HEALTH™ TOOLBOX

For healthcare professionals to share workplace knowledge

My hospitals | My settings | Become an editor

What is Toolbox?

Toolbox is a **secure** online information resource set up by **trainees** to help to better orientate themselves with their **hospital and department**. Including contact numbers, referral methods, **ward handbooks** & **guidelines**.

Why does it matter?

Easily accessible information at **local** level ensures that healthcare professionals can be **efficient and effective** in carrying out their role. This in turn has positive impacts on **patient safety** as well as **education and training**.

What can it do?

Toolbox is estimated to save **40 minutes per trainee per day**. At a typical NHS Trust with 60 users, this could save **£200,000 per hospital every year**.

Video: Introducing our new brand Health Toolbox, February 2022

Everything you need

Personalised: Hospital specific information written for you.

Efficient: estimated to save 40 minutes per trainee per day.

Easy to use: Seamless editing from desktop or mobile device.

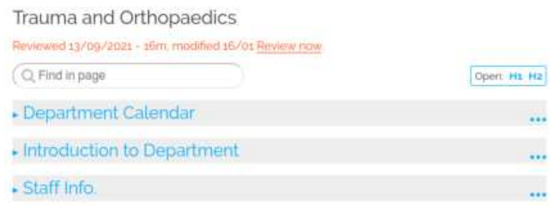
Reliable: Easily accessible information with review dates.

Versatile: Website, iOS and Android apps all synchronised.

Crowdsourced: Contributions from you and your colleagues.

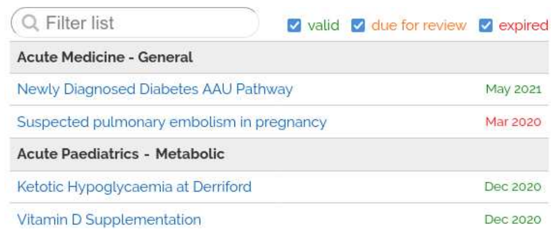
Specialty handbooks, survival guides, induction packs

- Easy to use visual editor with rich text, files, links.
- Teaching videos, shared calendars, feedback forms.
- Crowdsource and delegate sections to different teams.
- Real time updates to the website and apps.



Clinical guidelines in PDF format

- Listings with instant search, review status.
- Last review and expiry dates, maintainers per file, monthly reminders and notifications.
- Shared folder at the trust, automatically synchronized with your toolbox website and apps (option).



Contacts directory (shared address book)

- Bulk import all your contacts.
- Telephones / extensions with direct dial on mobile, bleeps, emails, fax numbers, web links, notes.
- Contact categories per department, include in pages.

Tools for administrators ("Wrench" menu)

- Role-based access control (reader, editor, administrator).
- Analytics, monthly performance, review dashboard.
- Custom reports, posters, QR codes, PDF export.
- Page revision history, daily backups.

Trusted by 10,000 healthcare professionals

"I am excited by the development of the [Health] Toolbox. It is an excellent innovation which I feel will significantly transform the perennial issues faced by junior doctors and hospitals in general. I am also particularly encouraged by the inclusion of patient safety as both a driving principle and an explicit consideration in the Toolbox itself. I strongly endorse this initiative and encourage you to get involved at your hospital." **Sir Bruce Keogh, NHS Medical Director 2007–2013**

"We have found that this has been of real benefit to our locum workforce, especially anyone who is booked at short notice, or out of hours. We have recently added a dedicated locum section on the main menu to ensure it is easy to find which highlights key information, such as who they can ask for help, where they can park when they arrive etc."

Victoria Jones, Junior Doctor Liaison Manager, University Hospitals Birmingham

"We have fully implemented toolbox and it has made a massive difference to our induction, no more reams of photocopying and have shaved hours of the induction as now all the information is in one place. Thanks for coming up with this."

Judy Crabb, Education Centre & Medical Education Manager, Dorset County Hospital

More testimonials | Contact us

ORCHA reviewed

GDPR compliant

Cyber Security Essentials Certified

Web Security A+ Mozilla Observatory

NHS England Clinical Entrepreneur Programme

DigitalHealth.London

Website based content

The website is written in a Wikipedia-style format, allowing **crowdsourcing** of information maintained by local **authorised** users, to keep it **relevant and updated**. Each hospital has its own domain, co-ordinated by a lead editor who reviews the information, and a senior clinician who provides **support and continuity**.

Security

No patient information is ever added and hospitals can **retain control** of information uploaded to the site. **Access is restricted** to healthcare professionals working at the trust. Data transfers are protected using industry standard **encryption**.

iPhone™ / Android™ apps

The app **automatically** and **securely** downloads the information to the phone in **real time**. Information can be **instantly searchable** both **online and offline**. Phone calls and emails can be made at the click of a button.

Download on the App Store | GET IT ON Google Play

NHS England Clinical Entrepreneur Programme | DigitalHealth.London

HSJ Value in Healthcare Awards WINNER | Cyber Essentials Certified

Doctor Toolbox

Video: What doctors and educators say

More testimonials | More videos | Contact us | Sign up as an editor

How do we get involved?

NHS Organisations

Please contact us.

Other organisations

We are committed to improving quality of care throughout healthcare so if you want to know more please get in touch.

Healthcare professionals

Healthcare professionals can start a new site by getting in touch.

You will be able to complete a valuable and enduring quality improvement project and receive certificate upon completion.

Join an award winning project

Toolbox was winner of a HSJ Value in Healthcare Award. 500 healthcare professionals have been editors to date. And we have endorsements at all levels from junior doctors up to the NHS Medical Director Sir Bruce Keogh.

Main page tree

The knowledge resource for healthcare communities

- About Toolbox
- Editors
- App
- Feedback & testimonials
- Frequently asked questions
- Help centre
    - Advice for F1 doctors
    - Autologin
    - Case studies
    - Certificates, QIPs & CPD
    - Changing hospital
    - Checklists
    - Create a new Toolbox
    - Data privacy statement
    - Development
        - Development 2020
        - Development 2021
        - Development 2022
    - Evidence
    - Feedback forms
    - Feedback forms (external)
    - Forms and guides
    - Guidelines (standard module)
    - Highly specialised services
    - How to embed calendars
    - How to embed maps
    - How to embed videos
    - How to make tables
    - How to set a telephone prefix
    - Implementation guide
    - Information governance
    - Lead Administrator
    - Lead Editors

About Toolbox

Improving patient safety

The NHS is facing a significant problems with staff induction and staff retention. Doctors and other healthcare professionals frequently rotate jobs between hospitals. This rotation causes a significant financial burden for hospitals, as they must hire locum staff to cover the vacant positions and also leads to a 6% increase in patient mortality. The CQC requirements that a trust prepares a doctor to be able to do their job are not always met.

With 54,000 doctors in training in the UK, the transition to hospital can be overwhelming and daunting, especially when junior doctors spend a lot of time trying to figure out how to complete common tasks rather than being able to focus on patient care and their education needs.

A solution to this problem is Health Toolbox, a platform designed to provide a safe induction for healthcare professionals. It acts like a Wikipedia for how to get things done in hospitals, going beyond the traditional static and boring two-day induction process by providing crowdsourced information through a website and mobile app. It includes guidelines, hospital-specific knowledge, and videos. It can save 1 hour per doctor per day and could save each hospital £200,000 per year in lost productivity and staff retention.

What is Health Toolbox

FOR HEALTHCARE LEADERS HSJ VALUE IN HEALTHCARE AWARDS WINNER

Health Toolbox is a cutting-edge digital health startup that is revolutionising the way we onboard and support the medical workforce. Our user-friendly platform provides a comprehensive suite of tools and resources to help trusts take control of their hospital knowledge and train a happier, more productive workforce.

Our platform includes features such as personalised onboarding plans, as well as a library of trusted healthcare information and a community forum where users can connect with others and share their experiences.

We believe that digital health has the power to improve working lives, boost morale, and increase safety and productivity. We're committed to using technology to make healthcare more accessible, affordable, and effective for everyone. If you're looking for a way to take control of your trust induction, look no further than Health Toolbox.

What information is Health Toolbox for

- Handbooks written by doctors in training for their Job and Specialty.
- Contact details such as telephone numbers, bleep numbers and emails.
- Local information e.g. how to make speciality referrals or know how on requesting investigations.
- It can also be used resource for teaching and post graduate medical education.

How do we start at our hospital

Toolbox is a cost-saving and award-winning solution that improves the safety and quality of inductions for healthcare professionals. It's also a valuable tool for junior doctors looking to improve their skills and advance in their careers. If you're interested in learning more, please email support@dr-toolbox.com for pricing information. The site is maintained by a team at your hospital, typically including a Lead Editor, a Toolbox Champion, and a Local Administrator. These individuals work together to co-ordinate the collection of survival guides and other information, provide governance and support, and ensure continuity when Lead Editors move on. Toolbox is dedicated to innovation in the field of medicine.

Visit our Help Centre for more information.

Team

Dr Will Barker MBBS. Co-Founder, doctor and Joint Lead
Will Barker Linkedin
Will studied in medicine at St. Georges, University of London. As a trainee doctor seeing an unmet need for hospital specific information he set up Toolbox. He has completed his training and now works as an NHS doctor in South London and is an NHS Clinical Entrepreneur.

Dr James Houston. Co-Founder and Joint Lead
James has a previous degree in Engineering, Economics and Management prior to studying Medicine. He is currently a Trauma and Orthopaedic Registrar, and maintains a keen interest in digital health.

Dipl. arch. Petko Yotov, software architect and technical consultant
Petko studied Engineering and Architecture and graduated from the ENSAPB (Paris) in 2007. He is the core developer of the PmWiki software framework that powers Toolbox, and author of functions specific to the educational website and app.

Other Toolbox Team Members:

- **Dr Ed Mew** -- Anaesthetic Trainee in Severn.

- **Dr Imran Qureshi** -- Patient Safety Lead. BMJ Clinical Adviser for Quality & Safety. Microbiology Consultant Croydon University Hospital London.

DigitalHealth.London

We are proud to be one of 122 companies to have been a part of the #DHLAccelerator programme. Find out more: Accelerator - DigitalHealth.London.

As part of the digitalhealth.London accelerator, Health Toolbox had access to a wealth of industry expertise and resources, including mentorship from leading experts in digital health, exposure to potential investors and partners, and opportunities to collaborate with other innovative startups. The 3rd cohort included mentorship alongside Locum's Nest, Livi, Healum, Pando and Accurx.

News

Featured in Forbes Magazine.

Contact us

You can contact us at support@dr-toolbox.com.

Editors

Toolbox is written by its users, yes you!

Sign in Create account

Register as a Toolbox editor and not only will you help your colleagues, but you will also be taking part in a national quality improvement project and if you complete a few simple steps also get a certificate for your portfolio at the end of the year.

Editors shape the content of the Toolbox at their trust which directly helps their colleagues and plays an important role in improving patient safety. Editors are responsible for keeping information relevant and up-to-date. By listening to what other readers need, they can add in new information or sections for their Toolbox specific for their hospital.

Being a good editor takes responsibility and time. However participation allows you to take part in a national Quality Improvement Project and opportunities exist to build research and leadership skills. We are also continuously improving the site, please get in touch with your feedback or if you would be interested in a role shaping the future of Toolbox.

Scroll down to find out how to edit the site.

- See also Documents.

The team you will need

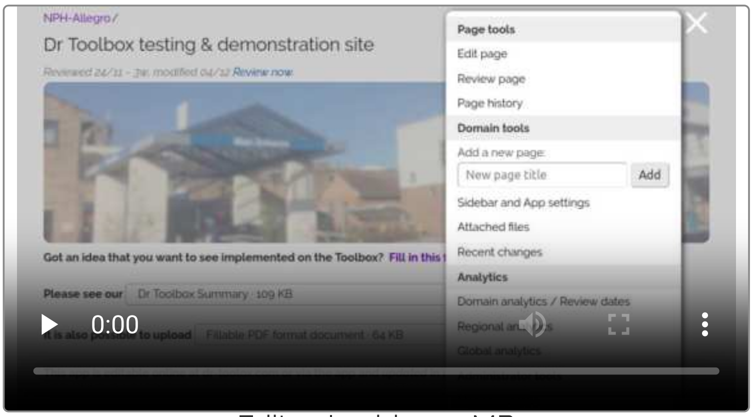
If you wish to start a new site at your hospital please get in touch. The team is usually composed of:

- Lead Editors; ideally this is normally two FY1's or FY2's but any clinicians can do this role.
- A **Toolbox Champion** this is a senior clinician who will support the project at your hospital. If your hospital doesn't have one already approach a supportive Consultant. This is very important as they can provide mentoring, support and ensure continuing success when you change hospital.
- A **Lead Administrator**. It's also really useful to have someone in the postgraduate medical education department to help ensure Toolbox is included in induction and that new Lead Editors are allocated in August.

When signed in as an Editor you will see the **Wrench** 🔧 to access all the **editor tools.** On this menu you will see links for:

- The **edit page**, **review page**, **page history** and **delete page**
- The **analytics page** where **statistics** can be viewed and **graphs downloaded**
- this includes **page analytics** including **page hits** and **review dates**
- **Sidebar and App settings** where the sidebar and app buttons can be configured

Editing or creating pages



Editors' guide · 14 MB

More videos

- When creating pages note site is organised in a tree like hierarchy. Every page has a parent page. If a page is a 'child' of homepage it will automatically appear in the sidebar of the website and app. You can change the 'parent' of a page by using the dropdown at the top of the edit window.
- You can also copy and paste from word documents, pdfs and webpages although please ensure you follow our Conditions of Use.
- When you click edit you will see the edit toolbox. We have kept this as simple as possible to make it as easy to use as possible.

- Use the first two buttons to make text "**bold**" or *"italic"*.
- The next button is to add a web link or an e-mail link, or you can select in a dropdown tree an internal page from your toolbox.
- The next two icons allow you to mark numbers as telephone numbers and bleep numbers. This has the added benefit in allowing people on mobile phones to tap and directly call numbers. See using telephones below!
- The button "Embed" opens a menu allowing you to embed in the page:
  - Documents and pictures (upload from your computer).
  - Individual contacts or full categories from the address book of the trust.
  - Interactive maps from OpenStreetMap, see How to embed maps.
  - Videos from YouTube, Vimeo or TED, see How to embed videos.
  - Calendars from the shared calendar of your trust, see How to embed calendars.
  - Feedback forms.

- The next 2 buttons **H1** and **H2** create section headings, level 1 (main heading) or level 2 (subheading/subsection). Sections can be open or collapsed, this can be configured by selecting the checkboxes under the text area. A user can click on the heading to toggle the section open/collapsed.
- The next 2 buttons create bulleted or numbered lists.
  - The next 2 buttons increase and decrease the indentation of bulleted or numbered lists, like this item.

- Remember no passwords, no patient information and nothing personal or offensive. Clinical guidelines must only be uploaded if ratified by the hospital guideline committee and if there is a clear process for update in place. If you wish to implement guidelines via Toolbox please discuss this with the team. Please also refer to our Conditions of Use.

Reviewing

- We ask that all pages are reviewed once a year. Editors can see when pages were last reviewed by visiting the Analytics page and finding 'Page Analytics'.
- Lead editors will also be emailed reminders of pages which need reviewing. It is a requirement that all pages are reviewed for lead editors to receive a certificate at the end of the year.
- Pages can be marked as reviewed by clicking the 'review' at the top of each page or in editors tools.

General Guide for implementing your Toolbox

The implementation should follow these points:
1. Assigning roles.
2. Baseline Survey.
3. Collate general information.
4. Collate survival guides.
5. Liaise with senior consultants and IT for hyperlink on Intranet.
6. Launch and advertising to peers.
7. Resurvey following introduction.

Tips

- This site is to make your life easier and helping your colleagues and making everything run smoother. Any time you learn something and think "I wish I knew that from induction" write it down and add it to the site to share it with your colleagues and successors.
- Find the tacit knowledge in your cohort of junior doctors. It is incredible how much you will have learned by the end of just the first year about how to be awesome at the job so share it!
- Record the best bits from hospital induction and build on them.
- Ask your colleagues and people in the multidisciplinary team how you could be even better at the job.
- Implementing a Toolbox in your Trust can form part of your own Quality Improvement project. See here for a more comprehensive implementation guide to follow.
- See also Documents.
- Please visit our help centre for lots of useful information.
- Also please remember to hand over in August - if the new intake don't know about the site, it cant help them. And if no-one is allocated to take over as 'Lead Editor' and update the content the site will fade away.

Certificates

- Certificates are awarded in July to Lead Editors who have created or maintained a Toolbox site for an academic year.
- This usually required an input through the year of 1-2 hours a fortnight.

To be awarded a certificate we usually request as a minimum to ensure the success of your site:
- That all the pages of your site at have been reviewed at least once that year

- That your have emailed your colleagues to let them know about your site
- You have arranged for Toolbox to be included in induction
- You have found someone to continue your work for the following year

We will try and be proactive about certificates but if you feel you are due one please email us and let us know your contribution to support@dr-toolbox.com.

Analytics

If you are doing a quality improvement project or just want to keep track of how many people are using your site.

Analytics · 9 MB

Also please visit your analytics page, click here.

See also

The section Lead Editors at our Help centre.

App

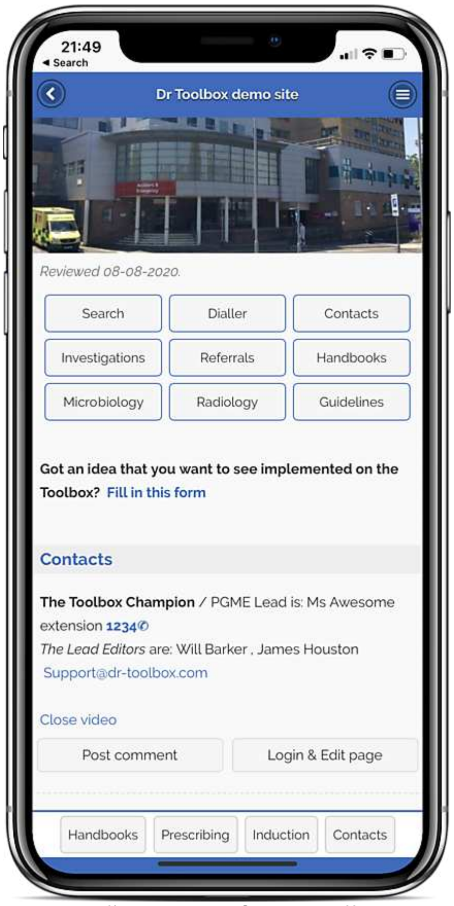
Download on the App Store | GET IT ON Google Play | MOBILE BROWSERS Web App

The Toolbox App downloads the content of your hospital toolbox and stores it for future reading even when offline.

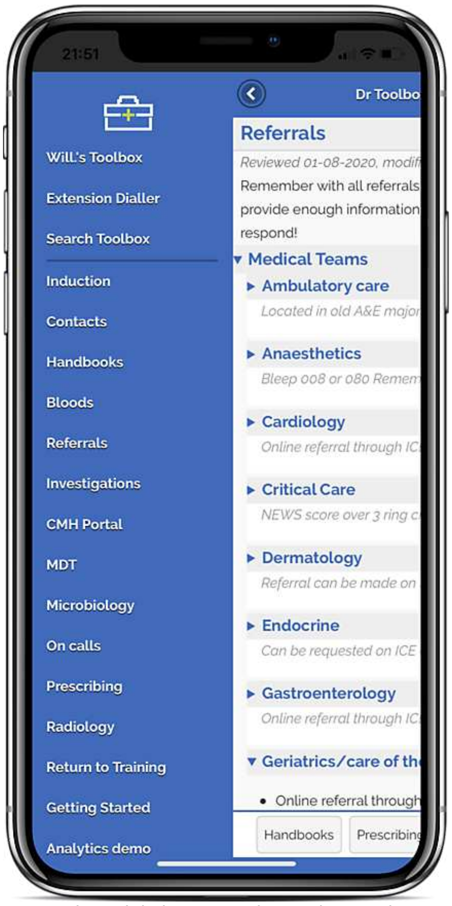
When your device becomes online, the App reconnects to the server and is updated to the latest version.

You need:

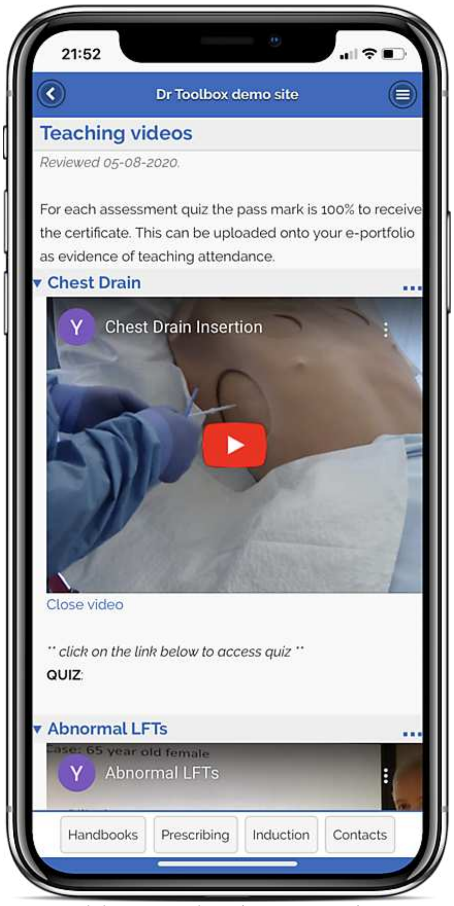
- A recent iOS™ or Android™ device. Get our app from the App store or the Play store.
    - The WebApp can be installed in modern mobile browsers just by clicking on the button. It has an offline functionality similar to the native apps.
- A Toolbox account. Registration is free using your work email.



Landing page of one toolbox, downloaded for offline reading.



The sidebar can be adapted depending on hospital needs.



Videos and quizzes can be embedded.

Feedback & testimonials

Please send us your testimonials.

*Please note that in 2021, we're rebranding the app and website from "**Dr Toolbox**" to "**Health Toolbox**" and the website to www.health-toolbox.com. In fact, many healthcare professionals besides doctors are using the platform, and a new brand was chosen to reflect this. The Dr Toolbox Ltd. company still owns the trademarks and develops the platform.*

Sir Bruce Keogh, NHS Medical Director

"I am excited by the development of the Dr Toolbox. It is an excellent innovation which I feel will significantly transform the perennial issues faced by junior doctors and hospitals in general.

I am also particularly encouraged by the inclusion of patient safety as both a driving principle and an explicit consideration in the Toolbox itself. I strongly endorse this initiative and encourage you to get involved at your hospital."

Judy Crabb, Education Centre & Medical Education Manager, Dorset County Hospital

"We have fully implemented toolbox and it has made a massive difference to our induction, no more reams of photocopying and have shaved hours of the induction as now all the information is in one place. Thanks for coming up with this!"

Prof. Parveen June Kumar, CBE

"Very happy for you to say that I think it is great - excellent for helping best practice and good patient care. You won't believe this but I did the first one for Bart's (and then Bart's and the London) ages ago on a Filofax. how things have changed!"

Rob Bethune SpR, Surgery, Bath

"I have worked in ten hospitals in the last twelve years and none of them has had a 'junior doctor' guide that has really worked. The best was a paper book I had during my house job at St Mary's when we still wore white coats and so had somewhere to put it. But even then, it was quickly out of date and we had all stopped using it by the end of three months.

However, there is a real need; in the last three hospitals, I have worked at the F1s have wanted to pull together a 'how to guide' for the hospital. All the tricks, phone numbers and bleeps that you do not know at the start of your year but by the end you have a list so you can get things done (like how to request a PICC line, or which radiologist is best for lower GI). Then you finish your job and all that knowledge is instantly lost.

There is a better way – Toolbox. This is a website where you can put all the 'how to' information, and anyone can use it for free. A hospital specific site can be created and the doctors can add the information as they learn."

Georgina Thomas, West Hertfordshire Hospitals NHS Trust

"Thought you would be pleased to know that Dr Toolbox won first prize at our local innovation awards!"

Toolbox Video: What doctors and educators say

Video: What doctors and educators say 29 MB

More videos

Please send us your testimonials.

Frequently asked questions

Here you can find some answers to questions asked sometimes. You can ask other questions at support@dr-toolbox.com.

General questions

What is Toolbox?

Toolbox is a **secure** online information resource set up by **trainee** doctors to help to better orientate themselves with their **hospital and department**. Including bleep numbers, referral methods & guides.

Easily accessible information at **local** level ensures that staff can be as **efficient and effective** as possible in carrying out their role. This in turn has positive impacts on **patient safety** as well as **education and training**.

Toolbox is estimated to save **40 minutes per doctor per day**. At a typical NHS Trust with 60 doctors in training, this could save **£200,000 per hospital every year**.

Permitted content

1. The site is not for patient information.
2. Uploading content to the site is restricted to nominated healthcare professionals at each hospital after they have reviewed content.
3. The site strongly suggests following GMC advice on online professionalism.
4. Critical information such as clinical information that could go out of date or lead to clinical errors is reserved for uploading to our clinical guidelines module only.
5. Please refer to our Privacy policy & Terms of use.

How to start a site at your hospital?

1. Finding the editor. This is often done by the F1/ F2 year reps as they tend to be highly motivated and organised although doesn't have to be. The best thing is to find a couple of enthusiastic F1s and a couple of enthusiastic SHOs and make them all editors.
2. Time commitments. All we ask for is for them to do the survey at the start and at the end. We already have the proforma and so this is quick to do and analyse. This takes probably an hour or two for a normal sized hospital. To add content to the site, this is usually about 1-2 hours to week, either at work or at home. Usually when you find out some useful information you wish you'd known before you add it to the site so it can be shared and retained, and it actually makes you more efficient so it will also save the editors some time themselves too.
3. The editing. Its really easy. We have an editors guide, along with conditions of use.
4. Contact us.

Is the website a 'medical device'?

The website / app is not intended to diagnose, support diagnosis or clinical decisions, make calculations to determine diagnosis or treatment. It is therefore not classified as a medical device and clinicians should use their own judgement when using the information shared by other doctors.

What are the benefits of using a Toolbox for a hospital?

Using a Toolbox for a hospital can provide several benefits, including:

1. **Centralised information**: A Toolbox can serve as a central location for hospital staff to access information about procedures, policies, and protocols. This can help ensure that everyone has access to the same information, reducing the potential for confusion and errors.
2. **Collaboration**: A Toolbox can facilitate collaboration among hospital staff by allowing multiple users to contribute and edit information. This can help improve communication and teamwork.
3. **Knowledge management**: A Toolbox can serve as a repository for knowledge and expertise within the hospital. By documenting procedures, best practices, and lessons learned, a Toolbox can help ensure that valuable knowledge is retained even as staff turnover occurs.
4. **Time and cost savings**: By making information easily accessible, a Toolbox can save hospital staff time and effort in searching for information. This can translate into cost savings as well, as staff can focus on providing care rather than searching for information.
5. **Improved patient care**: By providing staff with easy access to information, a Toolbox can help ensure that patients receive the best possible care. This can include information on medication protocols, treatment plans, and discharge procedures.

We can improve communication, collaboration, and knowledge management within a hospital, leading to better patient care and cost savings.

How to increase engagement for a Toolbox?

Here are some suggestions on how to increase engagement for a hospital Toolbox:

1. **Create a culture of collaboration**: Encourage hospital staff to contribute to the Toolbox by highlighting its importance and promoting a culture of collaboration. Make sure staff members know that their contributions are valued and appreciated.
2. **Make it user-friendly**: Ensure that the Toolbox is easy to navigate and use. Provide clear instructions on how to contribute, edit, and search for information.
3. **Regularly update content**: Keep the Toolbox up-to-date with relevant and timely information. This can help keep staff members engaged and encourage them to check the Toolbox regularly.
4. **"Find it on the Toolbox"**: Instead of giving people information that can be found on the toolbox, direct them to the toolbox to find it themselves. If the information is not already available on the toolbox, add it and then instruct them to locate it there.
5. **Offer training and support**: Provide training and support to staff members on how to use the Toolbox effectively. This can include tutorials, webinars, and one-on-one coaching.
6. **Share success stories**: Highlight success stories of how the Toolbox has helped improve patient care or streamline processes within the hospital. This can help demonstrate the value of the Toolbox and encourage staff members to contribute.
7. **Engage with users**: Respond to feedback and suggestions from users to show that their contributions and input are valued. This can help foster a sense of community and encourage continued engagement with the Toolbox.

By having trainee lead editors you can increase engagement and help ensure its success as a valuable tool for improving patient care and communication among all staff members.

How to reduce the risk of information in the Toolbox becoming obsolete?

The concern about the accuracy and currency of information in a Toolbox is a valid one. We have implemented a number of ways to reduce the risks of wrong or obsolete information in the hospital Toolbox:

1. **Assign dedicated moderators**: Assign a team of dedicated moderators who are responsible for reviewing and editing content to ensure accuracy and currency. These moderators should have subject matter expertise and be familiar with the hospital's policies and procedures.
2. There are clear **guidelines and standards** for content creation and editing. Make sure that all contributors are aware of these guidelines and standards.
3. Use the tools to set page and section **maintainers**, and **review dates**. Regularly look at the page **listings** with all review dates.
4. Our **version control system** tracks changes to the Toolbox, allowing moderators to revert to previous versions if necessary. This can help correct outdated or wrong information.
5. We **encourage peer review**. Pages can be flagged or commented on by readers.
6. **Regularly update content**: We encourage annual review of content to ensure it is still relevant and accurate. You can consider setting up a local review process for all content to ensure it is reviewed and updated on a regular basis.
7. **Monitor activity**: We have tools that can alert moderators when changes are made to pages.

Even traditional systems of printing guides or sending emails would carry risk of information being shared that becomes wrong obsolete. By implementing these strategies you can help to ensure that the information is accurate and up-to-date for all staff members.

How to promote the Toolbox to staff?

Promoting the hospital Toolbox to staff members is essential to ensure its adoption and continued use. Here are some ways to best promote the hospital Toolbox to staff:

1. **Launch event**: Organise a launch event to introduce the Toolbox to staff members. This can include a presentation on the Toolbox's features and benefits, as well as a demonstration of how to use it.
2. **Use multiple channels**: Use multiple channels to promote the Toolbox, such as emails, newsletters, posters, QR codes, and intranet announcements. Ensure that the message is consistent across all channels. A desktop link on all computers is a very effective tool.
3. **Incentives**: Offer incentives or rewards for staff members who contribute to the Toolbox. This can include certificates, awards or recognition for the most active contributors.
4. **Demonstrate value**: Demonstrate the value of the Toolbox to staff members by highlighting how it can help them in their work. For example, by reducing the time spent searching for information or improving patient care.
5. **Training sessions**: Offer training sessions on how to use the Toolbox effectively. This can be done through in-person sessions, online tutorials, or webinars.
6. **Leadership endorsement**: Obtain leadership endorsement and support for the Toolbox. This can be done through messages from senior leaders, inclusion in staff meetings or newsletters, or by making the use of the Toolbox part of performance objectives.
7. **Follow-up**: Follow up with staff members to assess their use of the Toolbox, address any issues or concerns, and provide additional support if necessary.

