

Supporting the local older people of Winchester

ST JOHN'S HAND IN HAND: DIRECTORY FAQs

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St John's Winchester





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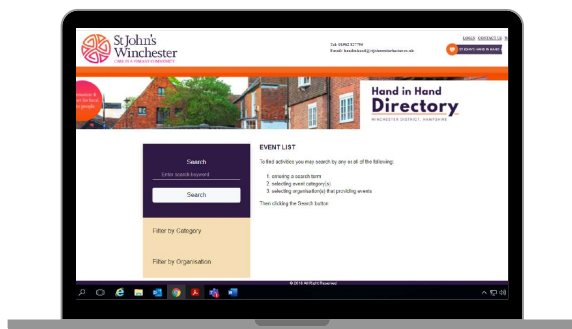
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INTRO TO THE DIRECTORY

Q: WHAT IS THE PURPOSE OF THE DIRECTORY?



DOMAIN:

handinhand.stjohnswinchester.co.uk

A: Welcome to the St John's Hand in Hand Directory.

The purpose of the Hand in Hand Directory is to allow St John's staff, volunteers, and members of the Winchester community to easily identify appropriate services, clubs or activities taking place in the local area.

This form of "signposting" will benefit the individual using the Hand in Hand service (aka a 'scheme member'), as well as supporting local businesses to advertise their services.

It is our intention to liaise with third parties and other organisations to keep the directory up to date. We recommend that third parties check their data regularly and [contact us](#) if any changes need to be made.

Q: WHO IS IT FOR?

A: The information on the Directory is aimed at **local older people** living in the Winchester District.

Q: WHAT IS THE 'HOME PAGE'?

A: The Home Page is synonym (another name) for the Directory. This is the main screen that the public and other third parties can see and use to search for local activities, clubs or events.

NAVIGATING THE DIRECTORY

Q: HOW DO I USE THE DIRECTORY?

A: It works in a similar way to a search engine.

You can search for entries in **three ways**:

1. By typing a keyword in the purple '**SEARCH**' box (e.g. "dementia", "pets")
2. You search by categories or sub-categories by using the '**Filter by Category**' dropdown box
3. You can search by the name of the organisation by using the '**Filter by Organisation**' dropdown box

By having three ways to search for information, it means that you can be as broad or as narrow with your search criteria as you like. It's worth noting that the search box function finds activities that are word-rich with the chosen keyword you typed in.



Search

Enter search keyword

[Filter by Category](#)

[Filter by Organisation](#)

EVENT LIST

To find activities you may search by any or all of the following:

1. entering a search term
2. selecting event category(s)
3. selecting organisation(s) that providing events

Then clicking the Search button

Q: HOW DO I CLEAR THE SEARCH FILTERS?

A: Once selected, you can easily remove the filters (e.g. if you have searched by the sub-category 'Support Groups and Counselling' but want to un-filter your search), simply **click the X** next to the filter.

Q: HOW DO I COLLAPSE THE SEARCH FILTERS?

A: When you click on the 'Filter by Category' or 'Filter by Organisation' hyperlinks, the full list of categories and sub-categories will expand.

To collapse these options, click the relevant 'Filter by' link again and the expanded box will collapse.

Alternatively, clicking the St John's Hand in Hand logo in the top left of the Home Page will reset the Directory.

SAVING YOUR SEARCHES

Q: WHAT IS A 'WELLBEING REPORT'?

You may want to save what you have found on the Directory for later. This is where the **WELLBEING REPORT** comes in handy.

Located in the top right hand corner of the Directory Home Page, this is where a record of all of your saved searches are conveniently stored.

Tel: 01962 827795

Email:

handinhand@stjohnswinchester.co.uk

[LOGIN](#) [CONTACT US](#) [WELLBEING REPORT](#)



Q: HOW DO I SAVE MY SEARCHES TO THE WELLBEING REPORT?

Follow the steps below:

- 1** On your chosen activity, click the '**Read More**' button to expand the box and to see more information.
- 2** Once fully expanded, click the '**SHOPPING TROLLEY**' icon in the right hand corner of the box. The shopping trolley icon will then disappear once clicked.
- 3** This will automatically save your search(es) in the Wellbeing Report - show below:

[LOGIN](#) [CONTACT US](#) [WELLBEING REPORT](#) **1**



Q: HOW DO I ACCESS MY WELLBEING REPORT?

A: Once you have added something to the Report via the **shopping trolley button**, you can go ahead and access your saved information.

Simply click the 'Wellbeing Report' hyperlink on the top bar of the Home Page.

This will bring up a copy of your saved searches. It will automatically open in another window.

Q: I CLICKED ON THE SHOPPING TROLLEY BY MISTAKE. CAN I DELETE A SAVED SEARCH FROM MY WELLBEING REPORT?

