click on the **'Register for alerts'** tab within that thread (it is important you complete this second step in order to get notifications of posts within a thread).

Accessibility (logging in)

Please note that you will need to log in to be able to access the forums. Only the initial forums landing page is visible without a login. Once you try to access any individual forum you will be asked to enter your login details. Your login details are the same details for the rest of the Hospice UK website. If you have not yet set up a profile with us, you can do so at the following link: https://supporter.hospiceuk.org/public/register/default.aspx If you need any assistance with logging in or registering, please email info@hospiceuk.org or call 020 7520 8200.

Contact us

If you have any questions or need any assistance regarding using the forums, please don't hesitate to contact our Head of Publishing, Daniel Ward, on 020 7520 8221 or d.ward@hospiceuk.org