By implementing these strategies, you can promote the Toolbox to staff members effectively, helping to ensure its adoption and continued use as a valuable tool for improving patient care and communication among staff members.

How to nurture a culture of collaboration for the Toolbox?

Creating and nurturing a culture of collaboration in a hospital environment is essential to encourage staff members to contribute to the hospital Toolbox. Here are some ways to achieve this:

1. **Emphasise the importance of teamwork**: Reinforce the importance of teamwork in achieving hospital goals. This can be done through training sessions or through messaging from hospital leadership.
2. **Encourage open communication**: Encourage open communication among staff members, emphasising the importance of sharing knowledge and ideas to improve patient care and hospital operations.
3. **Foster a sense of community**: Create a sense of community among staff members by organising social events or team-building activities.
4. **Highlight the value of collaboration**: Highlight the value of collaboration in achieving better outcomes for patients and improving the hospital's overall performance.
5. **Celebrate success**: Celebrate successes that result from collaboration, such as improvements in patient outcomes or streamlined processes.
6. **Foster cross-functional collaboration**: Encourage collaboration between different departments and teams within the hospital to promote the exchange of knowledge and ideas.
7. **Offer support and training**: Offer support and training to staff members on how to work effectively in teams and collaborate with others.

Creating a culture of collaboration that encourages staff members to contribute to the hospital Toolbox and QI in general can foster a sense of teamwork and community while improving patient care and hospital operations.

How to evaluate the benefits of introducing Toolbox?

Evaluating the benefits of introducing a Toolbox in a hospital environment can be done through several methods. Here are some ways to evaluate the benefits of a hospital Toolbox:

1. **Usage metrics**: Evaluate the usage metrics of the Toolbox, such as the number of visits, unique visitors, and the frequency of updates. This can be done by visiting the Analytics tools from the administrative interface.
2. **Staff feedback**: Gather feedback from staff members on the effectiveness of the Toolbox. This can be done through surveys or focus groups to understand their perception of the Toolbox's usefulness and ease of use.
3. **Impact on patient care**: Evaluate the impact of the Toolbox on patient care, such as improvements in patient outcomes or reduced errors in treatment.
4. **Time and cost savings**: Evaluate the time and cost savings achieved through the use of the Toolbox, such as reductions in the time spent searching for information or in printing, distributing, and updating paper-based documents.
5. **Improved collaboration**: Evaluate the impact of the Toolbox on collaboration among staff members, such as improved communication and knowledge-sharing.

6. **Improved processes**: Evaluate the impact of the Toolbox on hospital processes, such as improved efficiency or the streamlining of procedures.
7. **Benchmarking**: Benchmark the Toolbox against other distribution channels (printed guides, intranet, shared network folders, online library, induction packs) to identify areas for improvement and best practices.

By evaluating the benefits of introducing a Toolbox in a hospital environment using these methods, you can make informed decisions about the usefulness of the Toolbox, identify areas for improvement, and ensure that the Toolbox continues to provide value to the hospital and its staff members.

Can Toolbox improve working conditions and stress levels?

A hospital Toolbox can improve working conditions and reduce stress levels in several ways:

1. **Easy access to information**: The Toolbox can provide staff members with easy access to information related to patient care, hospital policies, and procedures. This can reduce the time and effort required to search for information, reducing stress levels and improving work efficiency.
2. **Improved collaboration**: The Toolbox can facilitate collaboration among staff members by providing a platform for sharing knowledge and ideas. This can improve teamwork and reduce the sense of isolation that can contribute to stress levels.
3. **Streamlined processes**: The Toolbox can help to streamline processes by providing a central location for storing and accessing information. This can reduce the time and effort required to complete tasks, reducing stress levels and improving work efficiency.
4. **Standardisation of information**: The Toolbox can ensure that information is standardised across departments, reducing confusion and stress caused by conflicting information.
5. **Reduced errors**: The Toolbox can reduce errors by providing staff members with access to up-to-date information, reducing the risk of mistakes and improving patient outcomes. This can reduce stress levels by providing staff members with greater confidence in their work.
6. **Support for remote access to information**: The Toolbox can support remote work by providing staff members with access to information from anywhere with an internet connection, or even offline. This can improve work-life balance and reduce stress levels associated with commuting and being tied to a physical location.

By improving working conditions and reducing stress levels, a hospital Toolbox can contribute to the well-being of staff members, improving their job satisfaction and retention rates while improving the overall quality of patient care.

Can trainees and IMGs benefit from Toolbox?

A hospital Toolbox can offer several benefits for junior doctors, core trainees and international medical graduates (IMGs):

1. **Early access to local information**: You can grant access to the Toolbox to future trainees and IMGs in the days and weeks before they arrive in the hospital. This can help them learn what to expect and prepare.
2. **Access to standardised information**: A Toolbox can provide a central location for storing and accessing standardised information related to specialty jobs, patient care, hospital policies, and procedures. This can be particularly helpful for trainees and IMGs who may not be familiar with local practices.

3. **Support for learning and training**: The Toolbox can support learning and training by providing access to educational materials, tutorials, and case studies. This can be particularly helpful for trainees and IMGs who are in the process of acquiring new skills and knowledge.
4. **Improved communication**: The Toolbox can facilitate communication among staff members, providing a platform for sharing knowledge and ideas. This can be particularly helpful for trainees and IMGs who may be hesitant to ask questions or seek clarification in a busy clinical environment.
5. **Reduced errors**: The Toolbox can reduce errors by providing up-to-date information, reducing the risk of mistakes and improving patient outcomes. This can be particularly helpful for trainees and IMGs who may be less familiar with local practices and procedures.
6. **Improved efficiency**: The Toolbox can improve work efficiency by reducing the time and effort required to search for information and complete tasks. This can be particularly helpful for trainees and IMGs who may have limited time and resources.

A Toolbox can offer several benefits for junior doctors, trainees, and IMGs, providing them with early access to standardised information, support for learning and training, improved communication, reduced errors, and improved work efficiency. This can help to improve their confidence, job satisfaction, and overall performance, while contributing to the overall quality of patient care.

Can we delegate the maintenance of Toolbox sections to trainees?

There can be several benefits in delegating the maintenance of hospital Toolbox sections to junior doctors and trainees:

1. **Encourages ownership and responsibility**: Delegating the maintenance of Toolbox sections to junior doctors and trainees can encourage a sense of ownership and responsibility, as they are given the opportunity to contribute to the development of the Toolbox.
2. **Encourages active learning**: Delegating the maintenance of Toolbox sections to junior doctors and trainees can encourage active learning as they are required to research and update information related to their areas of expertise. This can enhance their learning and contribute to their professional development.
3. **Provides exposure to digital tools**: Delegating the maintenance of Toolbox sections to junior doctors and trainees can provide exposure to digital tools, such as Toolbox software and content management systems. This can enhance their digital literacy and prepare them for the use of similar tools in the future.
4. **Improves collaboration and teamwork**: Delegating the maintenance of Toolbox sections to junior doctors and trainees can improve collaboration and teamwork as they work together to maintain and update the Toolbox. This can enhance their communication and collaboration skills, which are important for effective clinical practice.
5. **Enhances quality of information**: Delegating the maintenance of Toolbox sections to junior doctors and trainees can enhance the quality of information, as they are required to research and update information related to their areas of expertise. This can contribute to the overall quality of patient care by ensuring that information is accurate, up-to-date, and relevant.

Delegating the maintenance of hospital Toolbox sections to junior doctors and trainees can have several benefits, including encouraging ownership and responsibility, active learning, exposure to digital tools, improving collaboration and teamwork, and enhancing the quality of information.

Can Toolbox be beneficial for Quality improvement projects?

Yes, hospital Toolboxes have been very beneficial for Quality Improvement (QI) projects. Here are some ways in which a Toolbox can support QI efforts in a hospital:

1. **Centralised documentation**: A Toolbox can provide a centralised location for documenting and sharing information related to QI projects, including goals, objectives, progress, and outcomes. This can make it easier for staff members to access and collaborate on this information, and can help to ensure that all relevant information is in one place.
2. **Collaboration and communication**: A Toolbox can support collaboration and communication among staff members who are working on QI projects. It can provide a platform for sharing ideas, feedback, and best practices, and can help to ensure that everyone is on the same page when it comes to the goals and objectives of the project.
3. **Standardisation of processes**: A Toolbox can support standardisation of processes related to QI projects, ensuring that everyone is following the same procedures and protocols. This can help to reduce errors and inconsistencies, and can improve the overall quality of the project.
4. **Transparency and accountability**: A Toolbox can provide transparency and accountability for QI projects by documenting progress, outcomes, and challenges. This can help to ensure that everyone is aware of the status of the project, and can help to hold team members accountable for their contributions.
5. **Continuous improvement**: A Toolbox can support continuous improvement by providing a platform for ongoing feedback, evaluation, and refinement of QI projects. This can help to ensure that the project is always moving forward and that improvements are being made over time.

Toolbox can be a valuable tool for supporting QI projects, providing a centralised location for documentation, collaboration, communication, standardisation, transparency, accountability, and continuous improvement.

How is Toolbox different from a hospital intranet?

While both a Toolbox and a hospital intranet can be useful tools for sharing information and facilitating communication among staff members, there are some key differences between the two that may make a Toolbox a better choice for certain use cases:

1. **Ease of use**: A Toolbox is often easier to use than an intranet, as it typically has a simpler interface and requires less training to use effectively. This can be particularly useful for busy healthcare professionals. As the Toolbox is updated by medical education department, consultants, and trainees, it can be more focused on the needs of staff and may be easier to navigate and search than a hospital intranet managed by the IT department. This can save time and frustration for staff who need quick access to relevant information.
2. **Agility and flexibility**: A Toolbox is typically more flexible and adaptable than an intranet, as it can be easily modified and updated as needed. This can be particularly useful for clinical workflows, day-to-day information, and other processes that may change frequently. As updating the Toolbox can be delegated to trainees and junior doctors, the information can be kept up-to-date more easily than on a hospital intranet. This is because the process of updating the Toolbox is more streamlined and requires less administrative overhead than requesting changes through the IT department.
3. **Focused information**: The Toolbox may contain information that is not available on the intranet, such as specialty handbooks, clinical guidelines, and useful external links. This can be particularly useful for trainees and junior doctors who may be less familiar with the organisation and need a more targeted source of information.

4. **User-generated content**: As the Toolbox allows for user-generated content, it can facilitate collaboration and knowledge sharing among staff members, which may not be possible on a hospital intranet managed solely by the IT department.
5. **Collaboration**: A Toolbox is designed to support collaboration and knowledge sharing among staff members, whereas an intranet is typically focused on disseminating information from management to staff members. A Toolbox allows to delegate the creation and editing of content by different contributors, which can help to ensure that information is accurate, up-to-date, and relevant.
6. **Accessibility**: A Toolbox can be more accessible than an intranet, as it can be accessed from anywhere with an internet connection, and on personal mobile devices. This can be particularly useful for staff members who are on the go, at home, or commuting.
7. **Crowdsourcing**: A Toolbox allows for user-contributed content and feedback, which can be particularly useful for sharing best practices and tips among staff members. An intranet, on the other hand, typically relies on top-down communication from management to staff members.

A Toolbox can be a useful complement for a hospital intranet in certain situations, particularly when collaboration, flexibility, ease of use, accessibility, and user-generated content are important considerations.

What technical support is available?

Our dedicated, available, responsive, and competent technical support team can provide several benefits to your Toolbox. Here are some of the key advantages:

- **User support and assistance**: We strive to provide timely assistance and support to users who encounter difficulties while using the Toolbox. Whether it's a question about signing in, navigating the content, accessing specific features, or troubleshooting an error, having a responsive team available can enhance user satisfaction and productivity.
- **Training and onboarding**: We can provide training and onboarding sessions to hospital staff, ensuring they are well-equipped to navigate and utilise the Toolbox effectively. This helps in maximising the adoption of the Toolbox among healthcare professionals and encourages its consistent use for sharing knowledge and collaborating on important medical information.
- **Customisation and enhancements**: We work closely with the Toolbox administrators and editors from your Trust to implement customisations and enhancements based on user feedback and evolving needs. We can assist in adding new features, improving the user interface, and integrating additional functionalities to make the Toolbox more user-friendly and effective.
- **Maintenance and updates**: We take care of routine maintenance tasks, such as software updates, security patches, and server maintenance. We ensure that the software is running on the latest version, optimise performance, and address any vulnerabilities, thereby safeguarding the integrity and security of the platform.
- **Prompt issue resolution**: We ensure that any technical difficulties with the software are promptly addressed and resolved. This minimises downtime and ensures uninterrupted access to the Toolbox, allowing healthcare professionals and staff to quickly retrieve critical information.

Our technical support team ensures the smooth operation, usability, and reliability of your Toolbox, empowering healthcare professionals in your Trust to access and contribute to critical medical knowledge effectively.

Reading / App

How often does the app update the content?

If the device is online, the app checks for updates about every 3 minutes, **only** when you interact with it (scroll, tap, swipe).

When there is a more recent version, it is placed in the app storage and a message appears "Update ready, tap to reload". You should then easily finish what you are reading then tap to load the new version.

Unlike other apps, we can update both the content and the program logic, without releasing a new version on the app store.

I tried to sign up, but never received the access details email

Please check if by any chance the confirmation message didn't land in your Spam or Junk folder. Occasionally, we have seen users mistype their email address, for example jane.doe@nhs.net instead of jane.doe**12**@nhs.net or jane.doe@**trust.**nhs.net.

If the confirmation hasn't arrived within 15 minutes, please contact us from the same NHS email address at support@dr-toolbox.com and mention your Trust.

I signed up and got the login details, but cannot sign in

If you forgot your password, you can set a new one here.

Note that the passwords are case-sensitive. Use the same password both in the app and on the website. If you change your password on the website, you'll need to use the new password in the app too.

If you recently changed your email on the website, you need to use the same email in the app. In such case the app normally should invite you to logout then login again, or you can logout from the Sidebar link "Help - settings - logout" then click on "Logout - reload app."

If your toolbox has "(restricted)" after the name, your trust has chosen to restrict registrations and a local administrator needs to review and approve your access. Your local administrators have been notified, and someone should review your request as soon as practical.

In the meantime, you can browse the Demo toolbox and the Shared content (Services) toolbox.

Please allow 1-2 business days for the administrators to review your request. If you're tired of waiting, try contacting the administrators directly -- their emails should be at the bottom of the initial sign-up message you received -- or contact us at support@dr-toolbox.com.

Some trusts prefer to restrict their toolbox while it is being organised and updated.

If your toolbox has "(closed)" or "(planned)" after the name, you cannot self-register, only a local administrator can invite you.

How to change the page that opens after I sign in?

On the website: If you're signing in via the page Sign in, then the "default domain after login" will be opened, and you can change it in a dropdown list in My settings (signed-in users). You can select your primary domain, or clear it if you want to see the list of domains you can access.

If you're directly opening any password-protected page, like **health-toolbox.com/Demo** or **health-toolbox.com/Demo/Contacts**, for example from a bookmark, or an external link, or a QR code, then after you sign in and if you have access to it, that page will open, regardless of your default domain.

On the app: You can personalise the homepage which opens after you load the toolbox. Tap on the "star" icon next to the page title and from the dialogue box select "Set as homepage". The page will be set as the homepage for that device, and the cover photo, your bookmark buttons, and the search box will be moved to this page.

Note that when the app updates and you tap the reload invitation, it will usually reopen the same page you were reading. The custom homepage will open if you access another toolbox and then reopen this one.

How to know when a page was last modified or reviewed?

Editors can mark a page as reviewed and the information is accurate, and the software stores both this date, and the last modification date, if it is different (later).

The dates appear between the page title and the page text (both app and website), and look like:

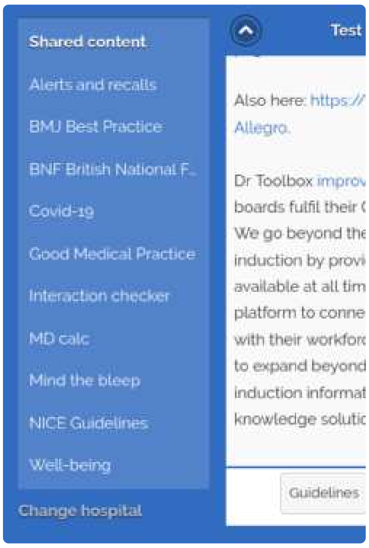
- *Reviewed 01/08 ~ 8m, modified 09/03*
  - The page was marked as reviewed August 1st, approx. 8 months ago, and subsequently last modified March 9.
- *Reviewed 08/01 ~ 3m*
  - The page was last modified and was last marked as reviewed on the same day, January 8, approx. 3 months ago.
  - Marking the page as "reviewed" also resets the last modification date.
- *Modified 25/02*
  - The page was last modified February 25, and has not yet been marked as reviewed by an editor.

If a page was last marked as reviewed more than 6 months ago, or never, the dates are in an orange colour (on the website).

If you're an editor, you can see all pages with their dates in the Analytics page, from **Wrench menu -> Domain -> Analytics**.
And to mark the page as reviewed, click on the link "Review now" after the date, or via **Wrench menu -> Page**

-> Review.

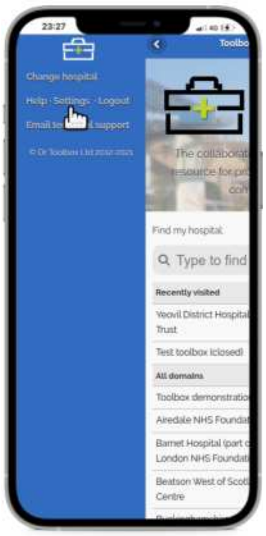
What is the "UK shared content" in the app?

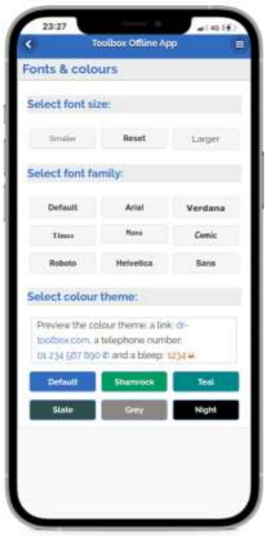


This shared content is accessible to all Toolbox users, and is reachable from links in a submenu of the app sidebar, and its pages can be found from the search. We have Covid and Well-being resources, and links to NICE guidelines, BMF, BMJ Best Practice, MHRA patient safety alerts, and selected feeds and podcasts. To contribute to this national project please email support@dr-toolbox.com.

I am not used to the font in the app, can I change it?

Yes, you can change the font family, the font size and the colour theme. From the **Sidebar**, near the bottom select "**Help - Settings - Logout**" then tap on "**Fonts and colours**". Note that some of the fonts may be unavailable on all devices.



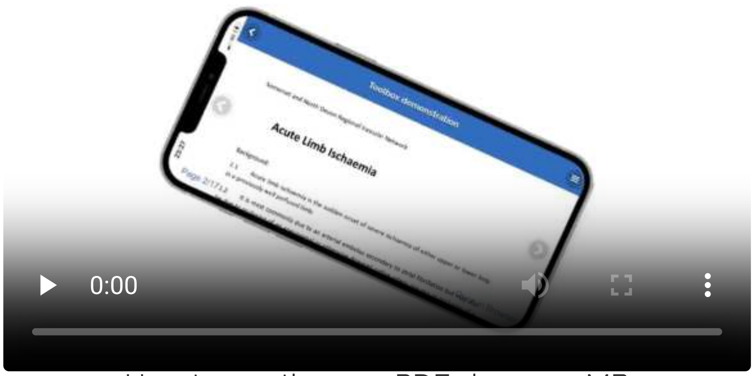


How to bookmark favourite pages for quick access?

To add or remove a page to your personal bookmarks, tap on the page title. Personal bookmarks appear in the app homepage, above the top level pages. You can bookmark any page or subpage.

How to use the embedded PDF and picture viewer?

See attached video:



How to use the new PDF viewer - 2 MB

1. To change pages, use the arrows middle left and right, or the drop-down "Page X/Y" bottom left.
2. Pinch to zoom in/out, drag the page to pan around.
3. Double-tap to reset zoom and fit the page to the screen width.
4. Rotate the device horizontally to read comfortably.

I spotted missing or outdated information, how to report it?

If you have edit permissions, just edit the page and add or correct the information.

You can leave a message to the page by clicking in the app on the icon "Hand holding a pen" or on the website, on the link "Send feedback to this page..." Your message will appear at the bottom of the page, along with your e-mail and the date. It will be visible to other users until an editor has had the chance to review it and incorporate it into the page. After that, the comment should be deleted.

To contact the editors directly and privately, you'll find their details on the "About / Welcome" page of your toolbox.

I wish to contribute more regularly, how to request edit permissions?

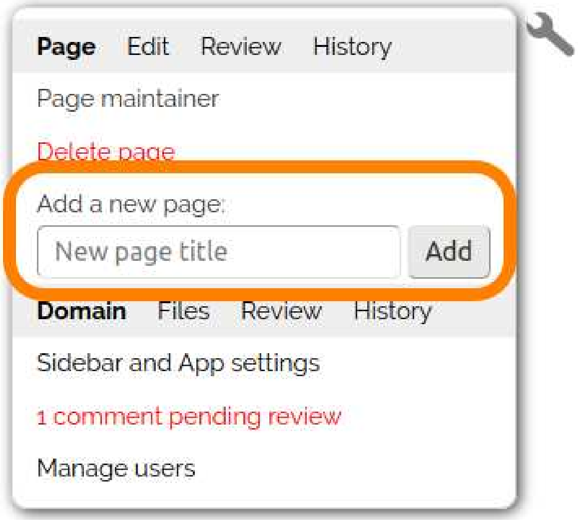
You can request new access on this page: My access rights (signed-in users). After you submit the form, a local administrator from your trust will be notified and will review and approve (or reject) your request.

Editing / features

See also the pages Editors and Lead Editors.

How to add a new page?

From the Wrench menu, in the "Add a new page" box, type the name of the new page and press "Add"



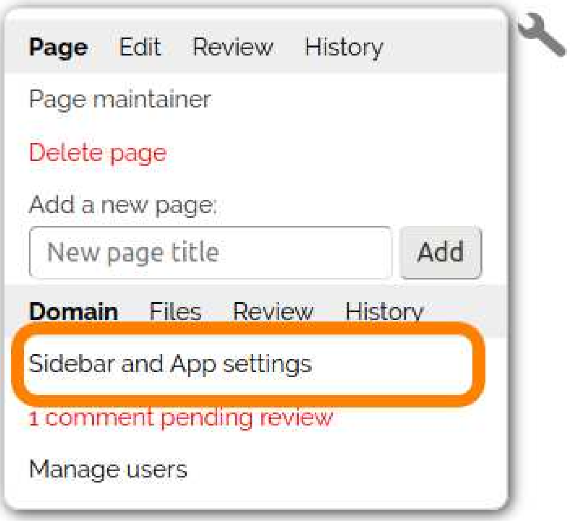
After the page opens, from the drop-down list, select the parent page. For a top level page, select the homepage (trust name) as parent. Top level pages appear in the sidebar, and on the homepage (website and app).

How to make a line break within a list item?

Use "Shift+Enter": on your keyboard, press and hold down the "Shift" key, then press and release "Enter", then release "Shift".

How to reorder the sidebar and the homepage buttons?

From the Wrench menu, select "**Sidebar and app settings**". Drag the links in the boxes and press "**Save settings**".



The same order will be used in for the buttons to the top-level pages on the homepage.

Alternatively, you can move the top-level pages on the homepage, see the next question.

How to reorder the subpage listings?

By default, the subpage listings are in a natural alpha-numerical order. You can drag the buttons to set a manual order, then push the "Save order" button. To restore the default order, push the "Restore alphabetical order" button.

Note that the list may appear to different users in 1, 2, or 3 columns, depending on the screen width of their device, and its orientation (portrait or landscape).

Also note that after manually ordering existing subpages, any newly added subpages will be placed at the end of the listing (but you can reorder them again).

How to configure the footer shortcut buttons on the app?

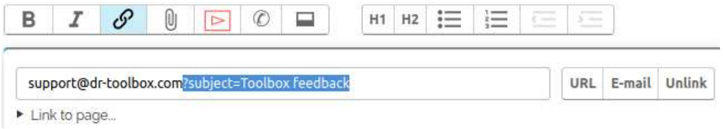
The app can have an optional footer bar that shows on most pages of your toolbox. Adding buttons there allows quick access to specific pages. Not having a footer bar makes the available screen size larger.

From the Wrench menu, select "**Sidebar and app settings**". Drag links from the left column to the right one. Drag the buttons within the box to reorder them. Click on the "x" to remove a button.

Press the "**Save settings**" button at the bottom. See the short explanations in the page, or the videos at Toolbox videos.

How to make an email link with the Subject: line prefilled?

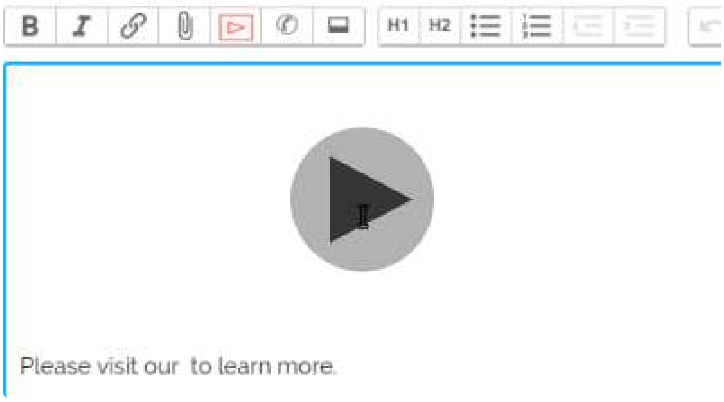
Select the text that is to become a link, press the "link" button (the chain icon), and in the input field type the e-mail address followed by "?subject=This is my subject". Then press the button "E-mail". (*Note that you cannot have the "&" character in the subject.)*



While this is a standard feature, some devices do not implement it. In this case, the person may have an empty subject field.

How to make a link to another page in my toolbox?

Place your cursor where you want the link to appear. Click on the "link" button (chain icon). In the new box, click on "Link to page..." and from the page tree select the page you want to link to. The link to that page will be inserted. If you have some text selected, the selected text will become a link (rather than inserting the page title).



How to make a telephone link or mark a bleep number?

Select the number, then press the "telephone" or "bleep" icons in the toolbar:

On a mobile device, telephone links can be clicked to dial the number -- it can be either a full number, or if the toolbox has configured it, a short extension number can dial the full number.

Bleep numbers are not actually "links" and cannot be clicked but are marked with a different orange colour, in bold font and an icon. Marking bleep numbers will help people easily and quickly scan the page to find the numbers.

Can you help with importing our contacts directory?

Yes. Please send us the contacts, preferably in the original format where you keep them (spreadsheet, text document).

Can we configure different prefixes to dial extensions?

The app can be configured so that when a user taps on a short extension number, the full number will be dialled.

We can configure different and complex prefixes, as long as there is a stable logical pattern. For example, if all 4-digit extensions starting with 2 or 3 like 2789 and 3115 have a specific prefix, and the others have another prefix, and the 6-digit extensions a third prefix, yes, all these can be configured. Ask (kindly) your switchboard for the rules and patterns.

If there are conflicting patterns, for example different people have the same 4-digit extension but with different external prefixes, then the solution is to write and tag the full numbers. In this case people click on the full number in the app to dial it.

See also the page How to set a telephone prefix, but don't let the complexity discourage you -- we can make the configuration for you.

Is it possible to link to resources on the trust intranet?

Links to intranet resources are reachable when you use the Toolbox website with a browser on a desktop computer in your hospital, but many users may be unable to access them on a mobile device.

In fact, most intranets are behind firewalls or unlisted in the global Domain name system, and only reachable from the internal network. For this reason, in the toolbox intranet links are usually styled differently from regular links, for example http://intranet/ *(intranet)*, http://10.150.2.88/chest/ *(intranet)* to hint to the user that the resource may be unreachable.

If there is any way the resource can be accessed from outside the trust, i.e. via a publicly-accessible URL, we can link to it. Talk to your IT department. We could even configure the toolbox to automatically rewrite the intranet links to the outside URLs.

Alternatively, if these are files like PDF, if you have the permissions, you can upload them to your toolbox.

Finally, it may be possible to automate a shared resource, see the next question.

Can we add to the toolbox a number of guidelines from our internal drive?

We have developed a solution where we can automatically, on a daily basis; mirror/sync a number of directories with hundreds of PDF guidelines from a trust intranet to their Toolbox. The specialty teams produce and update their documents and export them to PDF, and we have a program that pushes the new and modified files onto our server. The app link to those files (only for signed-in users, like an extranet).

See the page ToolboxSync. If your trust has a similar need, we can talk about it -- please get in touch.

Can we have the Guidelines module in more than one page?

Yes -- contact us and we'll set it up. Note that the in-page search box only finds the documents in the current page. (The homepage search form finds all documents in all pages.)

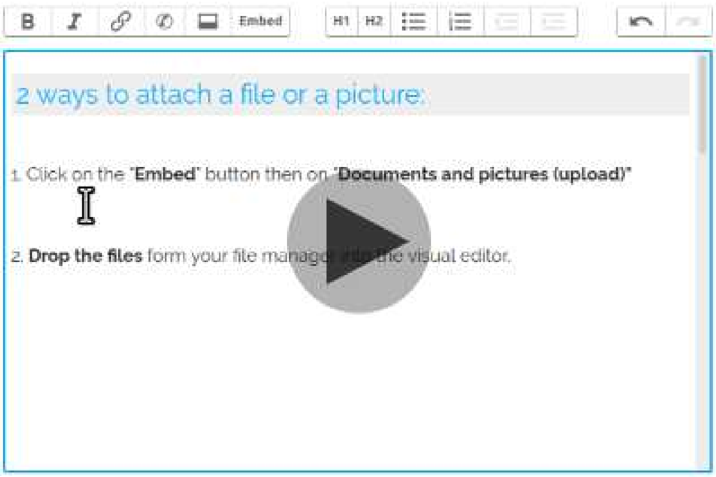
See Guidelines (standard module).

How to attach files and edit their captions?

To insert a file at the cursor position, press the "Embed" button, then in the menu on "Documents or pictures (upload)", then select a file from your computer.

Alternatively, you can grab the file from your file manager and drop it into the visual editor. If you attach a picture (JPG/JPEG, PNG, GIF) it will be embedded into the page, otherwise a link will be inserted.

To edit the caption of a file, double-click on it.



To add a caption to a picture, click on the picture to select it, and a line "Add a caption" will appear where you can type the caption:

By default, embedded pictures do not have captions, unless you add one.

If you have many files to attach, instead of dropping the files in the free-layout page, you may consider using our Guidelines module. Contact support if you want this configured.

What file types can be attached to the pages?

If you have a document that may change frequently, or likely to be updated by different people, like a teaching schedule, or a specialty survival guide, consider adding a page and typing or copying the document into the visual editor of the toolbox.