Yes, you can. Simply click the **X** next to each activity and it will automatically be removed from your Wellbeing Report.

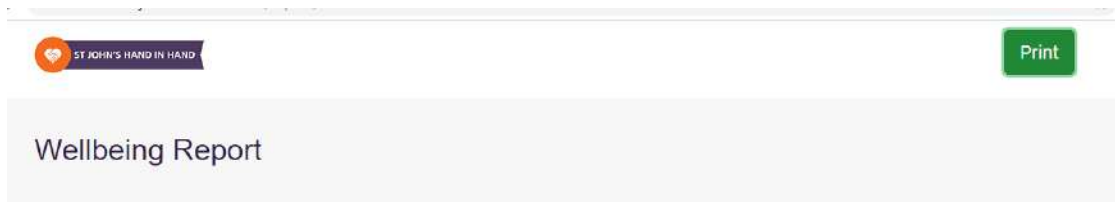
Q: CAN I PRINT MY WELLBEING REPORT?

Once you want to end your session on the Directory or if you want to print off your searches, **simply click the 'PRINT' button on the top of the Wellbeing Report.**

You can also export your Wellbeing Report as a PDF file by **clicking 'PRINT' and selecting 'export as PDF'** from the dropdown options. This will allow you to **email** your saved activities.

SEE A STEP BY STEP GUIDE ON THE NEXT PAGE:

- 1 To visit your Wellbeing Report (and your list of saved entries), click the hyperlink in the bar on the top right of the Directory Home Page.
- 2 A new browser tab will open with your saved searches.
- 3 To **delete** an activity saved in the Wellbeing Report, click the 'X' in the top right of the activity box. This will remove it from your list.
- 4 If you want to **share or print** your Wellbeing Report, click the '**PRINT**' button which will connect you to your printer.
- 5 Alternatively, you can save your searches here as a PDF file which can then be shared via email.



Q: WHY IS IT CALLED A 'WELLBEING REPORT'?

We have called it a 'Wellbeing Report' to emphasise St John's Winchester's and the Hand in Hand teams' aims to support local older people to live full, happy and healthy lives. The purpose of the site is to support these aims.

Additionally, the Hand in Hand team used to compile manual 'Wellbeing Reports' for each of their scheme members, which are tailored to an individual's interests and needs.

THE CATEGORIES

Q: WHAT ARE THE SEVEN CATEGORIES?

- 1. Friendships & Connections** - Clubs, hobbies and social activities designed to connect with the community, counselling and support.
- 2. Keeping Healthy & Active** - sports classes, nutritional advice, information on outdoor groups and activities that promote staying active.
- 3. Ability to Get Out & About** - transport options and information on getting shopping and carrying on with completing every day tasks.
- 4. Practical Home Help** - care and repair schemes, home adaption services, computer and technology schemes, meals on wheels and prescription collection support.
- 5. Safety** - services to prevent falls, information on staying safe online, and support on crime prevention.
- 6. Useful Information** - health advice on chronic conditions, general help and advice about important topics such as hospital discharge and bereavement.
- 7. Money & Benefits** - advice on banking, benefits and money saving tips.

Q: WHY THESE SEVEN?

The seven categories were based on **research by the University of Winchester** in association with the charity. Its report found that these areas are of most or significant importance to older people.

CONTACTING US

Q: CAN I GIVE FEEDBACK?

Yes, we have made it easy to give us feedback.

Tel: 01962 827795

Email:

handinhand@stjohnswinchester.co.uk

[LOGIN](#) [CONTACT US](#) [WELLBEING REPORT](#)



We welcome comments, feedback or suggestions about the Directory. You can do this by clicking on the '**CONTACT US**' hyperlink in the top right corner of the Directory Home Page.

When clicked, this will automatically bring up a form for them to complete.

Contact Us

Your name

Your email

Your comments or feedback

Submit

A user can enter their name, contact email address, and any comments or suggestions they have. To send, click 'SUBMIT'.

A copy of this enquiry will be emailed to the team via:
handinhand@stjohnswinchester.co.uk

Another copy will be sent to the **data entry side of the Directory** for our admins to look at and review. This will be checked regularly.

Q: I WANT MY INFORMATION TO BE ADDED TO THE DIRECTORY. HOW CAN I DO THIS?

We are always looking for more local information to add to the Directory.

Simply [complete this form](#) and you will be contacted once this has been processed.

Alternatively, [visit our website](#) to access the form:

Q: WHO MONITORS THE DIRECTORY?

Currently, this is done by the Hand in Hand team, an Apprentice and volunteers. We hope to expand our Directory volunteer team to keep information up to date.

Q: HOW DO I CONTACT HAND IN HAND?

St John's Hand in Hand
Basement 47 Southgate Street
Winchester
Hampshire
SO23 9EH

Tel: 01962 827795

Email: handinhand@stjohnswinchester.co.uk