Documents that change infrequently, such as clinical guidelines, should be uploaded as PDF files.

You can attach many types of files (unprotected by passwords). Here are the most common ones:

Accepted documents:
- PDF: this file format has the widest compatibility with various devices and operating systems.
  - PDF files can be downloaded to the device for offline access, and the app has an embedded PDF viewer.
- Office documents, including text (DOC, DOCX, ODT), spreadsheet (XLS, XLSX, ODS) and presentation (PPT, PPTX, ODP). Note that some devices are unable to display such documents; if a user clicks on a link, the browser may offer to download the file or (if there is an installed viewer) to open it.
  - Office documents are not stored to offline storage, the link opens the web browser, and the device needs to be online.
  - If you can export the document to PDF and attach the PDF instead, it will be readable for more people.
  - If the document is intended to be filled by the user (e.g. a form, or a proforma), then do attach the original format.

Accepted pictures:
- JPG/JPEG - best adapted for photos.
- PNG - best adapted for bitmap graphics like charts, maps or screenshots.
- GIF - only recommended for short animations.

Embedded pictures are downloaded to the device for offline access.

Accepted video/audio files:
- Video: currently the MP4 format has the widest compatibility with various devices and operating systems.
  - If you upload the video to YouTube or Vimeo, you can embed it into your toolbox. The external service will present the best format for the user's device, screen size and bandwidth. See How to embed videos.
- Audio: currently the MP3 format has the widest compatibility with various devices and operating systems.

Video and audio files are not downloaded to the device. To play such a file, the device needs to be online.

Note that the search function does not index the text content of the uploaded files, only the file names and the captions.

How to embed videos?

Please review the page How to embed videos in the Help centre.

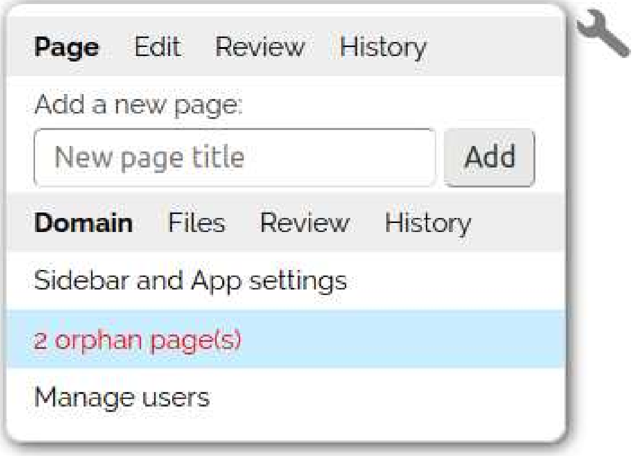
Can we add an external link to the sidebar?

Yes, it is possible to add external links to the bottom of the sidebar, but not practical to maintain -- every time you need to change these, you need to contact us. Nevertheless, please do.

Alternatively, you may prefer adding a top-level page; say "External links", and place any external links in it. The top level page will have a link in the sidebar and will be entirely under your control..

What are "orphan" pages?

These are pages that are not a subpage of another page. This may happen if a "parent" page was not selected when the page was created, or if their "parent" page was deleted. These pages can only be reached from the (collapsed) section under the "page tree" in the home page, or from a search.

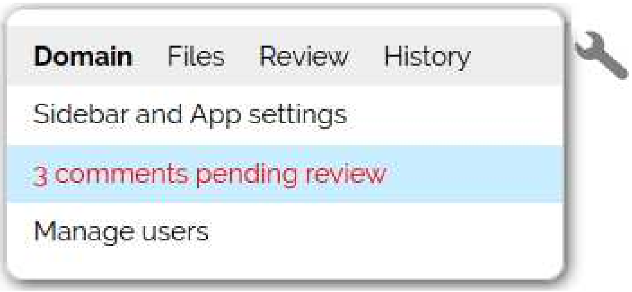


If your toolbox has any orphan pages, a link to list them will appear in the Domain section of the Wrench menu. You should either delete such pages, or open them for editing and select an existing page as a parent.

What are "comments pending review"?

Reader comments are a way to improve the toolbox via crowdsourcing. They are visible to all users of the toolbox until an editor has had the chance to review them:

If your toolbox has pending comments, a link will appear in the Wrench menu:



Editors should review the comments, **update the page content** if necessary (verify and integrate the information posted by the user, or make the requested changes) and then **delete the comments** (click on the "[x]" link).

Help... Deleted Page. Is there any way we can get it back?

Yes, we can restore a page or an uploaded file deleted in the last 31 days. Contact us with more information about the page title, when the page was deleted, or some keywords from the page text, or who last edited or deleted it.

Can we embed a PowerPoint with voice-over comments from a lecturer?

We can attach the PowerPoint file, but many users may be unable to hear the speech, or even open the file. Such a file will be offered as a link to download in the device's internet browser, and if the device has apps that can open such files, it may work.

It may be a good idea to export the talk to a video file. Then if your trust has a YouTube account you can upload it there and embed it in the toolbox. Or, you can send the video file to us and we'll optimise it for the website and upload it.

Here is some documentation about export a PowerPoint to video:

- Turn your presentation into a video clip
- Save a presentation as a movie file or mp4

Finally, if you cannot export it to video yourself, we may be able to do it for you.

In fact, it may be best to attach **both** the PowerPoint and the video, and explain in the page that the former has audio commentary. People who can access it may be satisfied with it, otherwise they can watch the video.

In all cases, the document should not be password-protected.

Can we have a page with icons on that will lead to other pages?

Yes. First create the other pages, possibly as subpages to the current one.

Prepare the icon pictures (all pictures with the same width and same height). Embed them all in the page, one next to the other. The visual editor will arrange them into a gallery, see next section "How to create a photo gallery?"

For every page to be linked, copy the page URL address, then double-click on the icon and in the dialogue box, place the copied address into the "New URL" field and press "OK". See below the section "How to make a picture linking to a page or to an external resource?"

How to create a photo gallery?

When you attach picture files, they are embedded into the page. If you attach them all on the same line (without line breaks between them) then the visual editor will arrange them into a "gallery" with 2x1, 2x2 or 3x columns/rows.

The Doctors' Mess is location C39 opposite Pharmacy on the bottom main corridor.

The gallery looks well even on a mobile device, and the user can click on a small picture to display the large one. This arrangement also makes the page shorter and easier to scan/review, compared to a page with the full pictures embedded.

Note that the gallery looks best with pictures of the same proportion/orientation, or with batches of 2 or 3 grouped together (say, 3 vertical then 3 horizontal).

How to make a picture linking to a page or to an external resource?

By default, embedded pictures appear smaller in the page, and a link opens the full picture. Sometimes it is desirable to have a "picture button", linking to an external resource. To edit the link URL, double-click on the picture.

How to collect feedback from our users?

- Users can post comments to the toolbox pages to suggest improvements to the page, see above.
  - You can create a page dedicated to user submissions asking users to suggest improvements about the toolbox in general.
- You can place on your "About / Welcome" page a link to an e-mail address where your users can contact you.
- From your toolbox, you can link to Google Forms (or other providers) to collect comments or ideas from your users, or to get and grade teaching feedback. Please review the page Forms.

How to make tables?

Please review the page How to make tables.

How to delete attached files?

Attachments can be "active", "orphan" or "deleted".

- "Active" attachments are those where at least one page has a link to the file.
- "Orphan" are attachments that were once active but were recently detached from a page and there are no links to them in any page of your toolbox. They can still be seen and downloaded from the "Wrench menu -> Domain -> Files" page. Orphan files are pending deletion which happens within a week.
- "Deleted" are files that have been orphan for more than a week; or files that have been replaced with a more recent file with the same name; or uploaded files that were optimized, so a copy with smaller size/weight has replaced the initial file. Only editors can download deleted files. Such files are kept for about a month on the website in case some of them should to be restored (talk to us) and then they are removed from the disk.

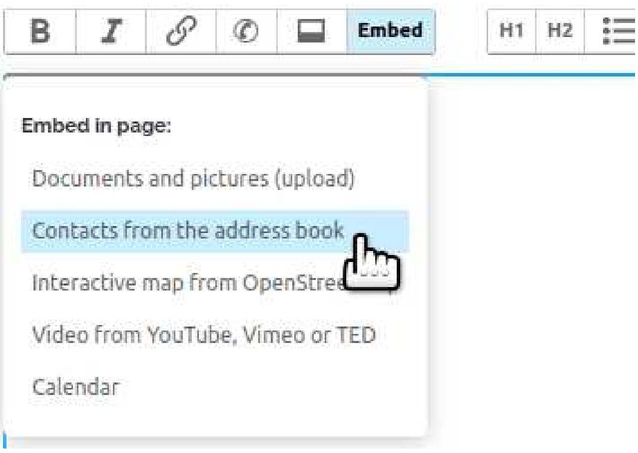
To delete a file, simply remove the links from any pages that link to it. You can see which pages link to a file in the "Wrench menu -> Domain -> Files" page. About a week later, the file can no longer be downloaded, and about a month later it is removed.

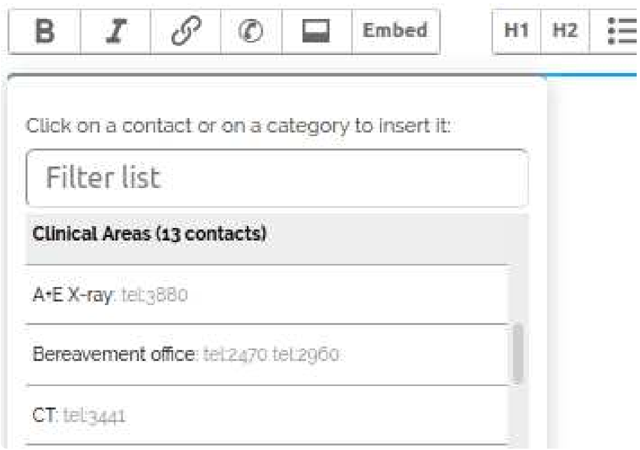
If a file needs to be removed immediately (for example: containing sensitive or personal information, or uploaded without permissions), please contact us at support@dr-toolbox.com and we'll remove it.

Can we insert in individual pages contact entries from the address book?

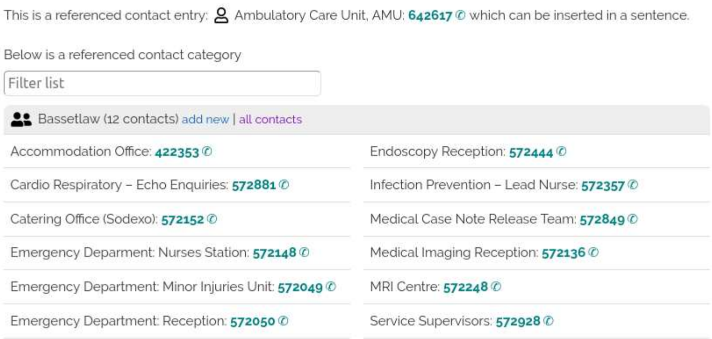
This is a new feature that allows to "reference" in pages contact entries from the address book, and if in the future they are modified in the address book, they will be automatically updated in all pages that include them.

In the visual editor, click on "Embed", then on "Contacts from the address book":





From the dropdown, select either an individual contact or a full category. It will then be inserted in the page. After saving the page, the contact entry or the category it will be nicely formatted and the numbers can be dialled on a mobile device. A contact category with many entries will have a search box to allow filtering.



Can we have a shared calendar available to trainees?

Yes, you can embed public calendars from Google or Outlook, please see How to embed a calendar.

How to embed a map?

You can easily embed interactive online maps from OpenStreetMap, please review the page How to embed maps.

If you want to embed internal hospital maps, for example floor plan, you can attach them as PDF files. Your users will be able to see them with the built-in PDF viewer which can zoom and pan.

How to embed a podcast feed or a news/blog feed of interest to our users?

Please contact us at support@dr-toolbox.com and we'll see what can be done.

Administration

See also the pages Lead Administrator, Implementation Guide, Toolbox Champions, Promote your Toolbox site and app.

Is there a cap on how many contributors we can allocate at one time?

No, you can add and remove edit access as needed, from the page "Wrench menu->Manage users". Some domains have a couple of editors, others 80+.

You can monitor the editors' activity in the page "Wrench menu -> Domain Hx" with the dates and people who recently edited pages, and in "Wrench menu -> Analytics" where you can see the maintainers, reviewers, and dates of last review for the pages, and a table with the editor activity from the last 13 months.

Sign up is restricted to NHS email addresses. Can we have exceptions?

Yes, an administrator of the domain can create accounts for any e-mail address. From the Wrench menu, open the "Manage users" page and near the top click on the large "Add a new user" button.

If your organisation has a specific e-mail address pattern that you'd like us to enable, please contact us.

You can also restrict access and account creation to a specific email address pattern or subset, or to specific people, and not to all NHS emails. If your organisation needs this, please contact us.

Can administrators create user or editor accounts?

Yes, an administrator of the domain can create new accounts for the domain and select the user permissions. From the Wrench menu, open the "Manage users" page and near the top click on the large "Add a new user" button. The account will be created and the user will receive a notification.

Can we import (bulk-upload) multiple user accounts?

Yes, please put them in a spreadsheet, one user per line, with the columns **email**, **full name**, **job role** (e.g. FY2) and send it to us at support@dr-toolbox.com. Our developers will create the accounts and will notify the users.

What is a restricted toolbox and how to unrestrict it?

A toolbox is restricted when the homepage title ends with "(restricted)". Some trusts prefer to restrict their toolbox while it is being organized and updated.

Users can sign up for a restricted toolbox but are not automatically granted read access. Instead, the toolbox administrators receive a notification and need to manually approve the requests in the "Wrench menu -> Manage users" page.

To (re)enable automatic user approval, you need to edit the homepage, remove the "(restricted)" part from the title and save the page. You still need to manually approve all earlier pending requests from the "Manage users" page.

Can we send a notification to all our app users?

The notification feature is on our roadmap and will be implemented eventually.

Some trusts have placed a section "Latest news" near the top of their "About / News / Welcome" page, or a separate "News" page with a quick access button near the top of the homepage, or in the footer shortcuts. This way the users can easily see and access the News section.

How can I email all editors in my domain?

You can do it if you are administrator. In the "**Wrench menu -> Manage users**" page, to only list the editors type "editor" in the "Filter table" search box. Then select all and after the table, click on the link "Click to email (number) users".

Remember that "admins" are also editors, you may want to email them too.

Note that some email software expect the recipients to be separated by semicolons instead of the standard comma. If your e-mail software expects a semicolon separator, click on the second link.

How to interpret the user management table?

The "perms" column lists the user permissions (access rights) to the domain:

- **admin**: Administrator: can change permissions of other users
- **editor**: Editor: can create/edit/delete pages, upload files
- **reader**: Can read pages, post comments
- **reader+**: Reader, requesting Edit permissions
- **none+**: No access, requested read access (restricted domain, or user requested access to too many domains).

The "created" and "signed in" columns show when the account was created and when last a user has used the website or the app. If the dates are in red, the user only signed in the day the account was created, or never (see below).

The "engaged" column shows "req. eng." (requiring engagement) for users who may need to be reminded / nudged about the toolbox or asked whether they have difficulties -- you can select them, then under the table click on the link to email them. This metric is currently defined as either one among:

- The person has never signed in; those cases can be:
  - account created by the administrator, user not yet signed in,
  - user signed up while the domain was restricted, and the person could not sign in immediately,
  - user mistyped their email so never received the login details (sadly, can happen).
- The person last signed in 3+ months ago.
- The person signed in only the day the account was created.

Can we delete user accounts?

As administrator, you can disable access of a user to your domain, then the user can no longer sign in and the app can no longer update the content of your domain (Wrench menu->Domain->Manage users, select the user, from the dropdown select "Disable access to [Trust]").

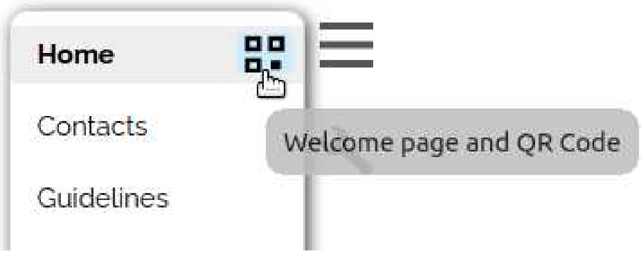
If an account was created by mistake, for example with a typo in the e-mail address, please create a new account and contact us at support@dr-toolbox.com to remove the wrong one.

If there is a mistake in the user's grade, specialty or name, the user can correct it themselves in their Settings page.

If a person has a new email address, there is no need to create a new account. The user can change their e-mail address from the Settings page, while their preferences and contributions are kept attached to their account.

How to find the "Welcome page" and our QR code?

"Welcome pages" are pages with less distractions, simplifying the user sign-up for a specific trust. To access the welcome page from the sidebar, click on the icon near the top right corner.

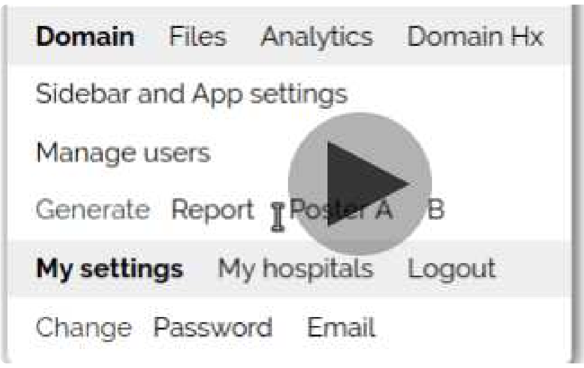


A welcome page has only the domain cover picture and buttons to get the mobile apps or to create an account on the website. At the bottom of the page there is a high definition "QR code" picture which can be downloaded, printed, and shared with your users.

All signed-in users can find the QR code to their toolbox welcome page at the bottom of the homepage (on the website).

How to generate summary reports and posters?

In the Wrench menu, administrators can select to generate reports and posters.



These are custom pages with screenshots from your app and your website, with short summaries about the content, work done and usage of your toolbox, how to contact the editors, and a QR code to your welcome page. The texts in the generated templates can be manually edited if needed, then the page can be exported to PDF. Follow the instructions on top of that page on how to configure the "export to PDF" dialogue box.

After you save the PDF, you may want to print it in colour, on a larger format glossy paper (say, A3 or A2, maybe with the help of a printing house), and fix it on the wall where your trainees and other staff can see it.

This function generates a single page "summary" report or poster. Additionally, you can use the Analytics function. It generates detailed monthly reports about your users and activity, with charts and tables, and the popularity and review status of your pages. Similarly, you can export it to a PDF file (very likely multi-page).

How to access the toolbox analytics?

From the **Wrench menu**, in the **Domain** section, click on "**Analytics**".

Alternatively, follow the link "Analytics" from the website footer. That page lists all domains where you can access the analytics.

Why some job roles are not included? Can they be added?

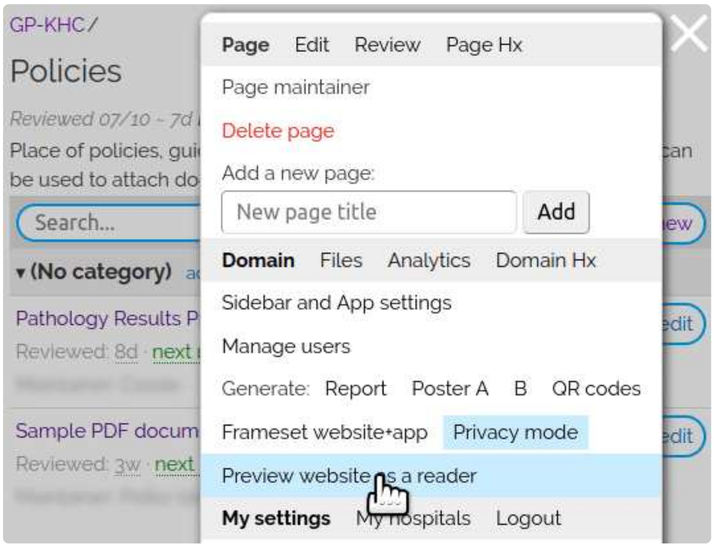
The job roles we have are the ones that have been most often selected by users. Otherwise a person can select "Other staff not specified" then they can type their job role in the text field.

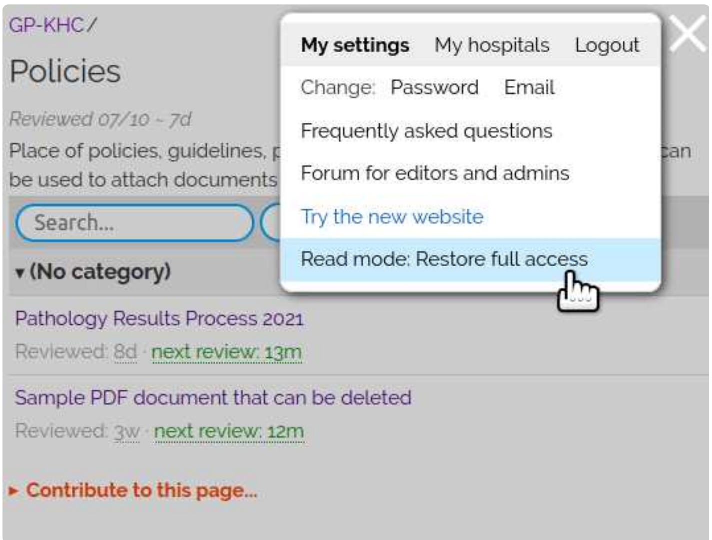
If you want us to add new job roles, let us know.

Is there a way to see how the toolbox looks from readers' point of view?

Yes. The mobile app looks and behaves mostly the same to editors and readers, except for the icon "hand holding a pen" which brings directly the comment form without asking if you want to edit the page instead.

On the website, you can enable "Read mode" from Wrench menu → Domain → "Preview website as a reader". To restore your original access, select Wrench menu → "Read mode: Restore full access".





"Read mode" will hide the "Page" and "Domain" sections from the Wrench menu, and links to review pages or add documents. It applies to all domains where you have edit/admin access, and you cannot access special pages like analytics, user management or reports and posters, until you restore your original access or logout and login again.

Can we restrict access to a page of the toolbox to specific people?

You can have an additional domain, see Multiple domains.

It is possible to create a new, separate section only for your smaller team, and restrict this access. The new section and access can be totally independent from your main domain, or you may have some common users. The new section will have its own tree of pages, its own contacts directory and guidelines, posters, QR-codes and analytics, separate from the main domain.

Depending on your current subscription contract with us, adding a new domain for the same trust may be included in the price or may need some additional payment, generally much smaller than a new standalone toolbox.

Layout / user interface / customisation

Our software platform has a modular architecture, it is very flexible and can be adapted for various needs. The support and development team is competent and responsive. If you have any question or idea for improvement, do not hesitate to contact us at support@dr-toolbox.com.

Is there a standard set up/layout for each page, or is there room for customisation?

When you create a new Toolbox domain, it will have a set of standard mostly empty pages ready to be edited. You can add, rename, or delete pages as needed.

Per page, almost everything can be customised -- the system is very flexible -- talk to us.

All pages have a text block where you can write your texts, links, various formats (bold, heading...), embed file attachments, pictures, and videos.

In some pages, you may have an additional "module" like a contacts directory, or a versioned guidelines table, or a shared calendar, or a feedback form. Editors can add some of these themselves, or you can tell us and we'll add them for you. It is up to you, talk to us when you need something.

Can we split the Guidelines listings into subpages rather than one large listing?

Yes, but then the in-page search form before the listing will find only documents in the listing below it (not in all subpages; the global search form will find documents in all pages).

This applies to both Guidelines (standard module) and ToolboxSync (advanced module).

Technical / development

What technical support is available, is there a helpline support email?

We are using the website and app ourselves, and are monitoring them daily to make sure there are no bugs or interruptions in service. If people have any issues, at any time they can email support@dr-toolbox.com and we'll aim to reply to them within 24 hours, and if there have been any issues we can get them resolved.

Can we see the recent software development and future plans?

Yes, please visit the page Development changes.

What are the file size limits?

1. The limit for attaching files with the visual editor, or with the Guidelines module, is **130 megabytes** per file. This is a large file size, usually only video files will be that large. Our advice is to upload the videos to a dedicated video sharing platform, notably YouTube or Vimeo, and embed the videos in your toolbox. The platform non-the-least will convert the video to different formats optimised both for the capabilities of the users' devices, for their screen size and for the available bandwidth/speed.
2. We can upload even larger files, please contact us if you need to do it.
3. Currently there is no hard limit on:
    - the total number of attached files, or their combined file size
    - the total number of pages
    - the total number of users
4. We are watching the file sizes daily, and you can talk to us: if we need more disk space, we can get it.

Can you implement in the toolbox a feature specific to our trust?

Yes, We can add new features, either for all trusts, or for your specific trust.

- We can enable existing features in more pages, for example the "Guidelines" module can be enabled in more than one page.
- We can enable styles specific to your domain, for example make all headings bold, or minor colour changes or alignments. Note that on the app, users can change their colour theme and fonts, so this needs to be done carefully.
- We may be able to add features outside of the capabilities of the visual editor, either before or after the page text.

Please contact us and we'll see what can be done.

We have a question not listed above.

Please contact us at support@dr-toolbox.com.

Help centre

Search documentation:

Search documentation

Please see our **Frequently asked questions (with answers)** or find below a list of articles.

You can download a recent version of the project summary and the documentation exported to PDF format:

Toolbox project summary.pdf 3 KB | Toobox documentation 2022-08-25.pdf 4 MB

You can subscribe to our **low-volume mailing list** to receive our newsletter.

Advice for F1 doctors

'The greatest gift that one generation can leave for the next is knowledge', we're not entirely sure who said that but it sounds about right. There is simply no replacement for experience.

If you ask many doctors, when did they feel that they learnt Medicine, the vast majority will tell you that it was when they started working as an F1. When you graduate, there is such a steep learning curve because there are so many things which are so completely alien and you never came across them at Medical School. This is where the experience of those who have 'been there' and 'done it' becomes invaluable.

In these videos, some of our Nursing Colleagues and three junior doctors, Josie, Matt and Genna provide extremely useful advice for the incoming F1. Tips on how to navigate ward rounds, produce effective patient lists, looking after yourself and more. We hope that incoming F1s find this a useful resource.

Advice From Nurses

Asking Advice

Working With Others

Looking After Yourself

Antibiotic Prescribing

Fluids & Warfarin Prescribing

Making Referrals

On-Calls

TTOs

Patient Lists

Pre-op Assessment

VTE Prophylaxis

Ward Rounds

Autologin

Autologin, sometimes referred to as **Single Sign-On**, is a function that enables a one-click, password-less access to your Trust Toolbox from the local intranet, extranet or ERP/EHR/library website.

Context

To access the Trust Toolbox, every user needs to create a distinct account with a password. While accessing the toolbox from personal devices is seamless, signing in from Trust desktop computers or via VPN can be more time-consuming since the browser does not store account details.

We have developed a technical solution to overcome this challenge. On the local intranet, a visitor can click on a specially crafted link, button, or picture/icon to be automatically authenticated and authorised to access the toolbox, without the need for manual sign-in.

To configure this function, we need to work collaboratively with your local IT department. Please let us know if you are interested in exploring this option, and we will be happy to discuss it with you further.

Benefits

Your IT team can set a button or icon in a prominent place on the intranet and staff can access the toolbox with a single click.

There are several benefits of having an automatic login for intranet users to the Toolbox website, including:
1. **Increased convenience and efficiency**: Users can access the Toolbox with just one click, without having to remember and enter separate login credentials.
2. **Enhanced security**: Most users don't need accounts, or don't need to use their accounts to access the Toolbox, minimising the likelihood of account details being saved in shared browser preferences.
3. **Improved user experience** on Trust desktop computers and VPN: Automatic login can provide a seamless user experience between the intranet and the Toolbox website, as users won't have to repeatedly log in to access the shared resources.

Automatic login can save time, increase security, and improve the user experience for accessing shared Toolbox resources from the intranet.

Autologin provides read-only access to the Trust Toolbox, enabling users to view pages, search for information, and download files. However, if users wish to edit pages, attach files, generate reports, manage the toolbox, or perform other administrative functions, they must sign in with their personal accounts.

In addition, we can configure a separate landing page for anonymous users. For instance, if most users come to find Clinical guidelines, we can create a guidelines listings page as the default landing page, instead of the homepage. This can help users find the information they need more quickly and efficiently.

Drawbacks

Since automatically logged in users appear anonymous to the Toolbox software, the analytics don't show them among the "monthly" or "yearly" users.

There is a separate field, "**Auto logins**: externally authenticated unique sessions during the month" which counts individual browsing sessions (within 24 minutes, the same user visiting multiple times will be counted once).

Technical details

To cater to different needs, our system is highly flexible and can be customised as per your requirements. We can discuss your specific needs with your IT architect and development team.

Visitors who are already authenticated on the intranet/extranet are automatically authorised to access the Trust Toolbox. A Toolbox button, link, logo, or icon is available on the intranet homepage, which the user can simply click to access the toolbox.

A time-based, one-time password is generated by the intranet website, and a one-way cryptographic hash with a random salt is exposed to the user's browser. Upon clicking the Toolbox button, the browser submits the hash to the toolbox website, and the user is granted access if the hash matches the expected value.

The password hash is temporary, unique for every user, and changes every time the intranet page is refreshed or reopened. The expiration time is configurable.

For more information, please contact our support team at support@dr-toolbox.com.

Case studies


Case study	Started	Objective	Time to go live	Regular users	Top pages
Yeovil District Hospital	April 2019	Distribute information to junior doctors regarding on call guides, ward guides.	1 month	81	Clinical guidelines, Teaching videos, Contact information, Junior doctor admin pages
Royal United Hospitals Bath	April 2020	Resource for junior doctors	1 month	169	Contacts, Handbooks, COVID information, Referrals, Well-being information, How to guides
Health Education England - North East (10 trusts)	December 2020	Reference for junior doctors and other healthcare professionals, replace obsolete guidelines app	2-3 months approx.	300-700	Guidelines, Contacts, On calls, Handbooks / Ward guides, Department information

Certificates, QIPs & CPD

Quality improvement is a driving principle and Dr Toolbox can also be an award winning QIP for trainee doctors.

Why get involved?

We started Dr Toolbox as a way of improving care and making work life easier and more enjoyable for ourselves and colleagues. As trainees and clinicians we also know how important it is to achieve competencies for ePortfolios and Specialty interviews.

We hope you feel the same about improving care, but also would like to support you in achieving your competencies. Dr Toolbox is supported by Health Education England and by following the information on the guides here you can get a certificate for your work at the end of the year, or do Dr Toolbox as a quality improvement project.

What are certificates awarded for?

Certificates are awarded in July to Lead Editors who have created or maintained a Dr Toolbox site for an academic year.
This usually required an input through the year of 1-2 hours a fortnight.

To be awarded a certificate we usually request as a minimum to ensure the success of your site:

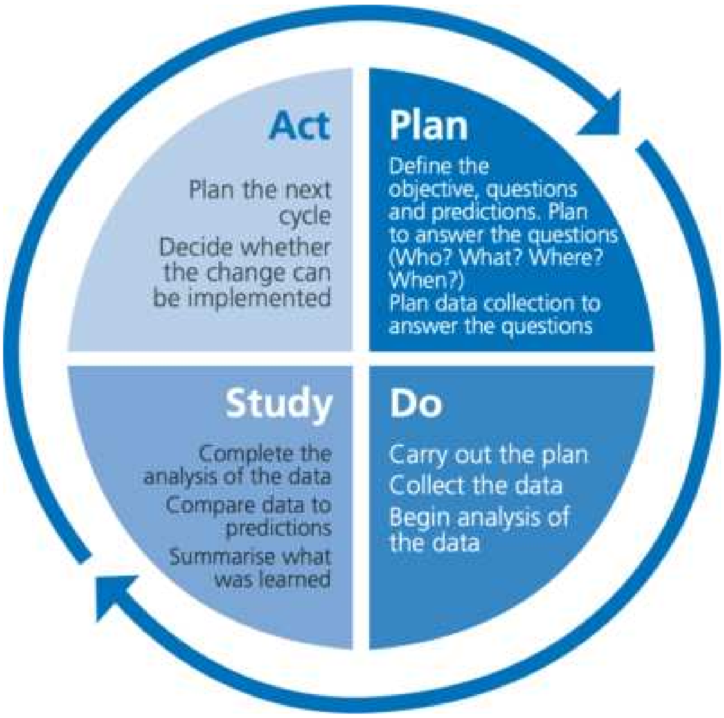
- That all the pages of your site at have been reviewed at least once that year
- That your have emailed your colleagues to let them know about your site
- You have arranged for Dr Toolbox to be included in induction
- You have found someone to continue your work for the following year

We will try and be proactive about certificates but if you feel you are due one please get in touch to support@dr-toolbox.com and let us know what your contribution has been.

How to set up a Quality Improvement Project

Plan, do, study, act (PDSA) cycles

Use plan, do, study, act (PDSA) cycles to test an idea by trialling a change on a small scale and asses its impact, building upon the learning from previous cycles in a structured way before scaling up.
Please checkout **NHS Improvement** for more information on this topic: click here.



Planning (defining objectives and planning data collection)

Defining your objectives at the start is important - this could be national standards such as the CQC:

- **Safe** (S3.2) *Is all the information needed to deliver safe care and treatment available to relevant staff in a timely and accessible way?*
- **Effective** (E3) *Do staff have knowledge to deliver effective care?*
- **Well-led** (W8.1) *In what ways do leaders and staff strive for continuous learning, improvement and innovation?*

A couple of easy ways of collecting data are doing a baseline survey, this could be using an online survey or google forms, we even have a proforma in 'Documents'. Sometimes it is just as easy to get 100% response by printing out a survey and handing out to your colleagues at the end of teaching.

You can also get quantitive data by looking at the Analytics page - accessible though editors tools.

Do (implementing change)

This could be creating a new Dr Toolbox site, or refreshing content. Please see see our page on editing.

Study

This is where you gather more information e.g by repeating your survey or by comparing numbers of users and page hits.

Act

The final stage is to reflect on what you have done so far and plan the next stage of the cycle. This is the step that wins you prizes for your poster at conferences.

Also keep in mind that Dr Toolbox is very versatile and could be your perfect companion for another QIP e.g. improving hospital at night handover, improving discharges or improving antimicrobial stewardship. You could use your local site to keep reference guides for trainees to refer to as part of the implementing change. Some sites embed videos and have quizzes using google forms which allow data to be collected and certificates to be issued for people who have participated in learning.

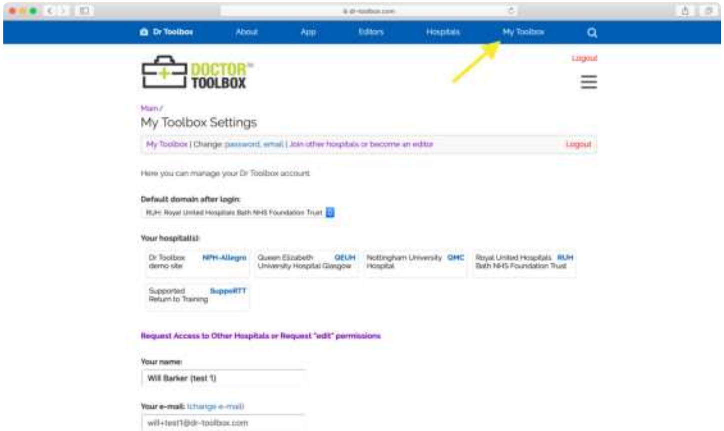
The Institute of Healthcare Improvement has lots of resources for deeper quality improvement methodologies

See also Implementation Guide and Documents.

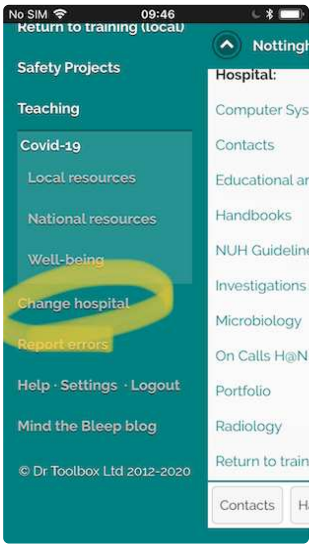
Changing hospital

To request access to a new hospital e.g. when you are working accross more than one hospital , or working as a locum. Please select 'My Toolbox' from the website or on the app select 'Change hospital'

Changing hospital in the website



Changing hospital in the app



Checklists

In his groundbreaking book The Checklist Manifesto, award winning author and surgeon Atul Gawande made a compelling argument for the checklist, which he believes to be the most promising method available in surmounting failure. The checklist is an essential tool in virtually every area of our lives, and breaking down complex, high pressure tasks into small steps can radically improve any process from ward rounds to surgical operations.

The toolbox can now have "checklists", also known as "to-do lists" in your toolbox pages. A person can follow the checklist and check/cross out tasks to make sure the procedure is done correctly and nothing is forgotten.

Simple checklists

Make a **bulleted list** where the first item is **[Checklist]**. Other items in the list will become tasks ("task to-do", "finished").

After saving the page, you can click to toggle individual tasks to check them, or on "**Toggle all**" to toggle and align all tasks.

Tasks that are "done" are struck out, highlighted and moved to the bottom of the list under a "**Done**" separator.

Example checklist (task, finished):

`[Checklist]`	Toggle all
Patient identity confirmed	☐ Patient identity confirmed
Consent confirmed	☐ Consent confirmed
Radiographer available	☐ Radiographer available
Pregnancy status checked	☐ Pregnancy status checked
Patient allergies checked	☐ Patient allergies checked
Intravenous access confirmed	☐ Intravenous access confirmed
Equipment checked	☐ Equipment checked

3-state checklists

Use **[Checklist3]** to make a 3-state list where tasks can be "to-do", "started / in-progress", and "finished / done".

This can be useful for tasks that take longer time to complete, or that you launch or delegate, then later review the results.

Example 3-state checklist (task, started, finished):

`[Checklist3]`	Toggle all

Interview patient (trainee) Get blood work (nurse) Get blood results (lab)	☐ Interview patient (trainee) ☐ Get blood work (nurse) ☐ Get blood results (lab)

Notes

The checklist cannot have nested numbered or bulleted sub-lists, although it itself may be nested in another list.

The task states are ephemeral and not saved in the page for each individual user:

- on the website, leaving the page resets/zeroes the checklist;
- on the app, leaving or changing the toolbox, or reloading the app after an update, resets/zeroes the checklists.

Create a new Toolbox

← Back to Hospitals

If your trust doesn't have a Toolbox installed, **please contact us** at support@dr-toolbox.com **to create one**.

Thank you for your interest. We would love to support your organisation with a dedicated Toolbox website and app!

You can find a lot more information about the project, the starting process and features at the following pages:

- our frequently asked questions;
- a number of video demonstrations;
- our help centre;
- our pricing sheet;
- register for our Demo site and get the app here.

To get the most out of implementing a toolbox at your trust, you'll need a team at your trust to help you.

This typically consists of the following people:

- An administrator (usually from the PGME team);
- A Toolbox Champion (a senior doctor/educator);
- Lead editors (usually trainee representatives doing a QIP);
- Clinical guidelines lead (usually from IT or Clinical Governance).

The following pages may be of interest:

- Implementation guide
- Champion
- Editors
- Lead editors
- Administrators

In addition to the contacts and specialty handbooks / survival guides, we have a full clinical guidelines solution where a shared folder in your trust with PDF guidelines can be automatically distributed for offline access to the toolbox mobile app.

Our development and support teams will assist in any way, but it is your editors or administrators who will upload the information and update the content. At the end of the academic year they will receive certificates for their work.

You can use a number of tools in the toolbox for tracking and reviewing the information, configuring the app, managing users and see usage statistics, print out posters, reports and QR-codes to publicize and communicate about your toolbox app to your staff.

If you have any questions, please review the above pages, or just ask us. We can also arrange a short video call, or a demonstration with your team, and discuss how the Toolbox is being used by other trusts and how it may help your organisation.

Email for all queries: support@dr-toolbox.com.

Data privacy statement

For any questions about this Data Privacy Statement, please contact **Dr Will Barker**, Director and Data Protection Officer, at support@dr-toolbox.com.

General Data Protection Regulation (GDPR)

We are committed to the principles inherent in the GDPR and comply with it. We aim to ensure:

- transparency with regard to the use of data
- that any processing is lawful, fair, transparent and necessary for a specific purpose
- that the data is accurate, kept up to date and removed when no longer necessary
- that the data is kept safely and securely.

For the purpose of the The General Data Protection Regulation (GDPR) (EU) 2016/679, the Company's Data Protection Officer is Will Barker, support@dr-toolbox.com.

Data collected about you

Data collected about you includes your **professional email address** (required, verified), and optionally your **name**, job role and specialty (all optional, not verified), network protocol and connection information, and interaction with the app (pages viewed, commented or edited, files uploaded, search terms).

- The data **will not be used for Clinical research**.
- The data is used for the purposes of authentication, accountability, analytics, and software troubleshooting.
- The analytics information is processed locally, without transmitting it to external providers.
- The processed data may be available to Toolbox administrators from your trust (usually people from the PGME or Library departments).
- This data may be shared, with your explicit consent, only when you check the checkbox that you accept our **Terms and conditions** and **Privacy policy**.
- Your password is only stored on your device, not shared, and not stored on our server. We only store a one-way cryptographic hash of the password which allows us to mathematically verify you know the password but the hash does not allow to guess the password.
- If you edit a page, post a comment, or upload a file, your professional email address will remain attached to your contribution in the page history indefinitely, for legal purposes (accountability). You can contact the support team if you wish to pseudonymise this information.
- Data other than your password is stored on a secure disk space we rent at our internet hosting provider (OVH.co.uk within the EEA). Email address, optionally name, job role, specialty (if you provide these) are preserved until your account exists, and you can change them at any time. Connection / activity information is retained for 12 months, after which only the syndicated analytics data is preserved (total number of users, or pages visited, not identifying each of your actions individually).

Security / industry standards

- All information exchange between the app and the server is done using recognised **secure communication protocols**: SSL/TLS 1.3 (RFC 8446), HTTPS (RFC 2818). The data is always encrypted in transit.

- Personal data on the server is compliant with recognised **International Data Management Standards**: ISO/IEC 9075 standard: "Information technology - Database languages - SQL (Structured Query Language)".
- Personal data on the server is stored using recognised **secure data storage technologies**. All access to the database is performed securely using "Templates" and "Prepared statements". The name (encrypted) and professional email are contained in one table, while all other tables with activities and logs use pseudonymous numeric identifiers.
- If your Trust requires it, we have worked with your **Information Governance (IG)** team to complete and document a **Data Privacy Impact Assessment (DPIA)**.
- In case of Data confidentiality breaches, we will notify the affected users within 10 days of discovery, with the scope and the practical implications.

Development

In addition to the changes you have seen over the last 12 months (embedding videos, analytics, user management), we also have a new guidelines module which you can see on our demo site - we can implement this for you and much more.

You can also see all the updates and improvements below. Please let us know if there are any specific features you require we can get to work in the lab!

If you encounter any difficulties or notice bugs, please notify us at support@dr-toolbox.com.

We're also trying to keep the page Frequently asked questions up-to-date at all times with the latest features. Its sections are summarized and may be easier to read.

Road map

These are features considered for implementation in the future. Please send us your ideas for improvements.

App/Website tools

- App: user-defined bookmarks (DONE!)/watchlists.
  - Implement user notifications for watched pages.
  - Implement domain-wide notifications.

Discussion / brainstorming

- Implement metadata (categories, tags, labels) to pages and sections.
- Implement automatic deletion of unused user accounts.

Planned / to do

These features are approved for implementation in the short term

- Document the Contacts module.
- App/site: simplify/improve the hospital change experience.
- App: implement a notification system allowing for notifications about:
  - changes to bookmarked/favourite pages and documents
  - editors/admins be able to notify all their readers
  - remind users to periodically/yearly verify and confirm their hospital, job role and specialty
  - ask users to send feedback
- Review DTAC (in progress).

July 2023

App/Website:

- Style improvements to form elements.
- Fixed a bug with filtering large lists on iOS (contacts, Sync folder).
- Improvements to the styles common to the app and website. Individual subpage buttons can now have custom background colours -- please contact support if you need this enabled.

Contacts module:

- New function allowing to import in real time a full CSV spreadsheet exported from the switchboard.
- Improvements for the automated number detection.

Standard Guidelines module:

- Style improvements to the document edit form, and to the list of documents due for review.
- Removed "Last review date" field.
- Simplified display of the full list to a layout similar to other toolbox modules. Instead of an "Edit" button to the right, there is now a small "Wrench" icon to the left to edit a document entry.

Posters/Reports module:

- The number of edit revisions should now include more editor actions.
- The number of attached files and clinical guidelines should now include documents from the Sync folder.
- Spacing/font size improvements.

Toolbox Sync module:

- Improvements to the indexing and compressing functions, and to the detection of orphan entries.
- Added a page listing added and deleted documents in the last day. A dropdown can select the delay between 1 and 31 days.
- Added email notification for documents added or deleted in the last day.
- It is now possible to cross-link a document from its own properties page into other folders. (In addition to the "Add to folder" page.)

Calendar module:

- Added a secure key to prevent guessing calendar feed URLs by unauthorised requests.

Administration:

- Fixed a bug with the search cloud in some cases did not link to the searches.

Documentation:

- Updated ToolboxSync document management system (added webinar recording and presentation slides), ToolboxSync for editors

Under the hood:

- Some public pictures are now moved to a quick access "cache" folder instead of the password-protected private folders.
- Improvement to the weekly clean-up function for deleted files.
- Template and style improvements to the automated email notifications.
- Some link trackers (Outlook "safelinks") added by editors will not be automatically removed.
- Updated base framework and libraries to latest versions.

June 2023

Website/App:

- Redesigned the Change hospitals page and user interface.
- The search box in the Help centre will now show suggestions as you type.
- When an anonymous visitor requests a restricted file, a simple sign in form will appear rather than the "Welcome" page.

App:

- Improvements to the modal dialogue boxes.
- Improvements to the update functions.
- Update the file caching functions to work with the new restricted downloads.
- Sensitive information is now encoded in storage.
- The message that an update is ready will now slide up animated from below.
- The last modification and review dates are now shown in short time/date/month format depending on the length of time passed. Tap on the date to see the list of edits, authors, and edit summaries (if supplied) in the last 31 days (this requires the device to be online).

ToolboxSync DMS module:

- New icons in the administrative interface.
- A link "X orphan or duplicate entries" will now appear at the top of the listings if there are such entries. The link opens a list of all such entries, and you can report them into different folders or delete them.

Contacts module:

- Improvements to the layout and filtering on the website.
- Short contact entries on large screens will now appear in 2 columns.
- A tiny "wrench" icon before the name will allow to edit the entry.
- If you prefix a contact name, or a category name, with exclamation mark "!", it will be listed before other contacts or categories. Use a tilde "~" to list the item at the end.
- The Edit contact form was redesigned:
  - separate buttons for adding new fields
  - grab the contact numbers with the mouse and move them around
  - removed number dropdown for primary/flagged numbers, just the top telephone or extension will be considered "primary".

QR codes module:

- The page will now load much faster, individual QR codes are now pre-generated instead of the browser downloading the individual pictures.
- The heading at the top of the page can now be edited, and will appear on all pages in addition to the first one.
- You can now drag individual slides with your mouse to reorder them.

Administration:

- Trusts can now have a custom paragraph on the Welcome message to newly created accounts.
- New email template when a user tries to create an existing account.

Documentation:

- Updated Frequently asked questions.

- Added Data privacy statement

Security:
- Downloading uploaded files will now require an authenticated user session.
- Typing the wrong password 5 times will now lock the account for 30 minutes.
- Update some recommended server security headers.
- Update the "create account" and "forgot password" responses to prevent revealing if an account already exists.
- The 2FA will now require to type the code before it can be disabled.

Under the hood:
- Improvements to the function that allows custom email patterns per organisation.
- Improvements to the function that cleans up deleted files.
- A brand new version of the app is in development, some users may be invited to test it. The following tools are having updated their program logic and colour themes:
  - Checklists
  - Contacts
  - Remote feeds
  - Feedback forms
  - Embed videos
  - Tables markup
  - ToolboxSync document management system (DMS)
  - Filterable lists and tables
  - Deanimated GIFs
  - Intranet links
- Updates to our base frameworks and libraries to their latest stable versions.

May 2023

Website/App:
- It is now possible to merge table cells vertically. This feature is experimental, see How to make tables.
- Improvements to some notification messages with rich text.
- Simplified Settings page.

App:
- Added a new checkbox to the sign in form. When unchecked, the content is stored in ephemeral storage that is cleared after 5 minutes of inactivity or when the app or browser window is closed. Also, a "Logout" button is inserted at the start of the footer shortcut bar for quick sign out.
- Fix a bug with the PDF viewer on some devices, when a page is rotated more than 3 times it could change proportions.

ToolboxSync DMS module:
- Improvements to the full text search in PDF documents (on the website).
- Fix a bug with cross-linking when a filename has multiple spaces one after another.
- It is now possible to hide some files from the listings, however we recommend that you delete the files from the shared folder. This feature can be useful if a file needs to be immediately removed.

- Improvements to the document expiry date configuration page: more years can be selected, and the year container scrolls to reveal them in the past and in the future.

Autologin module:
- Fix a bug that prevented some users to sign in, and enabled notifications for these cases.

Feedback forms module:
- Improvement to the feedback messages in rich text format.

Administration:
- Improvements to the App layout of the posters and reports when exported to PDF.
- The QR codes can now be ordered by dragging them with the mouse.
- The "Poster B" heading changed to "Need help starting your new job?" (still editable).
- Administrators can now edit properties of accounts that have never signed in (name, email, job role). This can help when there have been typos. Once a user has signed in, they can change their properties in the Settings page.
- Modifying user permissions in the admin form will now immediately terminate any active session and the user will need to sign in again.

Documentation:
- Updated How to make tables, Autologin, ToolboxSync document management system (DMS), ToolboxSync for editors, Frequently asked questions.

Security:
- Implementation of the latest website security recommendations (in progress). Website, App, Visual editor, Contacts, Guidelines, ToolboxSync, Feedback forms, Calendar, Reports, Posters, Maps.
- The 2FA sign in form has now a checkbox that allows to "remember" the current browser or device for 30 days, or until the user signs out.
- Concurrent sessions are now disabled, if you sign in, all your active sessions will be immediately signed out.
- It is now possible for the document names to be automatically spaced from CamelCaseFileNames.
- Improvement to the password strength labelling, it is now possible to have "passphrases" of 3-4 words instead of passwords with complex character requirements.

Under the hood:
- It is now easier to revert changes to the development snapshot of the app.
- More precise load balancing of our email servers for user notifications.
- Updates to our base frameworks and libraries to their latest stable versions.

April 2023

App:
- Updated PDF rendering library to latest version.
- Refactored app templates to avoid inline styles.
- Sign up/Sign in screen: Added collapsed section "Please read: your personal information" with a short description, links to documentation and buttons to clear personal information or delete account.
- Embedding the app in the frameset or in posters will now use a distinct temporary storage per browser tab.

Website:

- The page trees on the toolbox homepages now have a tab to toggle open/close all branches.
- Many listings and tables with a date/time stamp will now show it in a short relative format.
- Added new job roles.
- Improvements to printable styles.

ToolboxSync DMS module:

- Refactored backend storage functions.
- Prototyped searching will now look into the content of the PDF files (website only, sync files only, to do for other attachments and for the app).
- New "evergreen" status for documents that don't need expiry dates and a checkbox for editors. Improved checkbox filtering will hide folders that don't have files with the selected statuses.
- New "keywords" metadata can be added to entries. These are not shown in the listings but will be found when users filter the list or search the toolbox.
- It is now possible to manually hide some entries from the listings.
- Added a function to detect duplicate identical files in different folders.
- Cross-links to files in other folders will now have a red asterisk at the end.
- It is now possible to manually configure some folders to appear at the top or bottom, without renaming them in the shared folder.

Standard Guidelines module:

- Improvements to the email notification format.

Remote feeds module:

- Added new feed format.
- Improved styles in the app.

Administration:

- "Add user form" moved in a collapsed section in the "Manage users" page, and will now remember the job role and specialty of the added user. If you need to add several users one after another, this can save time and effort.
- Added Search cloud in the Analytics page. Clicking on the listed search terms will perform the same search but will not increment the numbers.

Documentation:

- Added pages Search cloud, Highly specialised services.
- Major rewrite of ToolboxSync document management system (DMS).
- Updated pages Frequently asked questions (added table of contents), Autologin, Multiple domains.

Under the hood:

- Refactored user import functions.
- Added a backup email server for large numbers of notifications.
- Improvements to the email templates.
- Improvements to the archiving functions.
- Fixed some error messages could cause a toolbox user to be redirected to the Main namespace.
- Update base software framework to latest version.

March 2023

Website/App:

- Work is in progress with improving the email notifications with nicer rich text format, links and logo.
- The List files page will now link to pages containing files not listed in the uploads directory (typically, files from the synchronised shared folder or from a library feed).

App:

- Users can now configure their personal homepage on their device. To do so, tap on the "Star" icon like you would bookmark a favourite page, and in the dialogue box select "Set as homepage". The hospital cover picture, the search box and the user bookmarks will be added to this page, and links from the header and sidebar will open it.

Visual editor:

- Videos embedded from YouTube and Vimeo will now have their cover pictures cropped, removing black margin.
- Improved adding a video to a new page, before the page is saved.

Contacts module:

- Improvements to the bulk-import contacts function.

Guidelines module:

- Work is in progress to improve the notifications about documents due for review.

Toolbox Sync module:

- Renamed, moved, and duplicate files will now keep their expiry dates without the need to re-tag them.
- It is now possible to configure automatic spacing of document titles from file names such as "EmergencyBloodManagementPlan" -> "Emergency Blood Management Plan".
- In the document configuration page, PDF files can now be previewed under the form.
- After editing a document entry, the listing will scroll to this document, which will be highlighted.
- The filter box will retain the search terms after a user clicks on a file and returns to the list.
- Improvements to the document expiry date configuration page:
  - Coloured buttons according to the date: red=expired, yellow=due soon, green=valid.
  - Added shortcuts Middle-click or Ctrl+click on a month or a year will directly save the date, no need to click on the "Save Month Year" button.
- Improvements to the CSV export and the monthly email notifications.

Library feeds module:

- Added a new optimised data format.

Administration:

- Improvement to the posters app mockup styles (homepage buttons in 2 columns).
- Added a function to export a list of editors from different domains in CSV format.
- The Recent editors table will now exclude users that have been deleted from the toolbox.
- Fixed a misalignment bug in the first analytics table in Chrome.

Documentation:

- Added page Autologin

- Updated pages Frequently asked questions, Multiple domains, ToolboxSync, ToolboxSync for editors

Under the hood:

- Optimisation to the functions generating app snapshots.
- Improvements to the error detection and reporting.
- Updates to the software frameworks and libraries.
- Major update of the Templates for a new Toolbox domain.

February 2023

Website:

- Improvements to the dark theme.
- Work in progress on a new homepage layout.

ToolboxSync module:

- Work in progress with detection of renamed, moved, and duplicate files and folders.
- Added a link to download a CSV export of all file names and expiry dates in the shared folder. Work in progress to automate sending of this export to a predefined email address on a monthly basis.
- Added a checkbox to show/hide documents with "N/A" (no expiry date) separate from the "unknown" expiry dates.
- The status checkboxes will only appear for editors, and only when there are more than 1 statuses among the listing.
- Improvements with browser caching after an edit in the sync folder.

Administration:

- Analytics monthly data table and chart can now show the last 1, 2, 3 or 4 years (link added under the table).
- Large tables will now scroll horizontally, with the first column fixed.
- The charts will now use thinner lines for larger datasets.
- The page analytics and the manage users tables will now show the dates in a shorter human-readable format. The tables can be ordered by clicking on the headers of these columns. The system recently started storing the full date and time stamp instead of just the date.
- Improvements to the bulk-import users functions.

Under the hood:

- Improvements to the "Toolbox in Maintenance" message.
- Account creation date and last sign in date will now store the time as well.
- Improvements to the automated email notifications.
- Updates to the software frameworks and libraries.
- Optimization of the CSV export functions.
- Optimization of the Import users function, better handling of existing accounts.
- Improvements to the mockup demo functions.
- Improvements to the user activity table.

January 2023

Website:

- More informative message on the sign-up form.
- Add new job roles CESR, GPSTP.

- Improvements to the dark theme.

Visual editor:
- After a security update, some icons, notably the one to delete an attachment, could not be loaded, this was fixed.

PDF compression (website uploads, ToolboxSync)
- Improved handling of some files with large, non-standard dimensions.
- Fix for occasionally hyperlinks could appear inactive.

Generate Posters module:
- Fixed a bug caused by the recently encrypted user names.

Contacts module:
- Improve styles for the input fields and the bleeps icon.
- Improvements to the filtering function.

ToolboxSync module:
- Fixed a bug when multiple entries in the same folder had the same title, only one of them would be shown.
- It is now possible to configure some folders to order files by last modified date rather than alphabetically.
- If a user filters a file listing, then opens a file, then returns to the listing, it will now remember the search terms from the filter box.
- If a user filters a file listing, a link will appear allowing to search for the same terms in other pages.

Administration:
- User management: added a button to approve all pending reader requests with one click.
- Improved some of the templates for email notifications.

Documentation:
- Updated Home page, About, Editors, Demo, Settings.

Autologin module:
- It is now possible to have a separate custom landing page for automatically signed in users.

Security:
- The 2 factor authentication will now refuse to accept a code that was already used.

Under the hood:
- A new page will now appear during toolbox updates and maintenance, with a timer that will refresh the page after 60 seconds.
- Base framework software updates.
- Improved shared configuration between app and website.

December 2022

App, website:
- Improvement to the user interface when videos are embedded in a gallery (2 or 3 columns). In such a case, playing the video will unwrap the gallery and make the video full width.

- The video caption will now stay when the video plays. Previously it was replaced by a "Close frame" link.
- The video play (>) overlay could be misaligned in some cases, this was fixed.
- The "password" fields will now be styled like other input fields.

Guidelines module:
- Minor improvements to the notification functions and listings.

ToolboxSync module:
- The listings with specialty subfolders were uncluttered, hiding parent folder names.
- When opening a PDF file to date it, it will now have the sidebar with the thumbnails open, so you can quickly preview and find the page with the metadata. This works on Mozilla and Firefox-based browsers, not currently in Chrome/Edge.

Embed maps module:
- This had to be updated as the provider changed their installation and broke it.
- If this happens again, editors will now see "Error loading tile" tiles and can notify us immediately.
- The tiles with the error will no longer be saved, and on the next page view the server will try to reload them from the provider (if the problem is temporary).

Documentation:
- Page Feedback forms updated.

Under the hood:
- We now have an easier way to give administrator access to users.
- Updated parts of our core software to latest versions.
- Minor improvements to the email notification templates.

November 2022

App/Website:
- Add new intranet server "checkplus.nhs.uk".
- Updates to the new technical standards Content-Security-Policy, cookies, scripts, embedded videos, animated GIFs, podcasts, visual editor, create account form, sign in form, change password form, forgot password form, settings form, Wrench menu, Analytics page.

Visual editor:
- Updated icons, new interface for passing variables to the browser, removed unused internal comments prototype.

Guidelines module:
- A new notification will be sent monthly to page maintainers and the contact email address for the domains, if their Guidelines modules have documents due for review or expired. A new page will list all such documents from all pages in the domain.

Remote library synchronization module:
- Added new ways to index remote documents.
- Linked to guidelines from the online library of University Hospitals of Leicester.

Documentation:
- Updated pages Frequently asked questions, Editors, How to make tables, ToolboxSync for editors (+new video).

Under the hood:
- Software upgrades leading to obtaining an A+ certificate for website security practices by Mozilla Observatory.

October 2022

App:
- Sign up page: update and automate the list of job roles, add a dropdown for specialties, the Name field is now optional.
- The "Pull-down to refresh" label on the iPhone is now in the theme colour. Fix a minor bug where that label could appear in a flash while the sidebar / menu was sliding in.
- The app will now automatically save to the offline storage all PDF files that the user opens.

Website:
- The dark theme will no longer affect the printable styles and PDF export.
- Improvements to the dark theme (various QR codes, various buttons).
- New video demonstration on the homepage.

Guidelines module:
- We can now configure the document table to appear at the bottom of all pages, including newly created ones. If your toolbox relies heavily on this module, please let us know and we'll enable it on all your pages.
- If there are no documents, the user interface will only appear to editors.

Feedback forms module:
- Checkbox and radio controls can now be written in one line, separated by "|" vertical lines, rather than on separate lines.
- Checkbox and radio controls: it is now possible to add a control [Text] "Other, please specify" where the user can type something that is not among the preselected choices.
- Added a new shortcut control [Agree] that is transformed into radio controls "Strongly agree, Agree, Neither agree nor disagree, Disagree, Strongly disagree".

Administration:
- The Analytics tables will now include a line for "Autologin sessions" - externally authenticated distinct browsing sessions - for toolboxes that have this feature configured.
- After submitting the "Add new user" form, it will now return to the same form with a message on top, rather than a separate confirmation page.
- We can now exclude administrators from the reception of the email notifications about new user requests.
- Minor improvements to the email notifications to administrators.

Documentation:
- Update How to make tables (add section on Copy and paste tables).
- Updated Frequently asked questions, Feedback forms, ToolboxSync and ToolboxSync for editors.

Under the hood:

- We are working on an "encryption at rest" feature for the personal information in the database (real names, IP addresses). This is currently in testing, let us know if you notice any errors.
- Optimization of the Analytics database processing functions.
- Optimization of the functions that allow us to review, tag, and revert new PDF files.
- New larger phone frame for demonstrations and screencasts.

September 2022

Website:

- Search form improved legend and examples.
- We are working on a "dark theme". To preview it, select "Toggle dark theme (experimental)" from the Wrench menu.
- Improved styles in Change password form.
- Anonymous users with "autologin" permissions will now find their domains near the top of the Hospitals page.
- When a user opens a restricted page with insufficient permissions, a new prominent button "Back to My Hospitals" will appear near the top.
- It is now possible to upload WEBM videos.
- The domain Sidebars will now have a link to the Shared content section, and it will have a backlink to the Hospitals page.
- Simplified the Sign in form.

App:

- Removed white margins around domain covers on the sign-in page (like on the homepages).
- Sign-in form: add "show/hide" control to the password field which reveals the typed password for 10 seconds.
- Homepage buttons will now be a little narrower to fit 2 columns on smaller phones like the iPhone 6.
- PDF viewer: added a new button to rotate the page. Tap it repeatedly to rotate the page in 90 degree steps.

ToolboxSync module:

- The "Edit date" form will now more correctly show whether the file cannot be previewed or there are no more files. The button to directly jump to another file will now show the folders and filenames in a dropdown.
- The "Add new entry" form will now allow to easily include (cross-link) in a folder a file from another folder.
- Improve configuration functions and shorter URLs.
- Improve storage of information about who makes changes to the file listings.

Security:

- Failed logins are now limited to 5 tries within an interval of 10 minutes (wrong password, or wrong 2FA code, or wrong Forgot password code). If this number is reached, the user can no longer sign in within the 10 minute interval, and a message is shown (app and website).
- It is now possible to enable 2-factor authentication via the open source FreeOTP app, or the standard Authenticator apps available for iOS and Android (Apple Contacts, Google Authenticator, Microsoft Authenticator). To configure your account, from your Settings page select the tab "2FA" near the top.

Under the hood:

- New admin function to easily preview and restore compressed PDF files.

- UserManagement changed for more compact user list.
- CRM: Add "Contract" page type, with its add/edit form, template, and styles.
- Archived and closed one inactive domain.
- RecentActivity listings now show an infobox when clicking on an entry, and copy the IP address to the clipboard.

Earlier

See subpages.

Subpages:

Development 2022 | Development 2021 | Development 2020

Development 2020

This is an archive for the development notes of 2020.

December 2020

- Admin: the regional administration interface was rewritten.
  - The user table can now be instantly searched, filtered and sorted by any column, and downloaded as CSV.
  - Users waiting for approval appear with a light-orange background near the top.
  - The account creation date and the last sign-in date are shown; if they are the same, they are in red (the user only signed in once).
  - When users are selected, a new link appears to let the administrator email them. It is recommended to not email more than 10-20 users with one message, otherwise it might be caught in the spam filters.
  - A checkbox in the header allows to select all visible users.
  - Added "Engagement" column, users are "engaged" when they signed it within the last 3 months, "requiring engagement" if they signed in only the day the account was created or more than 3 months ago.
  - The user management form was moved into the individual domains, which allows to keep the same sidebar and wrench menu.
- Fix a couple of bugs with the MSIE 11 browser in the Analytics (charts didn't show). We found that MSIE 11 is unable to download the CSV exports from the analytics and administration tables -- please use a more recent browser like Firefox, Chrome, Safari or Edge, otherwise contact us and we'll send you the CSV exports.
- CHFT: help with formatting of the team pictures and import telephone numbers.
- Editing: Renaming attachments while the file is still uploading caused the link to be lost/detached. It will now not allow the renaming until the file is completely uploaded, with the appropriate message.
- Deleting a page: fix a bug where after a page is deleted, sometimes the user was redirected to the Templates section rather than her domain homepage.
- Contacts module:
  - In the new category dividers, added links to make it easier to rename the category and to add a new contact to it.
  - ImportContacts: add "prefix" column, if exists, will be used for all telephone numbers on the same row.
- App:
  - Extension dialler: for trusts where multiple telephone prefixes cannot be "guessed" from extension patterns, it is now possible to configure user-selectable tabs for the hospitals that are dialled. (Enabled on CHFT.)
  - The "Change hospital" interface now remembers the recently visited hospitals and lists them in a new section at the top of the list (the list is remembered per-device only, and only for new sign-ins). A "Clear" link allows to delete the list.
- Webmaster: implement an easier way to configure custom styles per domain, available both on the website and in the app.
- Visual editor - upgrade version.
- Admin:

- Implemented "privacy" mode where personal information of users is blurred, to be enabled when recording a screencast/video.
  - Wrote a device mockup interface for screenshots and documentation, and a simpler frameset interface.
  - Added status table to analytics pages (last month data only).
  - The Recent Activity console now uses colour codes for users.
- Website Favicon made with transparent background -- looks better on dark browser themes. Added and configured favicons for all major browsers, systems and devices.
- All documentation videos in the Main and Help centre areas are now embed locally.
- An mp4 video file uploaded to Dr Toolbox can now have a "poster" image which is displayed before the user clicks "play". The poster needs to have the same filename as the video and the additional extension ".png".
- Guidelines module (website):
  - Similarly to the recently updated Contacts module, enabled category dividers with links to easily rename a category or add a new document to it.
  - Add "reset" link to the maintainer/email fields which allows to restore the values to the original ones (if they were modified).
  - The different text fields are now wider (full width, depending on the screen size).
  - A bug was fixed with the document categories.

November 2020

- Fix subpage box formatting for Safari -- a link box could appear split between 2 columns (done, testing).
- Global/Regional analytics -- add table with domains ordered by edits.
- Contacts module:
  - Implemented "category dividers" -- all contact entries are now grouped per category, and inside the category they are ordered alphabetically. (Similar dividers in the app and on the website.) Filtering contacts in the "Find a contact..." field will hide both contact entries and category dividers where no contact contains the search terms.
  - Website: implemented checkboxes in the main Contacts table to allow multiple contacts to be easily approved, moved to a different category or to be deleted. Modify filter/search function to keep selected entries visible.
  - Editors: new category "Pending review" in the drop-down can be selected to only show contacts that were submitted by readers.
  - Categories and contacts in them are now ordered alphabetically .
  - Admin; implemented a function to mass import contacts from a spreadsheet or from Google Docs (testing).
- App: after a month of beta testing, migrated the apps to a new offline storage mechanism. If you encounter any difficulties, please report.
- Editing: made it more obvious when a parent page needs to be selected (thick red border, other form elements blurred).
- User settings: fix a bug when some settings are modified -- password, job role, specialty, default domain -- between Nov. 8 and Nov. 10 this affected about 0.07% of all users and they were notified.
- Guidelines module:
  - Enabled for YTH, HUTH and DBTH.
  - When there is a maintainer e-mail, clicking on it will pre-fill the subject with the document name, due for review.
  - Fix bug when setting a next review date +30 days or +6-12 months if the date was unset (nothing happened; now the future date will be counted from the current date).

    - App: implement "list-dividers" similar to those in the Contacts module.
    - App: since the app content is cached, review dates like "today" or "3 days" may become obsolete, so now replaced with month and year like "Nov 2020" and "Sep 2021".
    - Admin: module added to Templates group for new domain creation.
- Admin: implement a "@quiet" user permissions -- administrators in it will not be sent notifications for pending user requests; implement "@analytics" permissions to access the regional or global analytics without having a regional administration access.
- Admin: permissions requests: use support email for domains without local administrators.
- Admin: Master Table with key people for every domain. Columns can be hidden. Filterable with search field.
- Fixed a bug where the sidebar menu didn't appear on the sidebar settings page.
- Rewrote functions that index attached files and clean up orphan files.
- Enabled simple markup to allow the insertion of tables in the pages. This is now documented below the edit form.
- Fix a couple of bugs affecting the MSIE 11 browser.
- Editors: "Add new page" form now has the title field directly in the Wrench menu. Refactor the Wrench menu to move all Analytics links in one section.
- Housekeeping: unused uploads are now automatically deleted in the night between Saturday and Sunday, to allow us to review the deletions in the lowest traffic period. A new function double-checks the page content for links to deleted files and reports if some need to be manually reviewed and/or restored.

October 2020

- Update page Privacy policy.
- Settings page: fix bug with the specialty dropdown in some cases could reset to "none"; personal name entry no longer required: if left empty will reuse the first part of the e-mail address (before the "@").
- Fix bug with newly created domains -- the Contacts page could disappear from the sidebar.
- New domains added: HFT, CHFT, YTH, HDFT, SWYT, HUTH.
- Fix telephone prefix for YTH, import extension lists.
- Admin: Archived 13 least active domains where the hospitals didn't respond to our queries.
- App: Add exception for Dr Toolbox with the "appcache" offline storage for Android and for the WebApp.
- FPH: Update the telephone prefix directive for the new 6-digit extensions.

September 2020

- App: "Give feedback" link to Google Forms from the app sidebar.
- Editor: Fix some bugs in MSIE 11: the telephone, bleep, video and heading2 buttons didn't work. When a page was saved, it redirected to the domain homepage rather than to the page itself. Disabled the "autolink" feature for this browser (incompatible).
- Sidebar editing: An intermittent bug was fixed with sidebar ordering -- 6 toolboxes were affected and corrected.
- Uploads: A bug was fixed with automatically deleted uploads, affecting the EDGH domain. The files were restored from the backup snapshots.
- Admin: Fix a function for the recent PHP upgrade.
- Admin: Some domains are now restricted and any new users need to be approved by an administrator.
- Admin: Fix a bug with report e-mail templates.
- Uploads: Add an animation showing how to upload files to the content pages.
- Analytics: Fix a bug with the function that totals the number of page views -- the numbers were recalculated from start and fixed.

- Admin: Implement RecentActivity console in addition to AllRecentChanges, per Cyber essentials certificate.

July-August 2020 work session

Work done on the website:

- Implementation of a new website colour theme and mobile-friendly skin.
- New top bar and footer bar with a collapsible search form and progressive discovery.
- New collapsible sidebar, and a new interface for editing it.
- New “Wrench” menu with tools for editors and administrators.
- New "breadcrumbs bar" with links to parent and grandparent pages.
- Rounded corners for images, videos, menus, frames and input fields.
- Fix custom font and styles compatibility for older browser.
- Simplified "Review page" header and functionality.
- Simplified "Update cover photo" interface.
- New automatic cover photo optimization (resize & enhance).
- Removal/update of several previously used features, now accessible in the wrench menu.
- New interface for sidebar and app configuration via drag-and-drop gestures.
- Update for the user “job roles” and add “specialty“ options.
- Collapsible sections: page tree, administration form, post comment form.
- Reminder for editors in the post comment form.
- Migration of the Help centre content to the website.
- Subpage links moved into buttons with rounded corners.
- Improvements to the user settings interface, filterable lists.
- Compact filterable hospital list with rounded corners.
- Sign-in form improvements/corrections/colours/spacing.
- Create domain form: new "Region" property for domains with combo-dropdown list.
- Various corrections to styles, colours and functionality.

Work done on the website analytics:

- Migration of the website analytics back-end to a database with signed-in users.
- Add functions to analyse and synthesize the analytics data.
- Tables for active users monthly, yearly, and monthly sign-ups,
- Tables for page views (app, website, totals, monthly and yearly), and page edits (monthly).
- Tables for user roles and job roles.
- Tables for user activity per month, weekday and hour.
- New tables for Page analytics with reviewer names and links.
- Add table legends, add sortable/reorderable functionality.
- Add separate analytics pages per individual domains and per regional groups.
- Add functions to draw charts from all the analytics data, downloadable as PNG files.
- Add functions to export the tables as CSV with data and legends.
- Updates to the nudge email function, adapted for the new data tables.
- Updates to the function creating certificates -- add role, link to send personal e-mail.
- Display most dates in UK format.
- Various corrections to styles and functionality.

Work done on the visual text editor:

- Simplified editing interface, moved to a separate page.

- Simplified uploading of attachments.
- Automatic detection and clean-up of unused attachments.
- Implemented editing of file captions with double-tap interface and custom dialogue box.
- New “Insert video” interface to easily embed or delete content from hosting platforms.
- Automatic detection and linking of URLs and emails in the text.
- Delete page form - require a reason with 3+ characters.
- Improvement / simplification of the page history display.
- Various corrections to styles and functionality.

Work done on the mobile apps:
- New landing page buttons to popular pages, configurable by the editors.
- New footer bar with shortcut links.
- Improvements to the sign-in/sign-up page.
- Update of the apps for the new editing interface.
- New message for network failure, automatic re-checking and retry button.
- Instant update after a page edited by a user in the app, and return to the same page.
- Various corrections to styles, spacing and functionality.

Other work:
- Updates to the clinical guidelines table: add external URLs, links to reset the review dates.
- Cyber security essentials certificate.
- Update of the function calls for recent PHP versions.

Development 2021

This is an archive for the development notes from 2021.

December 2021

Administration:
- Prevent the possibility to create accounts and edit pages on the Backup snapshot (these would be discarded).
- Fix overview table, line breaks were missing.
- Fix creating a new toolbox could lose the app homepage buttons defined in the template.
- Site admins can now change the initial domain after login for administrators of newly-created domains.

Website/App:
- Increase spacing below pictures with captions.

Website:
- Refactor/simplify the page My access rights (signed-in users). A cover photo will be shown for the selected domain. If the user has already been granted access to 3+ domains in the last year, a message will inform that the request will be held for approval by the local administrator.

App:
- On larger screens the QR code on the homepage will now appear centred.
- The "Request new access" link now directly opens the form for the requested domain..
- Remove "create new account here" link after failed login, when the domain has disabled registrations.
- Anonymous users for open access domains will not be able to post comments, but can email the editors directly.

ToolboxSync module:
- You can now include *.URL files (Internet shortcuts) into the shared folder which will be included in the listings as external links.
- Add function to quickly review and set the next review dates for the documents.
- Add "unknown" expiry dates for external links and documents without a specified expiry date.
- On the app, reuse icons from the basic guidelines module (paper clip, external link).
- Editors can now configure email notifications per folder for documents due for review.

Documentation:
- Add page Pricing.

November 2021

Administration:
- We can now restrict account creation and access to specific email address patterns per trust. If your trust needs this, please contact us.
- Add a form to report bugs.
- Enable syntax highlighting when editing source pages.
- The reports and posters will now include stats for documents from ToolboxSync.

Website:

- Prevent "AllRecentChanges" and related pages from losing their access restrictions.
- Fix permissions of the old SuppoRTT pages.
- Searching as an anonymous user will now only look into unrestricted sections of the website. Previously it would show links to pages where the user can sign in to see.

Visual editor:

- Updates for the Calendar module. It is now possible to embed a calendar in other pages with selected categories from the toolbar "Embed" button then from the menu "Calendar". For example, the T&O page can only show the Common trust events and its own T&O event category. When events are added or modified, the calendar will automatically update in all pages that include it.
- Fix in some cases the "Link to page" dropdown didn't appear.
- Optimize map frame will only be loaded if the "Embed map" dialogue box is opened.

Calendar module:

- When an event is added or modified from a page other than the main calendar page, the same page will be shown.
- When an event is added or modified, the page will open with the month of the event, rather than the current month, so the user can easily see the event in context.
- Add a VCALENDAR (ical, ics) subscription interface, and a "Subscribe" link which allows users to add the calendar into their productivity/notification app. When the calendar is updated in the toolbox, the subscribed devices are automatically updated as well.
    - The subscription is specific to events in the categories that are included in the page, and can be relevant to the people in the specialty.
- Add event "end-time" format, revision number and last modification timestamp (expected by the VCALENDAR interface).
- Add a "Location" field where the address can be specified, and on some calendar apps the user can open a map or get directions.
- It is now possible to click on the dates to add a new event.
- If you add URL addresses (internet websites or emails) to the Description or Location fields, they will become clickable.
- Add a search field that allows to filter events in the current month.
- When there are events from more than one category, the users can click to show/hide individual categories.
- Improvements for international characters in titles and descriptions.
- Recurring events will now have a label "Weekly", "Monthly" or "Yearly" and placing the cursor over the label will show the recurring rule, e.g. "Yearly on the last Sunday of October".
- Start and end dates are now restricted to 18 January 2038 (year 2038 problem).

Contacts module:

- When adding new contacts, a message reminds that we can import many contacts for you.

App:

- Fix intranet links sometimes weren't marked as such.
- Updates for the Calendar module (programme logic, styles).

Documentation:

- Update page How to embed maps and video.

October 2021

Website:

- The main Map page is now automated, and the pins include the trust cover photos.
- The Toolbox logo in individual domains will now link to the local homepage rather than the global homepage.
- External links in the pages will now open in a new browser tab.
- Updated lists of intranet domain names.
- The global homepage has buttons and "Sign in" and "Create account" under the logo. When it shows to a signed-in user, now the buttons will be replaced with "Back to (My Toolbox)", "My hospitals" and "My settings".
- The Welcome pages for domains that don't accept self-registrations will now include a link to our support email address to request new access.
- We are working on improving the website search results.
  - The search function will now search in all sections where the user has access.
  - The resulting links will now show the matching pages with their parent pages (path).
  - There is a new search box on the homepages, between the trust photo and the page text. Searching with it will show results from the current domain, followed by the other domains where the user has access, and finally the Main documentation.
  - The new search box now can show suggestions for pages in the current domain, where the titles contain the search terms. The user can still press Enter to search the full text content.
  - On pages with several sections, a new search box "Find in page" allows to highlight the searched terms in the page, and to search in other pages.
  - When a page is opened from a website search, it will have highlighted the search terms (like on the app). The sections that contain the highlighted terms will be opened, and those that do not will be closed.
- If a user has signed into the website with an older or untested browser version, a notification will remind to use one of the supported browsers.

Calendar module:

- We have started work on an in-toolbox calendar module, which would be easier to use, to embed and to update.

Guidelines module:

- Fixed a bug where in some cases a file could not be completely uploaded.

Visual editor:

- Attached pictures can now have editable captions, and only these will be shown.
- Embedded videos from YouTube, Vimeo and Ted will now automatically have the video title as a caption. You can click to edit the caption.
- You can now embed interactive maps more easily, see How to embed maps. Users can click to load the interactive map and explore the area, or get directions.
- Saving the page will now have better visual feedback.
- A new button "Embed" opens a menu with all embed tools (upload files, add videos, calendars, contacts and maps).

App:

- The NICE guidelines shared section was updated (other sections, podcasts and news feeds are updated daily, automatically).
- Interactive maps are now loaded in a full screen page, if the device is online. If it is offline, the static map cover created by the editors will be opened in the picture viewer.
  - The link "Open in browser" was replaced with a link "Get directions" which opens the "directions" mode in the Maps app on the device (Apple Maps or Google Maps, or by default the internet browser).
- Video files uploaded to the the toolbox are now embedded into the page rather than opened in the browser. The device still needs to be online to play the video.
- The search results now include attachments where either the file name, or the caption in a page, contain the search terms. Clicking on such a result will directly open the PDF/picture viewer for these attachments, or a link to open the file in the internet browser.
- The links "Contact technical support" will now pre-fill the device's user agent string and will ask the user for their Trust and their NHS email address.
- Android app:
  - Workaround after a recent system update to WebView/95.0 broke the toolbox content updating.
  - Data safety and other forms on the Play store updated.

Administration:
- A bug was fixed as the Analytics tables didn't display the number of monthly and yearly users for September.

Documentation:
- Add How to embed maps, update texts and screenshots or animations in FAQ, ToolboxSync, How to embed videos, Editors.

September 2021

Visual editor:
- Fix a bug when a video is attached to a toolbox before any other file is uploaded -- the cover photo wasn't correctly stored, and a generic empty film picture was shown.
- It is now possible to embed a remotely hosted calendar. See How to embed a calendar.
- Attached PDF files with large page dimensions will be scaled down to A3 format.

Guidelines module:
- Fix a bug where after saving an entry, an interstitial redirect page could appear.
- When a new file is selected for upload, it will automatically start uploading and the progress will be shown.
- Attached PDF files with large page dimensions will be scaled down to A3 format.

ToolboxSync module:
- Improve styling for desktop/mobile.
- Colour codes per document status (green=valid, orange=due for review, red=expired).
- On larger screens the list will show the expiry date for the documents, on small screens coloured bullets will be shown.
- Add checkboxes to show or hide documents per status (valid, due for review, expired).
- When the mouse cursor is placed over a document, added a tooltip balloon with document informations (modification and review dates, file sizes, number of pages).
- It is now possible to display specific folders in separate toolbox pages.
- Users can now manually choose to download for offline access files from specific folders/categories.

- The files and folders are now sorted in a natural order, so doc2 and doc3 will appear before doc10 and doc11..
- Synchronized PDF files with large page dimensions will be scaled down to A3 format.

Website:
- Welcome pages: removed button to create a new account for domains where the account self-creation is disabled.
- If there are pending user requests, comments or orphan pages, a notification badge will appear on top of the Wrench menu (for editors and administrators).
- It is now possible for editors and administrators to preview the website with read-only access to experience it exactly like readers. From the Wrench menu, select "Preview website as a reader", and to revert, select "Read mode: Restore full access".

App:
- Fix a bug where an existing embedded video could be removed when a new page was opened.
- PDF viewer:
  - Workaround for documents with large dimensions defined, e.g. a large poster, could cause blank pages.
  - The reminder "Pinch or rotate to zoom" now floats near the top margin when the device is held vertically.
  - Hyperlinks in the pages can now be clicked to open in the internet browser. (Note, links to trust intranet may not be reachable from a mobile device, see FAQ.)
- Offline attachments: the app now downloads automatically for offline access any pictures, as for the PDF files, a message box appears showing the number of new documents that can be downloaded and their total file size. The user can click to download the new files immediately or later.
  - If a page has attachments that are not in the offline storage, there will be an icon near the top left with the number of pending attachments. Clicking on the icon will show the number of files and their total size, and the user can tap to download them.
- A rewrite of the app allowed us to improve the loading times during updates.
- The buttons "Post comment" and "Login & Edit page" were removed, and replaced with an icon with a hand holding a pen.
- If a user has changed password or email on the website, the app will invite her to logout then login again.
- Fix a bug on large-screen devices when the sidebar is always visible, the back button made a slide animation that was not needed.
- The footer bar will now be hidden when the device has a small screen and is held horizontally.
- In the select hospital listing, the Demo toolbox will now appear on top rather than at the bottom.

Administration:
- The Poster-A heading is now editable.
- The "Privacy mode" hides a few more potentially sensitive bits of information in the Analytics.
- Fix a bug in the Analytics page for a recently inactive toolbox.
- When a user requests access to a restricted domain, the welcome message will include the emails of local administrators ordered by recent activity.

Documentation:
- Add pages How to embed calendars, How to embed videos.
- Update Frequently asked questions, ToolboxSync.

August 2021

Website:

- The "closed" and "planned" toolbox domains will no longer accept new users. Existing users can still sign in. Administrators can still manually add new users.
- Add link to FAQ in the wrench menu.

App:

- The web app is now installable directly from your browser. It can be added to the home screen on iOS Safari, on Android devices (Chrome, Firefox) and on a desktop computer (Chrome, Edge).
- On larger screens (tablets, desktop computers), the app will now have the sidebar always visible.
- The "closed" and "planned" toolbox domains will no longer accept new users. Existing users can still sign in. Administrators can still manually add new users.

Administration:

- Analytics: add table with recently active editors. Add links below the table to email all recently active editors (except any readers who may have contributed comments or contact entries).
- Add direct links to the Certificate function next to the user names.
- Master table: add direct links to Domain Analytics sections (top, editors, pages).
- Add listing with recently issued certificates (all trusts).
- The "Add new user" form will now allow adding existing toolbox users from other trusts to your own.
- Configure additional mailboxes for automated notifications and a counter in RecentActivity.

July 2021

Website and app:

- The QR Code to the toolbox welcome page can be found at the bottom of the homepage (website and app).
- Fixed a bug with the trust title caching which could accidentally reveal inactivated trusts in listings.

App:

- PDF/Picture viewer: fix a small imprecision with the pinch-to-zoom library where the coordinates of the page slid away from the positions of the pinching fingers.
- Fix a bug that didn't allow creating accounts for some NHS email addresses if written in uppercase letters.

Website:

- Fixed a bug with page histories which prevented the reviewer to send an email to a user with an apostrophe in their address.

Visual editor:

- You can now "reference" contacts from the address book into other pages, either individual a contacts or a full category listing. If the contacts are modified in the address book, they will be automatically updated in the pages.
- Fixed a bug where uploading files with uppercase extensions was refused. This was overlooked a few days ago when we decided to keep the original filename in the captions, and the upload function stopped normalizing the full filename to lowercase.

Administration:

- We now have a function to import (bulk upload) many user accounts, you can send them to us as a spreadsheet.
- Fix a bug where email addresses containing a plus character couldn't be shown in the raw editor.

Documentation:
- Added FAQ Editing section "Can we insert in individual pages contact entries from the address book?"
- Update FAQ Administration sections about manually creating user accounts and creating multiple accounts.

June 2021

Visual editor:
- We are working on a way to "reference" contacts from the address book into other pages. We will be able to insert a contact or a full category listing, and if it is modified in the address book, it will be automatically updated in the pages. Currently testing the feature in the Demo toolbox.

Administration:
- The Certificate interface was rewritten to include relevant information from the user's activity and trust and to allow easy configuration and export to PDF. The certificates are now saved in the database table rather than as PNG pictures.
- The "Add new user" page was modified to have a smaller cover photo floating right, and the user permissions controls were changed from a drop-down select box to a couple of radio buttons (fewer clicks to change).
- The SiteAdmin/UserManagement page now has switches to toggle on/off the display of certain categories of users (administrators, editors, readers, inactive).
- The framesets and posters interfaces will now delete local storage from the web app at the end of the session.
- The Wrench menu for administrators now includes links to the "frameset" mode where you can browse at the same time the website and the app, and to the "privacy" mode where (most) personal information in pages and admin forms should be blurred. Both modes can be used to make a demonstration or record a video.

Website:
- The profile links in page histories and in Recent changes are now email links and you can click to send a message to the user.
- The Change password form now recommends to use a unique and strong password.
- Fix a bug with the Forum which showed timestamps in UTC rather than the user's time zone.
- Fix a bug with the Welcome pages, sometimes the cover picture didn't show.

App:
- Update and correct the message when a toolbox doesn't exist.
- The embedded PDF and picture viewer was redesigned to allow easier pinch-to-zoom and drag-to-pan gestures, and to have more space available. See section and video in the FAQ.

Documentation:
- Added FAQ section "Can we delete user accounts?"
- New video added "What's new, June 2021" in Toolbox videos.
- Added FAQ section "How to use the embedded PDF and picture viewer?" with video demonstration.

May 2021

Shared content:

- The Shared content has a new "Podcasts" section, also reachable from the app sidebar, with 5 medical/healthcare podcast publishers. You can listen to the episodes directly in your browser or app, or visit the podcast's website.

App:

- The Contacts page now has a dialler. You can type a number in the search box to see if it exists in the address book, to dial it directly and to add a new entry if it doesn't match (2 new buttons appear).
  - As a result, the "Dialler" links and buttons (sidebar, home page buttons, footer bar) now open the "Contacts" page. You may want to go to "Wrench->Domain->Sidebar and App settings" and if you have both, remove one or the other.
- We have implemented in-app bookmarks (favourite pages), see FAQ section.
- Style improvements to some input field controls (rounder, flatter, without borders, shadows or highlights).

Website:

- The wrench menu now has cross-links between the current dr-toolbox.com and the beta health-toolbox.com domain names. If you want, test the website with the new address and report any errors you notice.
- The search function now finds pages in the Services shared content (in addition to the current toolbox and the documentation).
- Fix a bug which rendered full videos in the Wrench->Domain->Files page.
- The GDPR message bar at the bottom of the screen (only appears to visitors who have not signed in) was rewritten to work with toolbox.health URLs, to update the links to Main/TermsAndPrivacy, to clarify that we no longer use external analytics, and that YouTube and Vimeo are only contacted when the user clicks to play an embedded video.
- The wrench menu items were refactored.
- A bug was fixed with the with attachments in the Forum module. The attachment contained invalid code and upon editing the page it would be converted to a plain link.
- All Contacts pages are now at a ".../Domain/Contacts" URL. Some early toolboxes still used the ".../Domain/Telephones" URLs; the change will make it easier to enable new features linking the contact directories into individual pages.
- Every toolbox now has a custom "Welcome page" with less distractions to get the apps or to create an account and sign in, and its custom QR code.
  - The Sidebar now has an icon at its the top right to open the Welcome page and the QR code for the domain.

Administration:

- A new line was added to the Wrench menu allowing administrators to generate reports and posters for their domains (content, activity, screenshots, popular sections, QR code). Most of the prepared sections can be manually edited before printing the page to PDF.

Documentation:

- New sections in the Frequently asked questions:
  - How to delete attached files
  - How to bookmark favourite pages for quick access

- How to find the "Welcome page" and our QR code?
- How to generate summary reports and posters?

April 2021

Administration:

- Restored previously archived RBH domain for review by trust administration.
- There was a bug in the newsletter which linked to the FAQ page on the backup snapshot server. That page, if accessed from outside the backup website, will now redirect to the live website.
- Fixed a bug in the Analytics function with the number of pageviews in the app. The numbers of pageviews in the apps since February 26 for all domains were re-calculated, and updated. For individual domains, the stats for February and March may have been modified (page views in the app, total numbers of page views -- app + website, and the charts).
- We can now export all toolbox text of a domain to PDF -- if your team needs it, let us know.
- Ongoing rebranding work from Dr Toolbox to Health Toolbox (or just Toolbox).
- Some e-mail software expect multiple recipients to be separated by semicolons instead of the standard comma. To make sure sure the link in the user management page works for everyone, a second link now appears with semicolon-separated addresses:
  With 3 selected users: Click to email 3 users | semicolon-sep. (Outlook)
  If your e-mail software expects a semicolon separator, click on the second link.
- The email notification about changed user permissions now notes that the user may need to logout then login before the new permissions become effective.
- Created a Project tracking domain to more easily keep track of the tasks and discuss development.
- Analytics charts: the new version of the chart library has some incompatible changes, so we reverted to a previous stable version.

Website:

- Tables: reverse background colours to not having the heading row next to a row with darker background.
- In the Hospitals page, a collapsed message was added to inform about recently discontinued domains.
- In the Hospitals page, a bug was fixed not showing links to Demo and Services domains to some users. The list generation was optimized.
- The Wrench menu now has a "User" section with links to settings and preferences pages. It now also appears to users with read-only permissions (previously only editors had the menu).
- On a toolbox homepage, the link "Upload new cover photo" was visible to some users without upload permissions, even though the uploading wouldn't work. This was fixed, the link now only appears to editors.
- Created intra-trust Forum restricted to editors and administrators. A link to it appears at the bottom of the Wrench menu.
- The app screenshot on the homepage was replaced with a short video demonstration (without audio).
- It is now possible to cross-link 2 domains of the same trust via the sidebar, and automatically enable read access to all users from one domain to the other.

Editing:

- Tables can now be made sortable and/or filterable if the first-bullet keyword is preceded by lowercase "s" and/or "f" like "fTABLE" or "sTABLE" or "fsTABLE". This has not yet been implemented in the app.
- Enabled relative URLs which work better with the backup snapshot server.
- Fix a bug where if a user tries to save a page while the authenticated session has expired, it showed a blank page. It will now show the login form and if the user authenticates, it will still save the changes.

App:

- Renewed Chrome browser origin trial for the Android app.
- Fixed a bug where internal links in the text of pages sometimes didn't work on the app.

Documentation:

- Fixes to colours, styles and page breaks of the PDF export.

New module: "Podcast feed" allowing embedding of podcasts in your toolbox if they offer a standard RSS feed. The feeds are updated automatically on a nightly basis, with new episodes on top. You can try the feature at Demo/Podcasts on the website. The app needs to be updated to version a0425 or more recent. If you want to embed a podcast feed in your page, please let us know.

March 2021

Documentation:

- The Main/FAQ page has been populated with recent questions from our users (and answers).
- A link to the FAQ page was added to the global sub-header (opens when the "search" icon is clicked).
- A new video was added to Dr Toolbox Videos, copying a word document into the toolbox, adding pictures and external links.
- Add new pages in the Help Centre: ToolboxSync, and How to make tables.
- The Help Centre has had a number of older documentation subpages imported.
- The main sidebar now only shows the top level pages.

Website:

- User comments from now on will only show the date, not the time stamp (which is stored in the page metadata).
- Fix a browser inconsistency when opening a collapsed section -- it could be pushed up and the beginning could land out of the viewport. The newly opened section will now align to the top of the viewport, if it is above, or if the section is taller than the viewport; otherwise to the bottom if it is below, otherwise (the section is shorter than the viewport and fully visible) will stay in place.
    - If a user follows a link to an anchored section that is collapsed, it and its parent section will be opened and scrolled into the viewport.
- The previous test domain that served a double purpose as a Demo toolbox and for testing experimental features was restricted, and a new Demo toolbox was created, accessible to all signed in users. If you had edit permissions to the old domain, you can also edit the new one.
- A bug was fixed with subpages of a deleted parent page -- some of these subpages didn't appear in the collapsed "Orphan pages" section in the homepage, now they do. You still need to manually delete them or reattach them to another parent page.
- The Contacts pages that had their table on top of the text section were modified to switch the text on top, with a collapsed first heading "Summary". This makes it easier for users to notice when there is additional information.
- The previous pages Privacy Policy and Terms and Conditions were joined in one page with collapsible sections: Privacy policy & Terms of use.
- Fix a bug where the collapsible sections of the Terms page didn't work on the sign-in form.
- A link to the page FAQ was included in the global header and footer.
- The "page tree" sections on the toolbox homepages are now open by default.
- The Sign up form, and the Authentication form now display the cover picture of the domain.
- The functions that allowed to play and pause animated GIF pictures didn't always work and were rewritten.

- A new control to open and close all sections in the page appears right of the first section heading.

App:

- Updated feeds in the shared section will now trigger an app update.
- WebApp: fix a bug with the cache service worker.
- Shared content section:
  - Add a new page with direct links to the BNF British National Formulary sections.
  - Fix a bug where the links in the Shared section ignored their own order and tried to apply the order of the sidebar of the main toolbox.
  - Updated feed for NICE guidelines.
- The app now reports to the server its own version number, useful for debugging or for notify the user to update.
- Fix some attached pictures in gallery mode didn't wrap correctly.
- Fix rounded corners of some attached pictures.
- Fix on some devices the bullets of 1st level lists were under the left margin.
- Tables: cells are now vertically aligned to the top, to be consistent with the website.

Editing:

- It is now possible to configure intranet links with a styling different from the regular links. Examples: http://intranet/ *(intranet)*, http://10.150.2.88/chest/ *(intranet)*. The different styling, the suffix *"(intranet)"* and a popup message box should hint that the link may be unreachable from a mobile device. The app detects most intranet links, but if some are not detected, let us know.
- The automatic linking of email and URL addresses was disabled because it was buggy and prevented the following functions, now enabled:
  - It is now possible to have URLs in a page without them becoming clickable links (useful for documentation with sample links).
  - The insert-link button now detects if the selected text is a link or an email, and pre-fills the URL text field. Just press "URL" or "Email" to make the selection a link.
  - It is now possible to create e-mail links with the Subject: prefilled. To do so, in the input field, type the e-mail address followed by "?subject=This is my subject", for example; **support@dr-toolbox.com?subject=Toolbox feedback**
- In the link dialogue, the page tree now appears in a collapsible section. To link to any page in your toolbox just click on it. If some text is selected, it becomes a link, otherwise the title of the clicked page is inserted as a link.
- Fix a bug with a security filter that took some legitimate links for malicious and deactivated them.
- New Gallery mode of attached pictures. When several pictures are attached to a page next to each other (without line breaks) then they will be scaled down and arranged as thumbnails, either 2x1, 2x2, or 3x for more than 4 pictures. This works best for pictures with the same proportions.
- The function embedding **videos from external providers** was simplified and rewritten to cache the video covers locally for better user privacy (only load information from YouTube/Vimeo/TED if the user clicks to play the video).
  - Enabled covers for Vimeo and TED videos.
  - Dropped the Panopto provider -- it was never actually used by any domain, and didn't have a standard interface which required more work to maintain.
  - The videos are now larger -- up to the available width -- and on the app they resize when the device is rotated.
  - We have migrated the embedded videos to the new format -- in case we missed some, please let us know.

- Fix page history to simplify the new video link format.
- Attachments:
  - The uploaded PDF files are now automatically compressed. The function reduces the graphics resolution (but which should be perfectly fine for reading on a screen), tries to identify and cross-link duplicate pictures, compresses the fonts and the text content. Most toolboxes had between 30% and 70% reduction of the individual file sizes and in the total amount of data sent to the mobile app for offline storage. The function will also try to optimize newly uploaded PDF files attached to text pages or to the Guidelines modules. The original files uploaded by the editors are kept for about a month and can be restored -- if some file has graphics that look blurry, please notify us and we'll restore the original file.
  - Fix a bug where some editors didn't have a "paper-clip" button.
  - It is now possible to edit the link URL of an attached picture, to make a "picture button". See the FAQ page for details.
  - The editor will now record an "undo" entry before editing an attachment caption or a picture link URL.
- Video poster pictures are now saved in the JPEG format instead of PNG (usually much smaller file sizes, less data to download to the app storage). You can still upload a custom poster with the extension "video-file-name.mp4.jpg".
  - While uploading a poster picture, the video frame will now be darkened and the message "Uploading, please wait..." will be shown. Once the poster is uploaded, the browser will reload the page.
- Tables markup: the alignment of the header cells will now define the alignment of all cells in the column under the header, see How to make tables. This is much easier to maintain, and the tables look nicer.

Guidelines module:
- Moved the "Select file" button before the "Document title" field. If the user first selects a file, the document title field will be pre-filled with the file name, this may save some typing.
- The date pickers didn't work on some browsers, so we replaced them with dropdown select controls:
  - The "Last review date" can now be set to "(never or n/a)", "today" or "DATE (no change)" to keep the existing date. When adding a new document, the field is preset for "today".
  - The "Next review date" can now be set to "(never or n/a)", "MONTH (previously defined, no change)", or a month between today and 2 years from now. When adding a new document, the field is preset to 1 year from today (the user can change it).
- The "Next review date" field now only shows the month and year, and only stores the last day of the month as a date. This will be simpler for management, review and notifications. Currently defined dates have been converted to the last day of the same month.
- Improved display when there are no defined dates of last or next review.

Contacts module:
- Fix the "Search contacts" field was shown with different widths on different browsers and the placeholder could be cut.

Wrench menu:
- The "Wrench - Domain - Files" page now shows a summary of the number of files and sizes before the table rather than in the table footer.
- In the Domain tools, a notification will appear if there are any orphan pages, and clicking on it will list the pages with last modification date and last editor. You should delete these pages or reattach them to existing parent pages.
- The "Delete page" control will now refuse to delete a full subtree (a page that has subpages). You need to first delete the subpages or attach them to different parent(s).

- The "Review" and "Review now" controls will now refuse to mark the page as reviewed if there are pending comments. A message will appear inviting the user to review and delete the comments, and these will be scrolled into the viewport and highlighted.

Admin:

- In the activity console, requests are now grouped by user, then by time, and show a few more parameters, notably changes in user permissions and the app version numbers (latest app version in bold).
- The "Admin" section of the Wrench menu was compacted in a way similar to the other sections. Added entries to mockup/frameset, and to the attachment management interface.
- The collapsible forms on the homepages are now initially open for administrators.
- Migrated 1 older domain to new trust toolbox.
- Domain admin form: add new CRM input fields and columns to the master table and global analytics. Store the new fields in a separate page attribute, not appearing in searches or page history (except for users in the @admins group).
- All users with "publish" or "regadmin" permissions for any domain will now be added to a virtual "@editors" user group.
- The "support" mailbox was restructured so that we can reply more efficiently.
- Archived 19 discontinued domains.
- Add new database table to back up old user permissions.

February 2021

- Editors can now configure "poster" cover images for attached videos. *Once the video is uploaded and the page is saved, the editor needs to play the video and pause it on the frame that needs to become the poster. Pressing on the keyboard uppercase "P" (Shift+P) will save the frame as a poster picture and will reload the page.*
    - Alternatively, a poster image can be manually uploaded. For a video named "file.mp4" the poster should be named "file.mp4.png" (changed in Mars to "file.mp4**.jpg**"). Once it is uploaded to the page, the attachment can be removed from the page and it will still be available as poster.
    - Fix an omission with the weekly cleanup function that could delete such poster pictures, and the "Domain->Files" page that incorrectly listed them as orphan.
    - Add a generic "video frame" poster for videos that do not have a poster uploaded.
- Embedded videos can now be full page width.
- User management: fix a bug where the "Add new user" button didn't appear for a new domain with no users.
- App: Major changes, enabled starting 09/02 for all domains.
    - New in-app viewer for pictures and PDFs. Previously clicking on an attachment opened the browser; now the attachment is directly displayed in the app. There are controls to zoom in/out/fit, to change the pages and to open the document in the browser.
    - Change the content storage functions to allow the caching of both pictures and PDF documents and make them available for offline reading. Previously only the text content was available offline.
    - New progress bar while the app is downloading the attachments.
    - The in-app cookies are now strict "secure" and "samesite".
    - The in-app logout function was refactored to make sure all stored data is cleared.
    - A couple of bugs were fixed with the automatic updates, the message "Update ready, tap to reload" could appear a few seconds before the update was actually ready. Both the app program logic and the trust content updates were merged in a single common request.
    - Some tables are too large to fit in small screens. These were made scrollable.

  - The attachment buttons can now have a line break if there is not enough space.
  - Fix bug the shared domains didn't have cover pictures on their homepages.
  - New shared content, direct links to UK Covid resources, NICE guidelines, to BMJ Best Practice and Mind the bleep are now included in the app.
    - The shared UK Covid resources page now includes a list with local pages containing the keyword "Covid".
  - Fix a bug where after the user taps on "Update ready, tap to reload" the app reloads but still shows the spinner.
- Archive 6 migrated domains, 1 cancelled, 1 hidden.
- Website: fix a bug with the ChangePassword form that appeared for signed-out users and was not functional.
- Guidelines module
  - Make the sections collapsible (website and app).
  - Fix a bug when a file with an invalid characters in the filename was uploaded.
  - Entries that only have an external link will now have a different icon in the app (NE-arrow rather than paper-clip).
  - When a new file is selected for upload, if the "Document title" field is empty, it will be filled with the file name (without the extension).
  - We are working on a way to embed RSS and Atom feeds into the Guidelines module -- this will be used for the patient safety alerts and for the blog Mind the bleep and will automatically link the external resources from the app. If you want to include links to other feeds -- globally or locally, please contact us.
- Website/App: per request from editors, H1 and H2 section headings in the pages are now more distinguishable, the former in blue like before, the latter in black. Also when the heading is long and has a line break, fix indentation so both lines align.
- Wrench menu:
  - When users have posted comments to the domain, a new item appears "3 comments pending review" which opens a special page linking to pages with comments. The editors should review and delete the comments and update their pages.
  - Administrators can now see the number of user permissions requests pending approval in the wrench menu.

January 2021

- Survey Forms integration: you can now make links to pre-fill the user name and other information. See Forms.
- App: The "Give feedback" link in the app sidebar will now open a Google form with pre-filled user details.
- Videos embedded in the documentation will now only preload the poster image to save time and bandwidth.
- Animated GIFs in the documentation now are static and have a "play" button to start the animation.
- App:
  - Fix a bug when the app tries to "unregister" an inexistent cache service worker.
- Every page can now have an optional "maintainer", a person responsible for reviewing and updating the page. In the future this person may be sent notifications when the page is due for review. An editor can easily "claim" the maintenance of a page for herself.
- Website:
  - The Wrench menu was redesigned and compacted. It now includes the new "Page maintainer/claim-clear" controls.

  - The main homepage had some precise positioning and spacing improvements.
  - Admin: a bug was fixed in the regional administration form, it prevented the "Click to email X users" to appear.
  - Enable the new fields page maintainer and email for the "Privacy mode".
  - Embedded videos will now reload the poster image after the video ends.
  - Embedded videos that are currently playing will pause if the user plays another video.
  - Simplify sign-in form: it will no longer appear when a signed-in user tries to access a restricted section, the user can see and follow links to her toolbox or profile/settings page.
  - A bug with editing the caption of a file while it is being uploaded was (hopefully, definitely) fixed. We thought we fixed it last month by waiting for the file to be completely uploaded. But in some cases it took a couple more seconds to set the correct link and if a file was renamed in the meantime, the link could be lost. From now on the file can be renamed only if there is a definite attachment link.
  - Editors can now select for new pages if the H1 and H2 sections are collapsed or open by default.
- App/Website: Merge different sections of the CWNL domain in one page tree. Migrate permissions for users from the old sections for the new domain.
- Users with nhs.scot e-mail addresses can now sign up with these, or change their old addresses to the new ones.
- Admin:
  - Administrators can now create new user accounts with any e-mail address (not restricted to NHS or academic providers).
  - The "Add new user" button in several admin pages was made more obvious.
  - All email templates (subject and body) are now editable with the same interface, and will contain the user name.
    - Add new specific templates for account creation if the domain is restricted, or if the user has been granted edit permissions.
  - Implement a new "Wrench->Domain->Files" interface which shows all attachments uploaded to the domain, with dates, sizes and pages linking to the file. The table can be sorted by any column, and filtered by search terms. Unused/orphan files (no page linking to them, or files replaced with newer versions) can still be downloaded within a month but will be automatically deleted later.
  - Fixed per-domain administrative notifications could sometimes duplicate the email recipients.
- Fix help centre link in sign-up messages.
- Update documentation video for sign up and user management in the page Lead administrator.
- Domain-specific tasks:
  - UHL: configured multiple telephone prefixes.
  - YTH: enabled the document table/guidelines module in 3 additional pages (total 5). Fixed a page that was somehow disconnected from the sidebar.
  - HUTH: made the Subpages sections more prominent.
- Website/App: the "Subpages" sections were made more prominent. The "siblings" lists (subpages to the parent of the current page) were removed to reduce the confusion.

Development 2022

See Development for recent changes.

August 2022

Website / App homepage streamlining:
- Added button links to top-level pages below the search field.
- Moved texts from the homepages to a new top-level page "About / Welcome" or "About / News / Welcome".
- The "About ... Welcome" button is positioned first in the Sidebar and top level pages.
- The "Sidebar and app settings" on the website no longer has a box "Homepage buttons" to drop links: all top level pages are now on the app homepage, in the order you have configured.
- Collapsed page tree, administration form, and QR code.

App:
- Enabled pull-down gesture to check for updates. This feature is experimental.
- Added "Open H1/H2 sections" control before the first heading in a page, on pages with multiple headings (like on the website).
- Split Terms of use and Privacy policy into separate pages, added page Data privacy statement. Links to these can be found in the "Help-settings-logout" menu.
- Updated in-app documentation.
- Released a new version of the Android app to the Play store.
- Replaced previous "homepage buttons" with all top level pages.
- Removed QR codes from the bottom of the homepages.
- Fix email links with the Subject: line pre-filled didn't work on some devices.

Visual editor:
- It is now possible to embed a channel or an episode from Spotify, in a way similar to videos from YouTube.

Wrench menu:
- The functions "Frameset website+app" and "Privacy mode" will now be available to editors, not only administrators.

Calendar module:
- Saving events from a page will now return to the same page, not to the full Calendar page.

Shared content section:
- Added podcast frame from "You Okay, doc?"
- Improved/updated listings for NICE guidelines, BMJ Best practice, Mind the bleep and the Koha library.
- Added new page "International Medical Graduates' Handbook (Yorkshire and Humber)", composed by IMGs.

Administration:

- The notification email to administrators about pending user requests will now link directly to the "Manage users" page for the domain, rather than to all domains managed by the administrator (fewer clicks).
- User management: the page shows pending requests at the top of the listing, and the "change settings" form is at the bottom. We added to the top a link that allows to easily scroll the page to the form.
- Analytics: since 01/08/2022 the "page analytics" tables include pages visited on the app.

Under the hood:
- Improvements for some printing styles for PDF export.
- Some PDF files had problems with background colours after compression -- this has been fixed.
- Improvements to the backup report functions.
- Improvement to the function converting attachments in bulk from a page to the standard Guidelines module.
- Configured shortcut links to some documentation pages and to the apps.

Documentation / Help centre:
- Added new pages Multiple domains, Guidelines (standard module).
- Updated Frequently asked questions.
- Updated many pages in the Help centre to reflect the new homepages and sidebar editing, and to produce a smaller PDF export.

July 2022

App:
- New mobile apps "Health Toolbox" released on the Apple App Store and on the Google Play Store.
- A search box was added to the hospital homepages, under the cover photo.
- Video files attached to the Guidelines module can now be previewed directly in the app.
- The message box about X documents (Y MB) can be downloaded will no longer show automatically: press the [X files] button near the top right to launch it manually.
- It is now possible to hide the QR code from the hospital landing page.
- Refactored/optimized local video and audio player functions.
- The Android app will now report the available storage in the dev console (iOS doesn't have precise reports yet).
- Some heavy configuration arrays can now be stored with LZ-compression.

Website:
- It is now possible to hide the QR code from the hospital landing page.
- The Guidelines module, if empty, will only appear to editors.
- Updated links to the new versions of the mobile apps on the app/play stores.

Forms module:
- Email fields now check if the value looks like a valid email address.
- Updated warning message when required fields are invalid or empty.

ToolboxSync module:
- Remove unintended warning about required fields when deleting a note.

Documentation:
- Updated ToolboxSync.

Administration:

- Certificates can now be created for people who mostly contributed offline.

June 2022

Website:

- New page Delete my account (signed in users) allowing for users to request the deletion of their accounts.

Visual editor:

- Editing is no longer reliable with the obsolete Microsoft Internet Explorer browser, so a message now appears to use a recent browser among Firefox, Edge, Chrome or Safari. *Reading* on MSIE is still mostly possible.
- Fix a bug with the "Raleway" font in the edit form.

App:

- New page "Delete my account" where the users can request the deletion of their accounts.
- Remove the background photo on the Change Hospital page, and the shadows from the logo on that page.
- Rewrite content storage to allow for larger toolboxes on the iPhone.
- Fix a bug with the Request new access link.
- Fix text colour of dialogue boxes, there was a bug when the sidebar was open.

Checklists module:

- Update styles; isolate this module to be usable standalone, both from the website, and from the app.

Forms module:

- You can now identify optional fields with **[FIELD]** like before, and required fields with **[FIELD*]** (with an asterisk in the brackets).

Documentation:

- Add page Checklists in the Help centre.
- Update Feedback forms.
- Split this Development page into subpages.

May 2022

ToolboxSync module:

- Work on streamlining the user interface: status checkboxes will now only be visible to editors on the website.

Visual editor:

- The editor will now detect when you paste a table and will try to reformat it automatically per the specification at How to make tables. This should work both with HTML tables copied from internet pages, and those copied from a spreadsheet. The resulting in-toolbox table may need some manual adjustment but possibly much less work than what was needed previously.

- It is now possible to attach CSV spreadsheets.
- After the "Save" button is pressed, if for some reason the page is not saved within 10 seconds, the button will be re-enabled so that the user can try again.

New "Checklist" module, try it here:

Toggle all

☐ It is now possible to create checklists with 2 and 3 states: **task**, [optional **started task**], **finished task**.

☐ Add "Toggle all" button, checks or unchecks all tasks.

☐ Started tasks will be in orange-red colour, diagonally half-filled.

☐ Finished tasks will appear in grey and crossed out.

☐ Finished tasks will now be moved to the bottom of the list under a divider line "Done----".

☐ Enabled both on the website and in the app (Enterprise plans).

Feeds:
- Updates for changing formats on some podcast feeds.

Forms module:
- The toolboxes on the "Enterprise" plan can now have various form elements such as dates, ranges, dropdowns.

App:
- Excellence report forms can now be filled and sent directly from the app (previously the app only showed a button to open the form in the mobile browser on the device).

Website:
- Most tables on the website and the administrative sections will now highlight the row under the cursor, for better readability.

April 2022

App:
- The PDF viewer had the message "Rotate or pinch to zoom", and the arrows for previous and next pages more visible with a yellow background.
- Optimization to the in-page filtering functions (Guidelines, Contacts, and ToolboxSync).
- Removed "Last review" header from the homepages.
- The button to download all files to storage is now floating over the top right of the cover photo, and instead of [301↓] it says [301 files] with a line break, so it is easier to notice and to tap.
- Fixed various spacings when there are no "bookmark" buttons and there are subpages on top.

Website:
- The automatic login function used by some trusts now has a diagnostic mode, and a report appears if the login fails.
- The Wrench menu notification badge didn't look good with 10+ notifications, and was converted from a number in a red circle to a large red dot. The individual notifications still appear grouped in the wrench menu.
- The top blue header is now replaced with a 2mm blue band (on all sections other than "Main".

- Subpages blocks can now be without any text or heading.
- Search results will now have a second column with files from the shared synchronized folder matching the search terms.
- The shared Demo section, on top of every page, now has a message that this is sample information, and a link to return to the list of available toolboxes.
- Editors can now reorder the subpages listings by simply dragging links.

Visual editor:
- It is now easier to include in a page a shared Guidelines folder, from a drop-down menu with the folder tree.
  - The icon and styling of the placeholder for the shared folder was improved.

ToolboxSync module:
- Optimize storing of the editing history, for easier review of changes.
- The links to edit a sync entry will have shorter URLs.
- (Visual editor) It is now easier to include a folder in a page, from a drop-down menu with the folder tree.

Guidelines module:
- The "Edit categories" page now shows the number of files in each category -- this is to relieve doubts when deleting empty categories.

Documentation:
- Update page ToolboxSync for editors.
- Added section "How to reorder the subpage listings?" to the page Frequently asked questions.

Under the hood:
- Improvements to the backup scripts.
- Fix an omission since the migration to the new domain name, which could mark mistakenly some attached files as orphan.
- Optimize some of the analytics functions to require fewer manual updates.
- Optimize the updates for some external feeds (NICE Guidelines, Koha library) to require less manual labour, but to still allow review before publication.
- We can now more easily email all administrators to a domain (separate from the previous contact emails of editors and champions).

March 2022

Website:
- We have enabled domain name shortcuts htbx.app, htbx.eu and htbx.uk to redirect to the main domain name www.health-toolbox.com.
  - Some of the QR codes now use the shortcut HTBx.app domain name.

Visual editor:
- You can now embed pictures in the new WEBP file format.

Guidelines module:
- The "expiry" dates can now be selected up to 5 years in the future.

- It is now possible to hide expired documents. If this option is configured, expired files are hidden in the app for all users, and on the website for people with read-only access. Editors can still see and edit these files.

Forms:
- A new toolbox core feature Feedback forms, allows to build custom feedback forms, with the results emailed to the domain's contact email and to the page maintainer.
- We can also pre-configure forms that can be inserted from the edit toolbar. As an example, a functional "Excellence report form" was added to the Embed menu.

ToolboxSync module:
- Improved filtering of list dividers (categories, folders).
- We have prototyped RSS feeds integration in the Sync listings (on separate pages). Currently, feeds from the open source Koha library can be integrated.
- Feeds with no publication date and no expiry date will now just show the link texts, without "N/A".

App:
- Pictures in the new WEBP format are now automatically cached for offline access.
- Feedback forms that cannot be filled in the app will now be replaced with a link to open the form in the mobile browser.
- In-page filter boxes (contacts, feeds, guidelines) now filter the lists for search terms typed in any order, rather than the exact phrase.
- The in-page "(x) clear search field" button, after clearing the search field, will place focus it for direct typing.

Administration:
- The auto-login function was modified to only send hashes of time-based one-time passwords, and not the passwords themselves.
- Analytics dashboard:
  - The "Recently active editors" table was moved upwards, before the collapsed section with detailed analytics.
  - Fixed numbers for February were incomplete (page stats showed zeroes).
  - Small improvements to the print/pdf export layout.

Documentation:
- Updated FAQ.
- Added: Feedback forms.
- Externally hosted forms documentation moved to page Feedback forms (external).

February 2022

ToolboxSync module:
- The front-end function was redesigned to allow various configurations.
- Editors can now easily set the expiry dates of individual documents or of all documents in a folder.
- It is now possible to add new items to the folders via the website interface: external links, internal page links, file attachments, and plain text notes.
- It is possible to edit the document titles, add notes and "star" the documents to place them on top of the folder lists.
- It is now possible to include the content pages in the listings.

Website:

- It is now possible to hide the page tree from the landing page, or to replace it with a list of subpages.
- The page tree on the homepage now has collapsible branches.
- Subpages listings can now have custom headings, and can be placed before or after the page text content.
- The subpage listings now order the pages in rows rather than in columns.
- The" Create account" interface for unsigned users, was simplified, removing one unneeded step.

Visual editor:
- It is now possible to attach MP3 files, and upon saving, a simple audio player will allow the visitors to play the file from within the page.
- A bug was fixed, editing a file caption could in some cases cause the link to disappear from the page.

Administration:
- The Analytics page was refactored with the monthly stats and the page analytics near the top, and all other charts and tables in a collapsed section "Detailed analytics..." which can be clicked to open.
- In the Page analytics table, if a page doesn't have a maintainer, a new link "claim page" allows the current user to become the page maintainer.
- The "Page analytics" table is now filterable.
- We can now configure automatic login, with no registration required, for specific trusts, under certain conditions. Contact us if your trust needs this feature.
- Update Health toolbox logos and URLs in posters, QR codes and reports.
- Posters A and B, fixed misalignment of the phone frame when exported to PDF, in Chrome.
- In posters A and B, the clock in the phone frame now shows the current time.

App:
- The subpage listings now order the pages in rows rather than in columns.
- Updates for the ToolboxSync changes.
- The Services shared content domain is now open access, no registration required.
- Fix a bug with a message when the user doesn't have access to a domain.
- Update Health toolbox logos.

Documentation:
- Add page ToolboxSync for editors.
- Add section "Layout" in the Frequently asked questions page.

January 2022

Website:
- We have migrated the website and app content to a new hosting plan, with the new domain health-toolbox.com as primary.
- The pages on the old dr-toolbox.com website now have a banner inviting visitors to open the new website.
- The usernames and passwords are the same.
- The web-app was updated for the new domain name.
- The Hospitals page was modified to have the open access Services domain, and the Demo toolbox, on the first row.
- The Guidelines module now uses "expiry" dates in place of the previous "next review" dates.

App:

- Fix a bug with the ToolboxSync listings, in some cases the labels for the checkboxes didn't check their checkbox.
- Improve the handling of the calendar listings, and cache the pages downloaded from the server.

ToolboxSync module:
- It is now possible to hide expired documents or documents with unknown expiry dates.
- The module is now able to show news feeds, notably the NICE guidelines feed has been migrated from the old Guidelines module.
- It is now possible to include links to specific documens or to full folders in the pages, via the Embed button.

Administration:
- The global user management page was redesigned with more efficient listings.

Evidence

M. Jenkins et al: Rethinking the objectives and practicalities of shadowing
BMJ 2013;346:f775

L Fraser (BMJ): Why you should use your foundation year 1 to create a safe handover document
BMJ 2013;347:f5112

Goldacre MJ, Lambert TW, Svirko E. Foundation doctors' views on whether their medical school prepared them well for work: UK graduates of 2008 and 2009
Postgraduate Medical Journal 2014;**90:**63-68

Houston J, Barker W, Clarke J, *et al* Sharing knowledge, saving time: an online toolbox to aid junior doctors
BMJ Open Quality 2014;**2:**u200583.w651. doi: 10.1136/bmjquality.u200583.w651

Feedback forms

For creating external forms with Google, see Feedback forms (external).

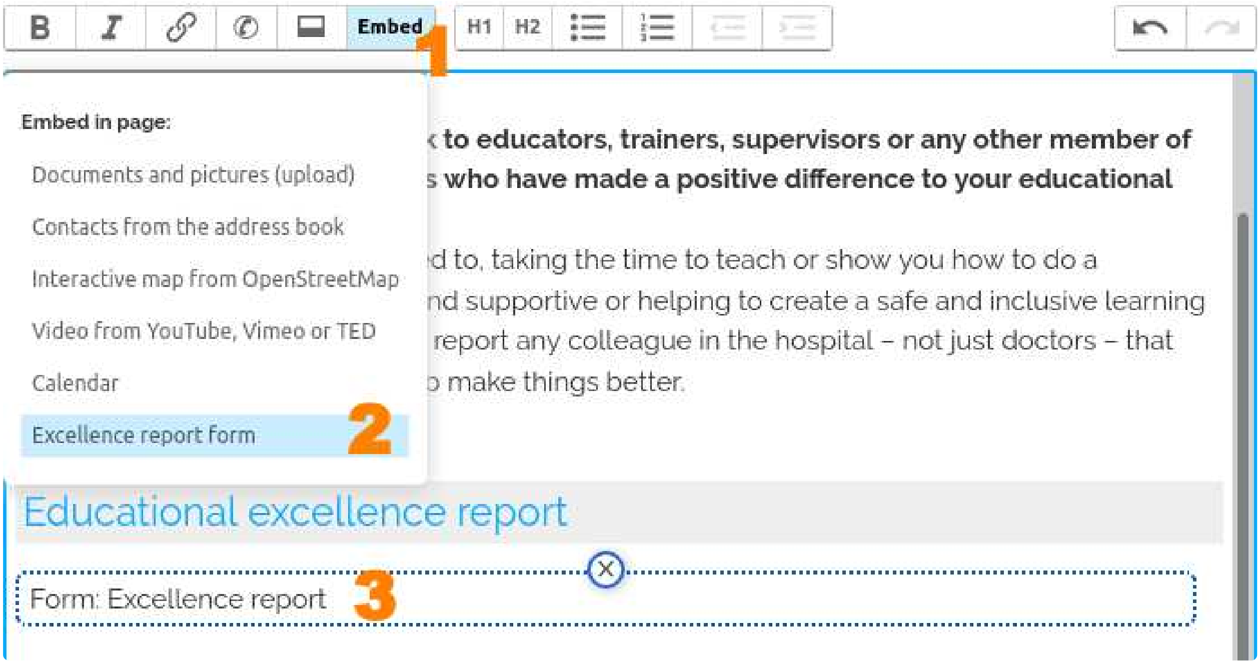
You can now create simple feedback forms directly from the visual editor.

Pre-configured forms

We have pre-configured some forms which can be embedded in the visual editor, from the menu "Embed".

Currently only the "Excellence report" form is available, but you can suggest to us other forms that may be useful to more than one trust, and we will try to add them.

From the edit toolbar, select the "Embed" menu, then click on "Excellence report form".



A placeholder for the form will be added to the visual editor, and after you save the page, the actual form will appear in the page.

You can add text and headings before and after the form.

Please contact us to suggest other pre-made forms to be added.

Sample custom form

Below is the text which you would write in the page, and after it, the actual form that will be produced after you save the page.

- **[DEMOFORM]**
- Note: the report will include your name and e-mail address.

- **[Text]** Name of the person you wish to nominate
- **[Mtext]** Reason for your Excellence Report nomination
- **[Checkbox]** Are you happy to be named on the recipient's certificate?

Fill the form fields, and click on "Submit form". The current demo form is not functional, but it will show the information that would be sent to the maintainer of the page and to the administrator of the domain.

Usage

It is very easy to make a form in the visual editor. *Below, bold is only used for the concepts to stand out, in an actual page you don't need to use bold (all formatting is ignored).*

1. Create a **bulleted** list where the **first bullet** contains only **[FORM]** (uppercase):
   - **[FORM]**
   - Other bullets are either form fields, or text paragraphs.
   - More fields.

2. To add a form field in a new list item, put its **type** in brackets, followed by the **label** or question:
   - [Text] **Your specialty**

3. The following form field types are available:
   - **[Text]** Short text field (1 line).
   - **[Mtext]** Multiline text field.
   - **[Checkbox]** Group of square checkboxes in a nested list (multiple can be checked):
     - Answer A
     - Answer B
   - **[Radio]** Group of round "radio" buttons in a nested list (only one can be checked):
     - Yes
     - No

To make a field required, add an asterisk "*" in the brackets, as in **[Text*]** or **[Checkbox*]**.

When a form is posted, the report will automatically include the following pieces of information, so you don't need to write them or ask the users to provide them:

- Date and time, and name and email address of the user who submitted the form.
- Toolbox domain and page title, and a link to the page containing the form.

The report is sent to the "**Page maintainer** email address" which can be set from the Wrench menu, **and** to the "Contact email address" which is set in the "Administration" form on your homepage. If you require recipients different from these 2 fields, please contact the support team.

As always, if you have any questions or difficulties, please contact is at support@dr-toolbox.com.

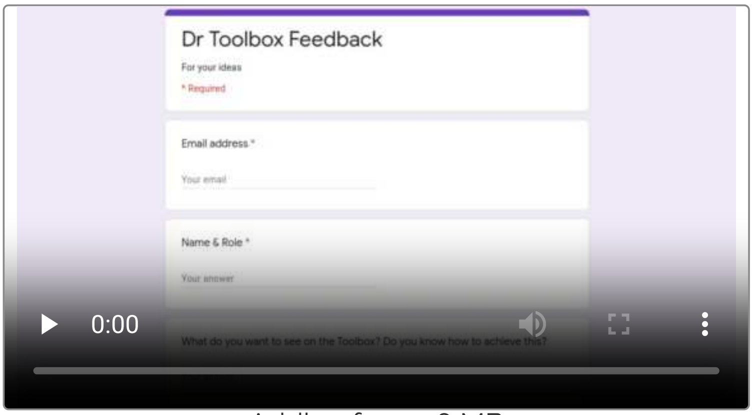
Feedback forms (external)

For the internal Toolbox form feature, please see the page Feedback forms.

From your toolbox, you can link to Google Forms (or other providers) to collect comments or ideas from your users, or to get and grade teaching feedback.

See the video below about this feature, and after it, learn how you can use special links that pre-fill some pieces of information that the users already added to their Toolbox (name, email, job role) to make it easier for them to fill your form.

Using forms - video

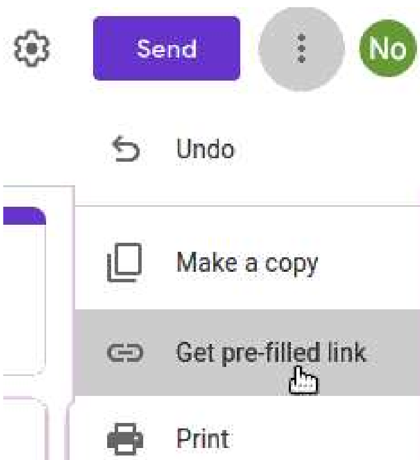


Adding forms 6 MB

How to prefill the form with user information

This applies to the "Google Forms" service.

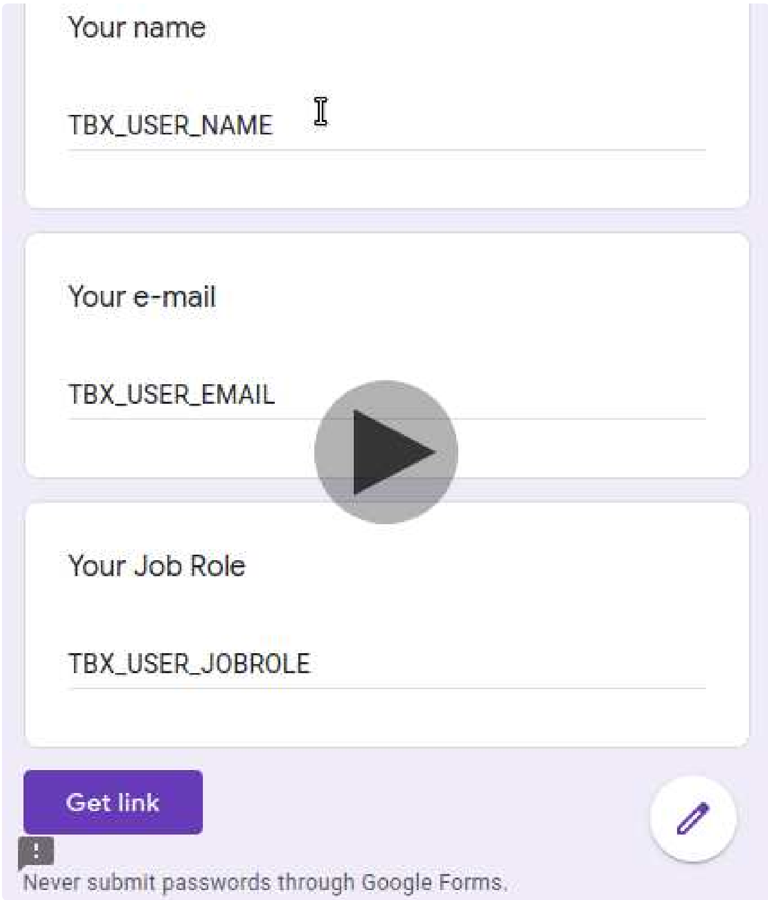
When your form is complete and ready to go online, from the 3-dots menu select "Get pre-filled link", see screenshot:



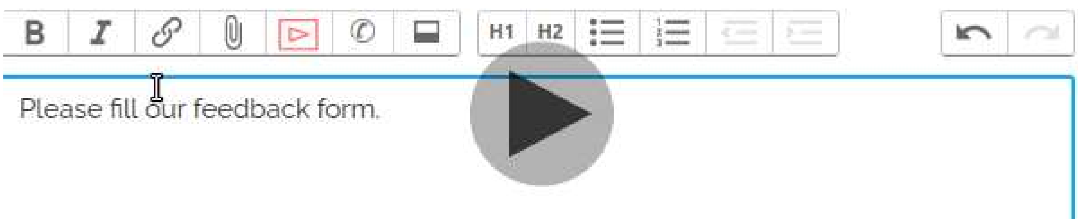
In the new empty form, start filling the fields by using the following keywords:

Keyword	Will be replaced with:
TBX_USER_EMAIL	The e-mail address of the user.
TBX_USER_NAME	The name of the user, as filled when signing up or in the Settings page.
TBX_USER_JOBROLE	The job role of the user, as filled when signing up or in the Settings page.
TBX_USER_SPECIALTY	The specialty of the user, as filled when signing up or in the Settings page.
TBX_USER_DOMAIN	The current toolbox domain (trust or hospital).

All keywords are optional. Leave empty the fields the users need to fill themselves.
After that, click on the "Get link" button, then on "COPY LINK" to copy it:



Finally, place this link in your page. Type a link text, select it, press the "link" button in the toolbar and paste the URL address:



After you save the page, clicking on the link will open Google Forms with the information of the current user pre-filled -- both on the website and in the app.

Notes:

1. The users are not required to fill all pieces of information. If for example the used didn't select a specialty, the field will be empty or "none".
2. The user can modify the fields in the Google form.

A similar configuration can be done with other form providers. If you have any questions or need assistance, please let us know at support@dr-toolbox.com or you can fill our pre-filled Google form. :-)

Forms and guides

Survival guide template

This is a template to print and give to F1s/F2s at teaching to capture survival guides.

Toolbox 10 week guide [missing attachment]

This is a week by week guide to setting up your site.

Bruce Keogh endorsement

This is a personal endorsement of the project from the Medical Director of the NHS, which is useful to show people if they are unfamiliar with the project.

London Deanery 2013 poster

This was the poster presented at the London Deanery Conference which summarises the progress from 2012 to 2013.

Handover survey v2.2

This is the most up to date baseline survey, which has been standardised. It is very useful for assessing the need for the Toolbox, and can be repeated following introduction to measure the impact of your project.

Old version: Handover survey v1

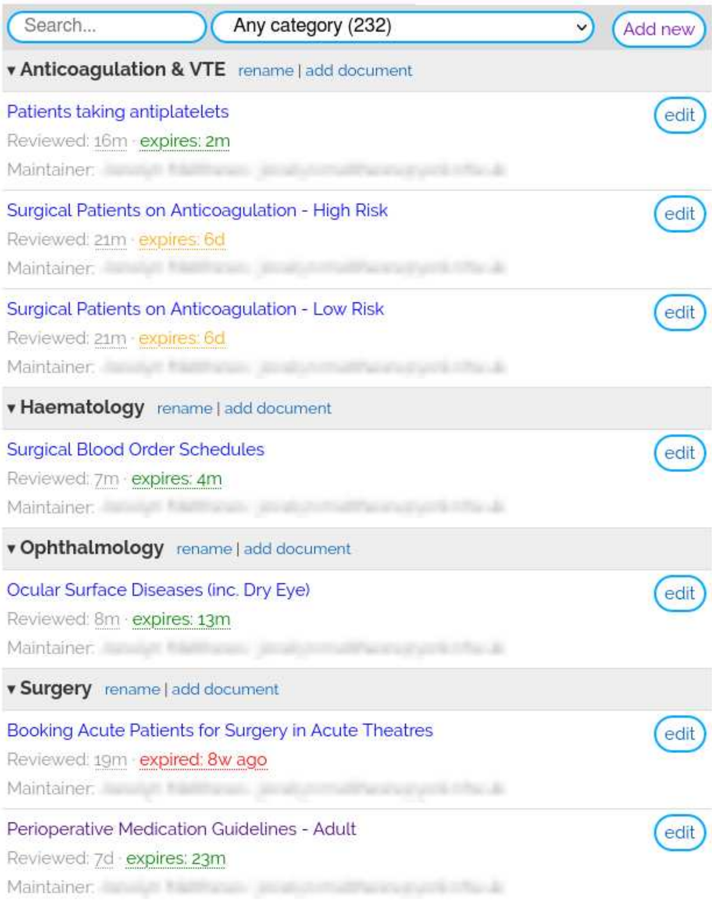
Guidelines (standard module)

This page is about the standard Guidelines module. For the advanced module see ToolboxSync DMS and ToolboxSync for editors.

In addition to the ordinary pages with free layout where you can attach files, your toolbox can have special pages with a table structure and a search box, where you can define different properties for your attachments.

Most toolboxes have one such page "Guidelines" when they start, but you can request that this module be added to other pages, or even to all your pages (existing or future).

Main listing



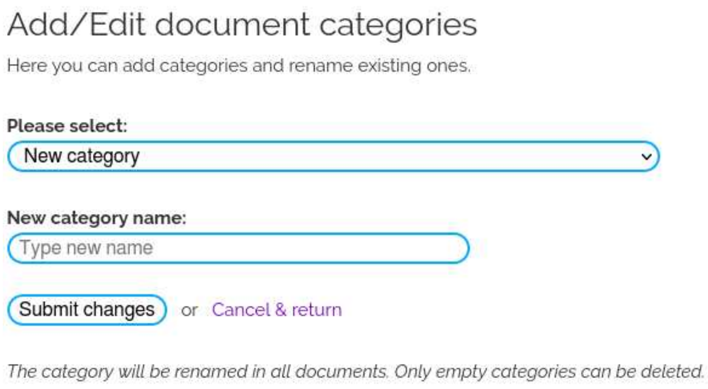
This is the appearance of the listing for editors.

- **Header section**
  - The "Search" field allows users to type and filter the listings by category, file name or maintainer.
  - The drop-down allows to:
    - only show a specific category,
    - show documents due for review, or documents without maintainer,
    - add or edit categories.
  - The "Add new" button allows to add a new document.
- **Category sections**
  - The category header contains its name, links to rename the category or to add a new file to it.
  - Then are the documents attached to that category.
- **Document entries** contain:
  - Document name or title with a link to open or download it.
  - The date of last review, or potentially the date the file was uploaded. On the page a short indication like "9m" for "9 months ago" is shown, place the mouse cursor over it to see the actual date.
  - The expiration date, if applicable (optional). Green colour if more than 2 months away, orange within 2 months, red in the past.
  - An URL address if the document is located on a different website (optional).
  - The document maintainer's name and email address (optional).
  - On the right side, a button "Edit" allows to update the document entry.

Users with "read" access, and all app users, will not see the category links "rename | add document", the buttons "Add new" and "Edit", and the document maintainers. *You can preview the page as a "reader" by toggling on or off that option from the Wrench menu.*

Some trusts hide expired documents from readers, others show them with the red dates.

Add, rename or delete categories



- 3 ways to open this form:
  - In the main listing, from the drop-down select "Add or edit categories".
  - In the main listing, from category headers, click on the link "rename".
  - In the Add or Edit document form, near the top click on the link "(edit categories)".
- To add a new category, from the drop-down select "New category" and below type the new category name.
- To rename an existing category, from the drop-down select "Rename [the old category name]" and below type the new category name.
  - All attachments in the old category will be moved to the new category name.
- To delete a category, from the drop-down select "Delete [the category name]".
  - Only empty categories (without any attachments) can be deleted.
- Press "Submit changes".

If you have other needs, like deleting multiple files, or merging 2+ categories into one, or moving many files between categories, please contact the technical support team who can easily do it for you.

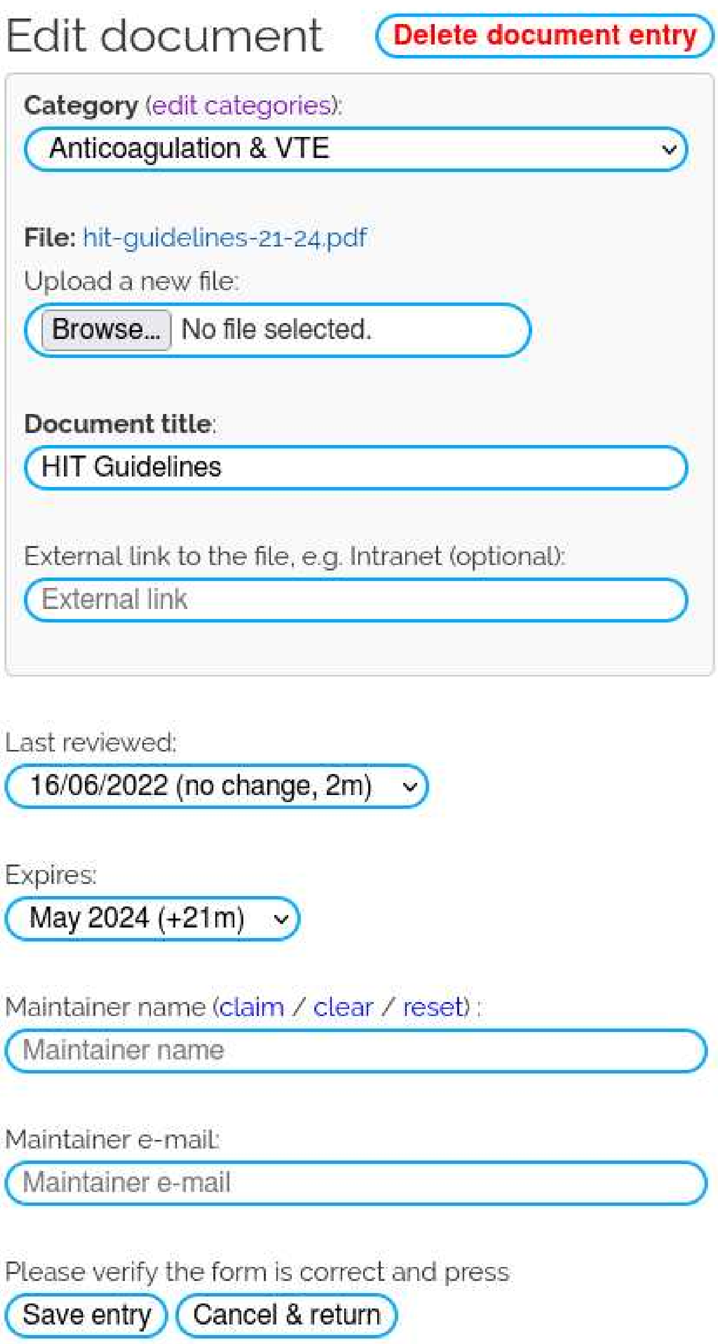
Add or edit a file

This is the "Add or Edit document" form.
- Near the top right, a button "Delete document entry" removes the document from the listing. [1]
- In the "Category" drop-down, you can select or change the category of that document.
- After "File:" you can click on the link to download the currently attached file. [1]
- At the "Upload a new file" field, click on "Browse" to replace the existing file with a new one.
  - Selecting a file will start the uploading, and you will see a progress bar.
- At the "Document title" field you can type the document title / name that will be shown in the listing.
  - Uploading a new file will pre-fill the title with the filename, but you can edit it.
- In the "External link" field you can place a link to a file on the internet or intranet (optional).
  - You can have either a file attached to the toolbox page, or an external link.
- In the "Last reviewed" field, you can select the date when the document was last reviewed, "today", or " (never or n/a)" if not applicable.
  - By default, the last review date is "today" - we consider that the editor only uploads files that are reviewed/active.

- In the "Expires" field, you can select the date when the document expires, or "(never or n/a)" if not applicable.
  - You can select a date up to 5 years in the future.
  - Only month and year can be selected; the document expires the last day of the selected month.
- In the optional fields "Maintainer name" and "Maintainer e-mail" you can indicate who is responsible for the document, and in the future can be questioned or chased.
  - The link "claim" fills your own name and email in these fields.
  - The link "clear" clears both fields.
  - The link "reset" restores a previous maintainer (who may have been replaced or cleared).

After you verify your fields, press "Save entry" to save the information.
- If you are uploading a new file (with the "Browse" button), the upload needs to be completed, and the filename in green colour, before you can save the entry.

[1] This only appears when editing existing attachments, not when adding a new document.



Notes

The search box only filters documents within its own listing. If you have several other pages with this module, they will not be searched. (The search form on your homepage searches in all pages.)

You can request the addition of this module to any page, by contacting us at support@dr-toolbox.com.
Our support team can even migrate for you existing pages with many attachments to this module.

You can always edit the page as usual -- the regular text will appear before the Guidelines listing. Note that users need to quickly notice the table and the search field, so any page text should be short and possibly with collapsed headings.

It is not recommended to attach the same file to different pages or to different categories, this may lead to overlook, mistakes and obsolete links or files**.** Since the document entries only link to the file:
- Uploading a file with the same filename will replace the existing file, without updating the document entries in other pages or categories.
- In an existing document entry, uploading a new file with a different filename will not replace the links in the other document entries linking to the old file.

As usual, if you have any questions, difficulties, or ideas for improvements, do not hesitate to contact the support team.

Highly specialised services

Here are some questions and answers about using a shared Toolbox in highly specialised NHS services.

What are Highly specialised NHS services?

Highly specialised services are provided to a smaller number of patients compared to specialised services, usually no more than 500 patients a year. These are services for very rare and/or complex conditions. Because of the small number of patients the services are provided in a limited number of hospitals which enables the clinicians to maintain their expertise.

Each of these specialised services could benefit from a shared online knowledge base, where staff from the respective hospitals providing the service can find and contribute to shared information.

What is Health Toolbox?

Health Toolbox, or just Toolbox, is an online platform which allows for collaborative, easy and streamlined publishing of healthcare-related information and its distribution to staff. It has a website and mobile apps.

Toolbox was started as a wiki where Junior doctors could share specialty handbooks/survival guides about their firms with the next cohort after changeover. It has received multiple innovation awards. In the last few years it has been made available to all healthcare staff rather than just junior doctors.

Toolbox has a number of tools to add, edit, review and maintain information with hypertext, graphics, attached documents, teaching videos, shared calendars and contact directories.

Toolbox allows control and review of the content. Administration and editing can be delegated to selected trusted people. Pages and attached documents can have their review dates and dedicated maintainers. The editing team can receive feedback from users about corrections or additional needs.

After updating any page or file on the Toolbox, the new content becomes immediately available on the website, and within a few minutes in the mobile apps. Access to the published content can be open/public, or restricted to NHS staff, or restricted to specific teams.

For more information and all features, please visit Frequently asked questions and Help centre.

Can teams of highly specialised services use a shared Toolbox?

A shared online Toolbox for highly specialised services in the NHS can provide several benefits:

1. **Improved collaboration**: Staff from different hospitals providing the same specialised service can collaborate and share knowledge through the Toolbox. This can lead to the development of best practices, increased efficiency, and a higher standard of care for patients.
2. **Access to up-to-date information**: A shared Toolbox can provide staff with access to the latest information about the specialised service, including clinical guidelines, protocols, and research findings. This can

ensure that staff are providing the most up-to-date and evidence-based care to their patients.
3. **Standardisation of care**: By sharing information and best practices, a shared Toolbox can help standardise care across different hospitals providing the same specialised service. This can help ensure that patients receive consistent and high-quality care, regardless of which hospital they visit.
4. **Reduced duplication of effort**: By having a centralised repository of information, staff can avoid duplicating efforts and wasting time and resources on developing the same materials separately.
5. **Knowledge retention**: As staff come and go, a shared Toolbox can help ensure that institutional knowledge about the specialised service is retained and shared. This can help ensure continuity of care and prevent the loss of valuable information.

A shared Toolbox for highly specialised services in the NHS can facilitate collaboration, provide access to up-to-date information, standardise care, reduce duplication of effort, and retain institutional knowledge. These benefits can ultimately lead to improved patient outcomes and a more efficient use of resources.

How to encourage specialised teams to contribute to Toolbox?

Encouraging teams from specialised services to contribute and maintain a shared Toolbox requires a multifaceted approach.

On the software and support side:

1. **We provide training and support**: We provide documentation and training to staff on how to use the Toolbox, and offer ongoing support to address any issues or questions that could arise.
2. **The software is user-friendly**: The Toolbox is easy to use and navigate, with clear guidelines on how to contribute and edit content. The formatting is consistent throughout the Toolbox, and the search function is effective to make it easy for users to find what they need.
3. **The software is feature-rich**: The Toolbox has a number of publishing tools for editors and administrators that have been useful to dozens of hospitals in the UK.
4. **The platform is highly flexible**: The Toolbox has a modular architecture and can be configured and adapted for specific needs, including organisation, layout, colours, and new functions can be added.
5. **The Toolbox is familiar**: Over 20,000 healthcare staff from the UK have used or contributed to a Toolbox about their hospital, specialty or job.

On the teams side, you need to work with the users:

1. **Assign responsibilities**: Designate specific team members to be responsible for updating and maintaining different sections of the Toolbox. This can help ensure that the information is kept up-to-date and accurate.
2. **Provide incentives**: Consider offering incentives such as recognition, rewards, or professional development opportunities to encourage teams to contribute to and maintain the shared Toolbox.
3. **Share success stories**: Highlight success stories of how the Toolbox has helped improve patient care or streamline processes within the hospitals. This can help demonstrate the value of the Toolbox and encourage staff members to contribute.
4. **Create a culture of collaboration**: Encourage teams to collaborate and share information with each other. Emphasise the importance of sharing knowledge and expertise to improve patient care and outcomes.
5. **Use feedback mechanisms**: Encourage users to provide feedback on the Toolbox, and use this feedback to improve the content and make it more useful and relevant to users.

Creating a culture of collaboration, providing incentives, assigning responsibilities, providing training and support, and using feedback mechanisms can all help encourage teams from specialised services to contribute and maintain a shared Toolbox.

How to embed calendars

In your toolbox, you can create and maintain a shared calendar where you can add events. Your users can see the events in the app, and they can also "subscribe" to add the events in their calendar/productivity app, so they will automatically receive updates and notifications.

Externally hosted calendar

It is also possible to embed into the website and app an external calendar, hosted by Google or Outlook.

Only public, published calendars can be embedded. Once a public calendar is embedded into a page, it will be automatically updated when changes are made in your calendar app or provider. It is recommended to create a new, blank calendar, separate from your personal calendar, and to add the publicly shared events to it.

Example calendar, click to load and view it:

Test calendar

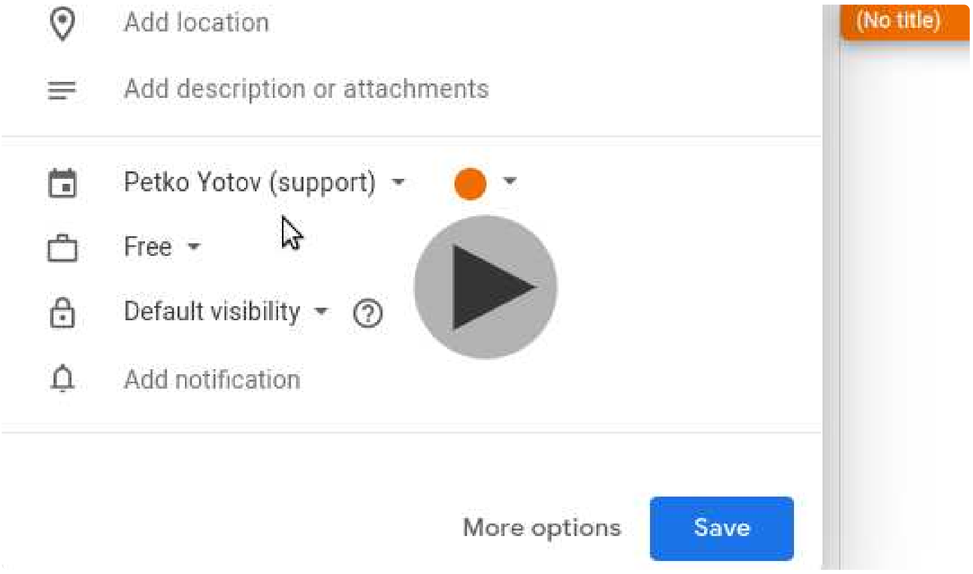
Readers can click on an icon to load and view the calendar, and can subscribe with their calendar/productivity app to receive future notifications.

Below are the instructions for embedding **Google** and **Outlook** calendars. Note that Google Calendars are initially shown in "Agenda" mode with only a list with future events, while Outlook Calendars are in "Month" mode where the user needs to click on a day to see the events.

Google Calendar

Create the calendar: In the left-hand sidebar, next to "Other calendars", click on the "+" (plus) icon then click on "Create new calendar". Type the calendar name (can be modified later) and press on "Create calendar".

Add events: Add at least one event, by clicking on a date and typing the event name and the time. Here is where you need to select the new calendar, in the dropdown next to the [calendar] icon.



Add event and select calendar

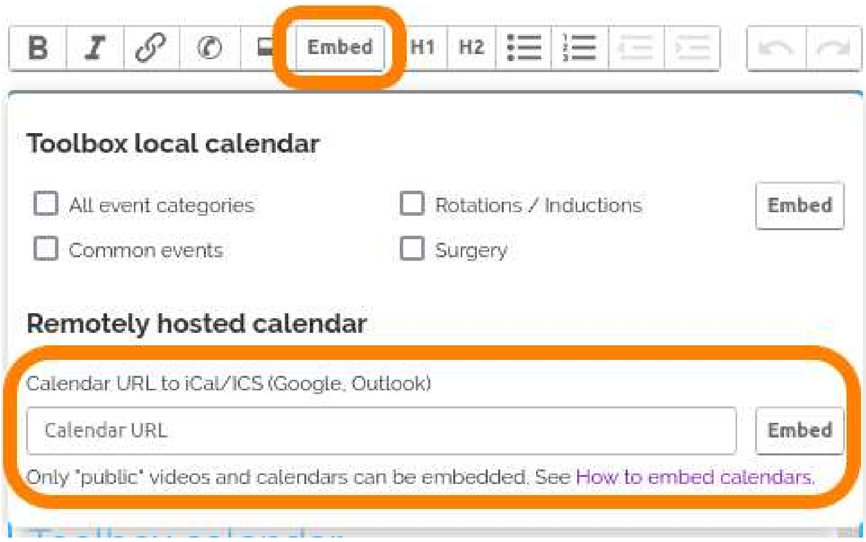
Configure the sharing: In the left sidebar, place the mouse cursor over the new calendar name, and click on the 3 vertical dots, then in the menu select "Settings and sharing". In the section "Access permissions to events" check "Make available to public" and "See all event details".

Make calendar "public"

Link to iCal format

You need to get the iCal or ICS link to this calendar. Further down in the same "Settings and sharing" page, find the link "Public address in iCal format", select it and copy it.

Embed the calendar in the Toolbox: In the visual editor, click on the **Embed** button, then on **Calendar**, then paste the iCal link in the form and press Embed:



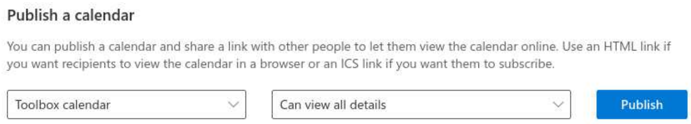
Outlook Calendar

Create the calendar: In the left-hand sidebar, click on "Add calendar" then select "Create blank calendar", type the calendar name (can be modified later), select colour and icon, and press on "Save".

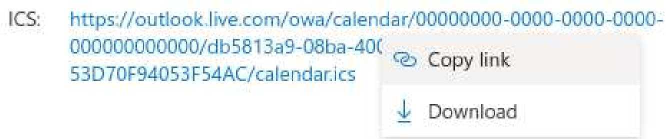
Add events: Add at least one event, by clicking on a date and typing the event name and the time. Here is where you need to select the new calendar, in the dropdown near the top of the dialogue box:

Outlook select calendar

Configure the sharing: Near the top right, click on the "gear" icon to open the settings, and in the right sidebar search for "Publish" then click on the link. Alternatively, open "all settings" and go to "Calendar -> Shared calendars" and find the section "Publish a calendar". From the dropdowns, select the new calendar and "Can view all details", and press "Publish":



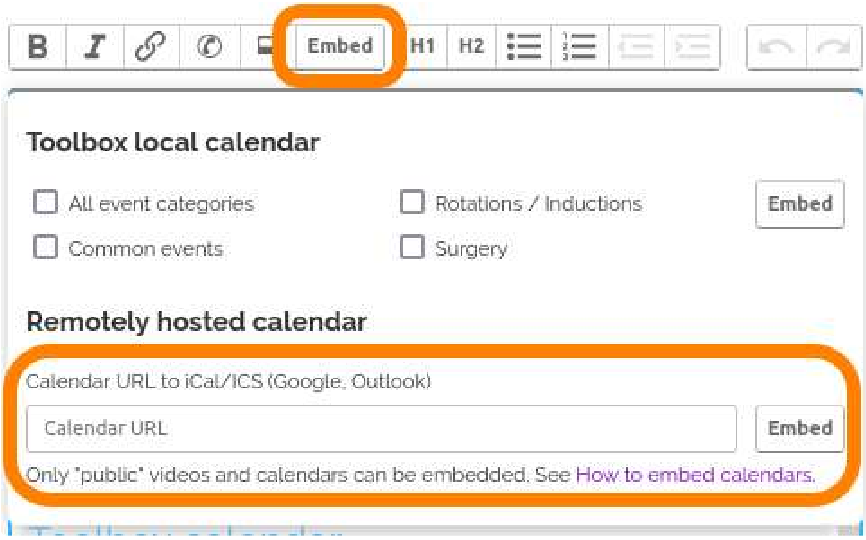
Publish a calendar



Link to iCal (ICS) format

You need to get the ICS link to this calendar. Just below the above form, click on the link next to **ICS:** and from the menu select "Copy link".

Embed the calendar in the Toolbox: In the visual editor, click on the **Embed** button, then on **Calendar**, then paste the ICS link in the form and press Embed:



Toolbox calendar (phased out)

Note: This module is optional and not enabled by default. Please contact support to enable this module.

Your toolbox has a new "Calendar" module. It is integrated into the website and app and we believe it is easier to use than the external calendars. It is also well adapted for display on mobile devices, and fits in the fonts and colour themes selected by your users. Last but not least, it does not expose users to tracking by Google and Microsoft.

Here is an example below.

<			August 2023			>
Mon	Tue	Wed	Thu	Fri	Sat	Sun
	1	2	3	4	5	6
7	8	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
28	29	30	31			

Subscribe | All events | Add new | Categories

Show: Common events (1) Rotations / Inductions (1) Surgery (1)

Wednesday, 2 August 2023 [add event]

- Core Trainees Changeover Day Yearly Rotations / Inductions [edit]
  Suggested date for NHS trainees nhsemployers.org

Friday, 18 August 2023 [add event]

- 10:00-12:00 Psychology exam Monthly Common events [edit]

Thursday, 31 August 2023 [add event]

- 14:00-17:00 Surgery exam Monthly Surgery [edit]

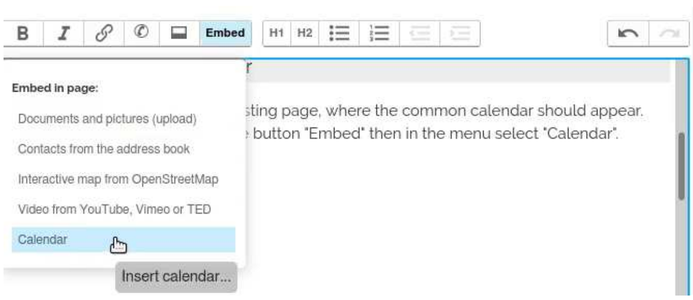
←Previous month | Refresh | Next month→

Events are added to "categories". There is one shared category "Common events" which can contain events relevant to all users. Different specialties can have their independent categories and include only their category in their own pages.

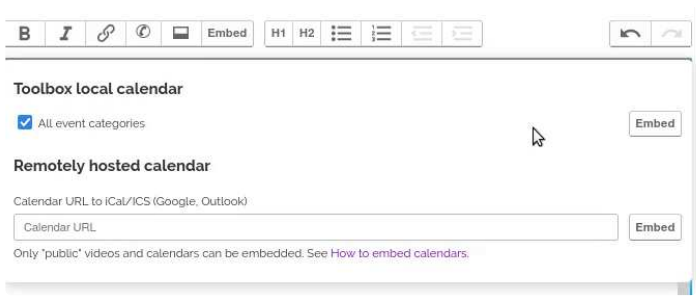
Adding a common calendar

Create a new page, or edit an existing page, where the common calendar should appear.

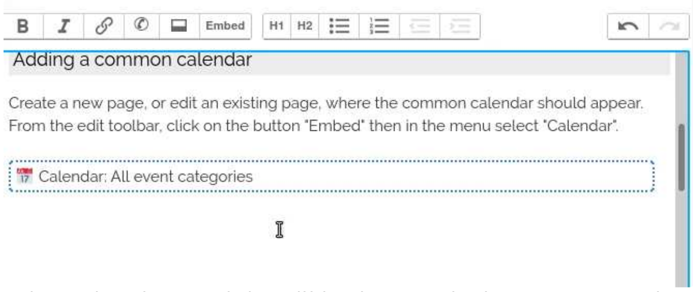
From the edit toolbar, click on the button "Embed" then in the menu select "Calendar". In the section "Toolbox local calendar" check "All event categories" and click on "Embed".



Click on the "Embed" button, select "Calendar"



Check "All event categories", click "Embed"



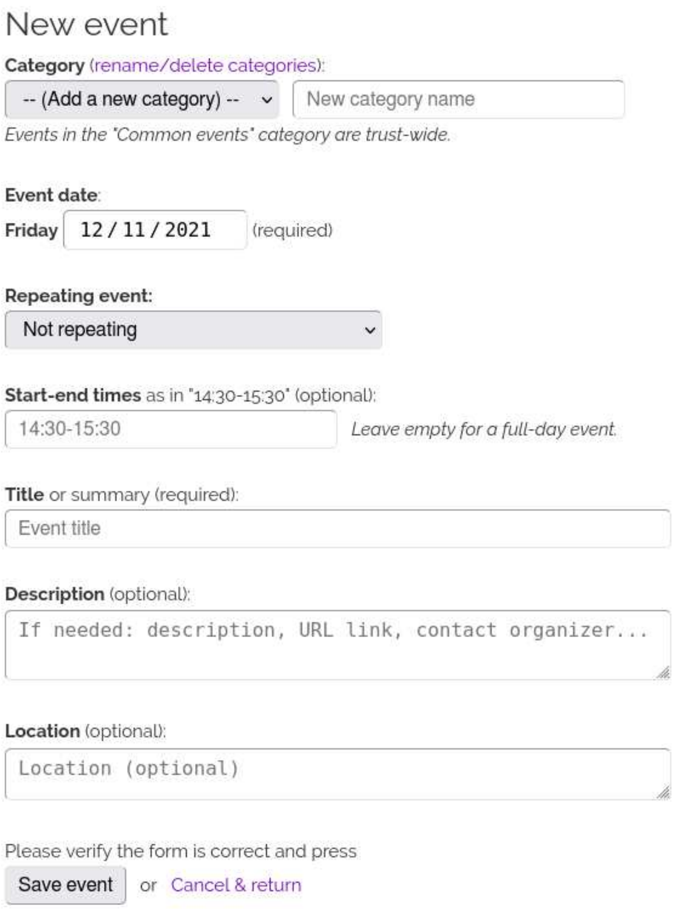
The calendar module will be inserted when you save the page

The page is saved.

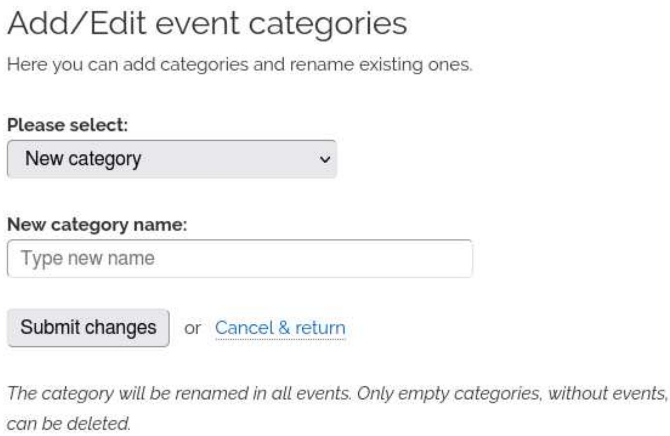
Adding categories and events

From the calendar module:

- Click on the arrows "<" and ">" near the top, or the links Previous/Next month at the bottom, to change months.
- Click on the dates, or on the "Add new" link to add a new event.
  - In the same form you can add a new category.
- The link "Categories" allows to add, rename and delete categories.
  - Categories can be per-specialty or per-grade, and you can insert in the specialty handbook page only the category you need.
  - A special "Common events" category can contain events relevant to most or all staff.



Edit event form



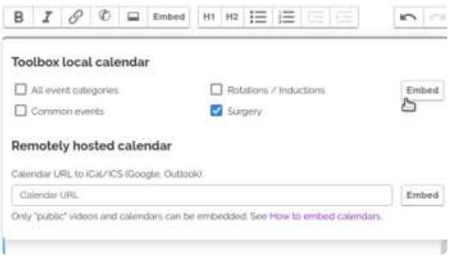
Edit categories form

The Edit event form, and the Edit categories form should be self-explanatory. Only the Category, Date, and Title fields are required.

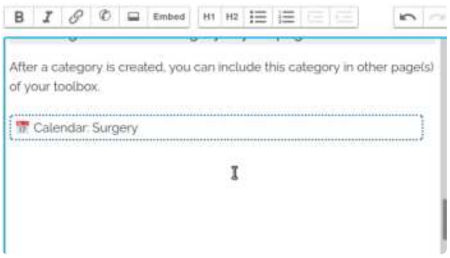
Including a calendar category in your page

After a category is created, you can include this category in other page(s) of your toolbox.

Edit your specialty handbook page where the calendar is to be included. From the toolbar, click on the "Embed" button, then in the menu select "Calendar" and from the dialogue box check the categories you wish to include, then click on "Embed". Then save the page.



Select the categories to embed



The category embedded in the editor

After the page is saved

After the page is saved, the specialty calendar appears in the page, and only shows events from the selected categories. You can then use the same controls to change months and edit events.

The "Subscribe" link allows people to add the calendar to their productivity app and receive automatic updates and notifications. This link is specific to the categories that were selected when adding the calendar, so your trainees will only receive updates relevant to them.

Please note that the Subscribe calendar interface format doesn't allow for authentication, so we cannot technically restrict these feeds to people in your trust. Anyone knowing or guessing the link may be able to see the events, and they may even appear in search engine results. The same applies to calendars with Subscribe feature hosted elsewhere, e.g. Google or Outlook (above).

How to embed maps

It is now easy to embed interactive maps with the visual editor. The map tiles come from OpenStreetMap, and the "Get directions" feature is provided by Google Maps or Apple Maps.

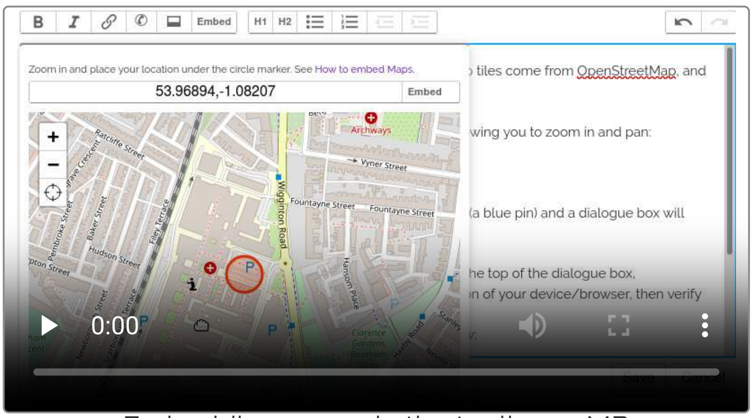
See below an example map, click on it to load the interactive frame allowing you to zoom in and pan:

York Teaching Hospital

To embed a map in your page, in the visual editor click on the "Embed" button then select the "Interactive Map" link in the menu and a dialogue box will open. To find your location, you can:

- drag the map and scroll the mouse wheel to zoom in and pan,
- directly type or paste the geographic coordinates in the text field on the top of the dialogue box,
- click on the "reticle" icon (circle with cross) for the approximate location of your device/browser, then verify and adjust it.

You can then click on the "Embed" button and the map will be embedded. To edit the caption, click on the map. See a short video demonstration below:



Embedding a map in the toolbox 5 MB

In the Toolbox app, the interactive map frame can only be loaded if the device is online. Otherwise, the static map tile will open in the picture viewer.

How to embed videos

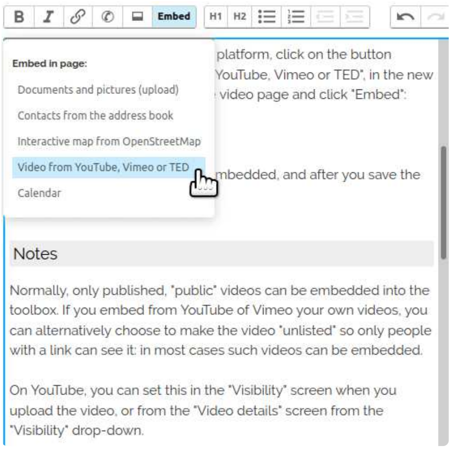
You can embed existing videos from the platforms YouTube, Vimeo or TED, or attach a video file directly in the editing interface. Since we added the video embed feature, some trusts have used it extensively, creating dozens of teaching videos for their trainees, and sometimes combining them with feedback/evaluation forms.

If your trust has a YouTube or Vimeo channel, you may want to upload videos there, and embed them in your toolbox. The benefit is the specialized platform will convert the video to many formats and send the best one to the visitor, adapted to their device capabilities, screen size and available bandwidth. Otherwise, you can upload your video file to the toolbox.

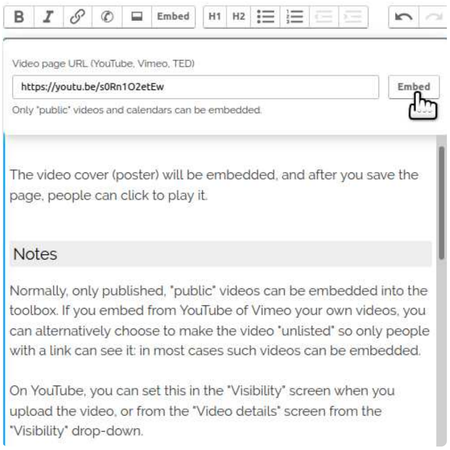
Note: Both local and externally hosted videos will only be available to the user when the device is online.

Embed videos from YouTube, Vimeo, and TED

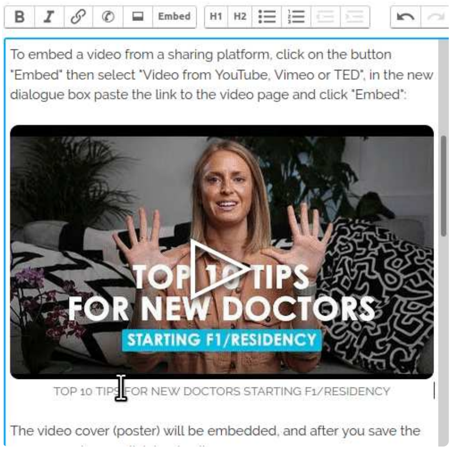
To embed a video from a sharing platform, click on the button "Embed" then select "Video from YouTube, Vimeo or TED", in the new dialogue box paste the link to the video page and click "Embed":



Menu Embed -> Video from providers



Place the video page URL



The video cover and caption are embedded automatically

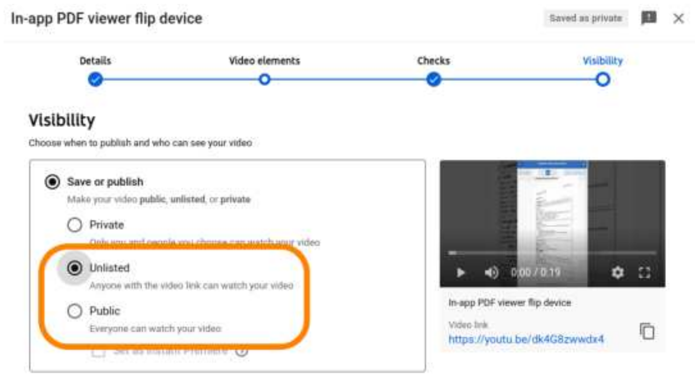
The video cover (poster) will be embedded, and you can click to edit the video caption (title, as set by the video publisher).

After you save the page, people can click the cover picture to play the video, both on the website, and in the app.

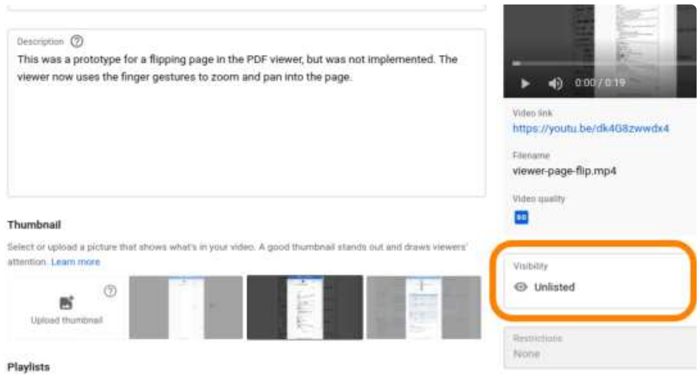
Notes

Normally, only published, "public" videos can be embedded into the toolbox. If you embed from YouTube of Vimeo your own videos, you can alternatively choose to make the video "unlisted" so only people with a link can see it: in most cases such videos can be embedded.

On YouTube, you can set this in the "Visibility" screen when you upload the video, or from the "Video details" screen from the "Visibility" drop-down.



Unlisted videos can be embedded



Unlisted videos can be embedded

On Vimeo, in "Video settings", in the section "Privacy settings", you can select "Only people with the private link" and in the section "Where can this video be embedded" you need to select "Anywhere", or "Only on sites I chose" then add **www.dr-toolbox.com** and **www.health-toolbox.com** as allowed websites.

Videos are not downloaded to the app for offline access, the user needs to be online to watch them.

Embed a video file locally

You can attach an MP4 video file like other files, with the "paper clip" icon or by dropping it into the visual editor from your file manager. You can edit the file caption. After you save the page, the video will be embedded and users can click to play it.

Notes

- The maximum file size that can be uploaded via the visual editor is 130 megabytes. If you have a larger video file, please contact us and we'll send you a link to our shared folder where you can send it to us.
- For best cross-device compatibility, and smaller file size, it is recommended to save the file as MP4 video stream in yuv420p format, with any black margins cropped, then downscaled to 800-1200 pixels wide (if wider), and at 25-30 frames per second, with M4A or MP3 audio. This usually reduces the file size to just 5-10% of the original, while keeping the video perfectly watchable on a mobile device.
- If you have any doubts, please contact us and our developers will optimize the video for you and upload it to your page.

Adding a "poster" picture to a locally attached video

The "poster picture" is shown in the page before the user plays the video. Locally uploaded videos have a "generic film" poster picture, but you can customise it.

You can create a poster picture with the pixel width and height of the video, named exactly as the video file you uploaded, with an additional extension "**.jpg**". For example, a video file named "**radio-orders.mp4**" will have the poster picture "**radio-orders.mp4.jpg**".

Simply upload the photo into the visual editor then delete it from the page. It will still be in the upload directory and when you open the page for reading, the new poster picture will be detected and shown.

Alternatively, you can create a poster directly from your page. After the video is uploaded and the page is saved, start playing the video, then **pause** it at the frame you wish to become a poster. Then on your keyboard press **Shift+P** and the currently paused frame will be uploaded as a poster for this video.

As usual, if you have any questions or difficulties, please contact us at support@dr-toolbox.com.

How to make tables

This page shows how to make tables in toolbox pages.

History

In the first 10 years of Dr Toolbox, it was not possible to insert tables (except as pictures), for several reasons:
- the functions are very complex to correctly implement in a visual editor,
- until recently, many desktop computers in the NHS only had obsolete browsers,
- table editing is quite difficult on a touch-screen interface (without a mouse),
- we couldn't imagine an easy to use markup for writers,
- large tables are often difficult to read on a mobile device and to update (desktop and mobile),
- most tabular information can be represented in a reasonable way with plain text or bulleted/numbered lists.

Nevertheless, in some cases editors feel that a table is required, and *the extra effort for creating and maintaining it is acceptable.* For these cases, it is now possible to use a markup that will be converted to an actual table when the page is saved.

Copy and paste a table

If you copy a table from a spreadsheet, a word document or a web page, and paste it into your Toolbox page, it should be formatted into the markup supported by Toolbox (see below).

Please review the "Markup" section below, you may need to manually edit the table, for example to remove empty lines or to fix the column alignment.

If you have difficulties, please contact the support team and we will assist you.

Markup

1. Make a **bulleted list** where the first bullet only contains TABLE (uppercase).
2. Other bullets will become table rows.
3. Use a vertical bar | to split the rows into cells.
4. Save the page.

Example:

```
• TABLE
• head 1 | head 2 | head 3
• cell 1 | cell 2 | cell 3
• cell 4 | cell 5 | cell 6
• cell 7 | cell 8 | cell 9
```

head 1	head 2	head 3
cell 1	cell 2	cell 3
cell 4	cell 5	cell 6
cell 7	cell 8	cell 9

The cells in the first line after "TABLE" will become the table headers, with a bold font and a darker background.
In other cells you can mark text as bold/italic, and insert links.

Options:

1. To **align** the **columns** leave **space around the header cells:**
   - centred: leave space(s) between the header and the vertical bars:
     | *centred column* **|**
   - left: glue the header to the left vertical bar, leave space(s) to the right one:
     |*left aligned column* **|**
   - right: leave space(s) to the left vertical bar, glue the header to the right one:
     | *right aligned column***|**
   - the first and the last columns don't have vertical bars, but you can still leave spaces to define alignment
   - all cells in a column will be aligned the same way as the column header.

2. To **merge** adjacent cells on the same row, glue the **right** vertical bars together:
   | *double cell* **||** normal | *triple cell* **|||**

3. To **merge** adjacent cells in the same column, type the text in the **top** cell and only caret "**^**" characters in the lower merged cell(s).
   | double height cell |
   | ^^^^^^^^^^^^^^^ |

Example column alignment (bars aligned for readability, you can use a single space character):

```
• TABLE
• left column   |  right column|  centred column
• left          |    right     |  centred
• left          |    right     |  double
• double cell                 ||  ^^^^^^
```

left column	right column	centred column
left	right	centred
left	right	double
double cell		

How to insert a line break in a table cell?

Line breaks in the bulleted item are preserved, this is the way to go. On your keyboard, press Shift+Enter; that's hold down the Shift key, press and release Enter, release Shift. This will make a line break in the list bullet instead of opening a new bullet. When the page is saved, the line breaks will appear inside the cells:

```
• TABLE
• Day |Work
• Monday | AM: Ward round
  PM: Talk to trainees
• Tuesday
  Wednesday
  Thursday
  Friday
  Saturday | AM: Rest
  PM: Relaxation
```

Day	Work
Monday	AM: Ward round PM: Talk to trainees
Tuesday Wednesday Thursday Friday Saturday	AM: Rest PM: Relaxation

How to more easily maintain large(r) tables?

Tables with more than a few words per cell, or with many columns are difficult to maintain. Line breaks at the end of a cell are ignored. You can *insert a line break (Shift+Enter) just before the vertical bars*, then every cell will start on a new line after the vertical bar character. This will visually be much more readable and easily maintainable.

- TABLE
- Files in Toolbox
  | Available offline
  | Editable
  | Searchable
- Text (visual editor)
  | Yes
  | Yes (in editor)
  | Yes, full text, weighted
- Images
  | Yes
  | No
  | Filenames and captions
- PDF
  | Yes
  | No
  | Filenames and captions
- DOCX, PPTX
  | No
  | In office processor
  | Filenames and captions

Files in Toolbox	Available offline	Editable	Searchable
Text (visual editor)	Yes	Yes (in editor)	Yes, full text, weighted
Images	Yes	No	Filenames and captions
PDF	Yes	No	Filenames and captions
DOCX, PPTX	No	In office processor	Filenames and captions

Some editors will feel this format is easier to maintain.

How to set a telephone prefix

This page documents the directive that allows the app to dial telephone extensions directly. If the prefix or prefixes are correctly set in the home page, say, *012345*, you can simply mark as telephone **6789** ✆ in a page to create a link that will dial the full number **012345 6789** ✆, or a user of the App can dial the full number by typing only the extension.

The directive is a bit complex to set. Don't let this impress you, you can always contact us and let us configure the prefix for you.

How to set a global telephone prefix

In the toolbox HomePage, in the "Editors: Domain Administration form", fill in the "Telephone prefix" text field.

Add or fill in the following code adapted for your needs:
6XXX=0123477 [238]XXX=0123488 XXXX=0123456

The different parts of the directive are as follows:

Directive	Description
EXT=PREFIX	the rules, what prefix to apply to what type of extensions
6XXX	any 4 digit number starting with 6, like **6543** ✆
[238]XXX	any 4 digit number starting with 2, 3, or 8, like **2000** ✆
XXXX	any 4 digit number (XXXXX : any 5 digit number, etc.)
=0123477	the prefix for that type of extension, eg. above for extensions of the type of 6XXX, use the prefix 0123477, ie for the extension **6543** ✆, call **0123477 6543** ✆.
-6XXX or **-XXXX**	if an extension type is preceded by "-" (minus), then the first digit of that extension will be dropped. To drop 2 initial digits, use "--" (2 minuses) before the extension pattern.

In a text page, when an extension link is found, the above rules will be processed one after another, in the order they appear in the directive, until a rule matches the current extension, then that rule will be used for the call. So, place specific rules like 6XXX before more wide ones like XXXX.

Note: to prevent false positives (times, bleeps...), all callable extensions in a page must be marked with the "telephone" style from the edit toolbar. Extensions written in the "Contacts" address book need to be written in the "tel/ext" fields to be callable.

Wait for line or pause:

- In the prefix or in the extension, insert a comma "," for the device make one 2-second pause before dialling the rest of the number. For example, a rule **XXXX=0123456,** (comma at the end) in the directive, then in any page a text **7890** ✆ will create an actual link **0123456,7890** ✆ and if the user clicks on it, the device will dial **0123456** ✆ then wait 2 seconds, then dial **7890** ✆.

- Insert a semi-colon ";" to make the device wait for a "line in" (connection) before dialling the rest.

Please test the feature out after configuring it, as hospital extensions dialling in is not always what one would expect it to be. Ask the hospital switchboard about the rules if any doubt.

Implementation guide

See also Editors, Promote your Toolbox site.

Assigning Roles

- Each Toolbox team is made up of editors (including a lead editor) and Toolbox Champion (a consultant or SpR mentor).
- The number of editors can vary although to make the work load manageable, it is wise to have 2 FY1s and 2 FY2s.
- Editors are responsible for maintaining the site, replying to queries from the people using it and keeping it up-to date.
- The lead editor should go through a demo of the Toolbox with the others and explain the aims of the project.
- When building a site it is helpful for each of the editors to be assigned a role, for example one person can write bleeps and referrals, while another can do extensions and another can do discharges, MDT etc.
- While it might be helpful for one person in each year to have responsibility for the survival guides it helps if everyone does a little bit of chasing for these.
- Once roles are set, set targets, deadlines, and the time for the next meeting.

Baseline Survey

- A baseline survey is a key part to a thorough quality improvement project.
- We recommend that you use the questions used in previous Toolbox surveys for the baseline survey to provide continuity over the Toolbox projects nationwide. You can find the templates on the "documents' section or the website.
- Feel free to add in any extra questions to the survey you want.
- We are interested in the time staff spend searching on how to do jobs and where people go to find information.
- Past experience has found that surveys are best done during teaching.
- Surveys can also be done online through survey-monkey.

Collate general information

- After assigning roles start updating the site.
- See the basic guidelines on how to edit on the site.

Collate handbooks / survival guides

- Collating the survival guides takes perhaps the greatest work load initially.
- One individuals in each year should be responsible for chasing these.
- Sometimes a trust will have paper guidelines that can be modified, other times they can be made up from scratch.

Liaise with senior consultants and IT for hyperlink on Intranet

- Senior support at your hospital is crucial for the success of your project.
- Make sure you explain to the Consultant what the project is about and put their name on the home page to the site.

- Consultants can be helpful for providing support when you encounter hurdles and provide overall responsibility for the site at your trust.
- It is also really important to have a link to the site on your hospital intranet - this often takes longer than you think to happen and it is often helpful to have a senior doctor assist with some of the permissions etc.

Launch and let people know

- Design posters and place them in areas that people will see.
- Send out an email with all the details of the site and what it aims to do.
- One of the editors should stand up at the end of teaching and go through the site on a projector.

Resurvey following introduction

- This is essential in order to 'close the loop' or to act as improvements as part of your PDSA cycle.
- Aim to use a similar questionnaire as before to evaluate change.

Information governance

Toolbox is a multi-award winning software package that provides healthcare professionals with the safe induction they deserve. Over the last year we have completed a major upgrade of our website and app to a new version with additional features and back end support. All information is encrypted in transfer via SSL and backed up daily.

We have had official accreditation with ORCHA and are GDPR compliant, we also are registered with the ICO and Cyber Essentials Certified. Some hospitals (but not all) have asked we complete a A Data Protection Impact Assessment (DPIA) - which is a process to help you identify and minimise the data protection risks of a project. Please contact us if you require help with any of these things.

Lead Administrator

The Lead Administrator is an important role, and is responsible for being the first point of contact for the local Toolbox site. As well as being able to directly edit the site, they will also have access to some of the advanced features such as Analytics and User Management.

It is their role to work with the local **Toolbox Champion** (Clinical Lead) to allocate Foundation Doctors as **lead editors** each year. The Lead Administrator can be notified when a new person requests to be an editor. It also allows them to see who is currently registered as an editor and revoke permissions.

When signed in Lead Administrator will see the **Wrench** 🔧 to access all the **editor and administrator tools.** On this menu they will see links for:

- The **analytics page** where **statistics** can be viewed and **graphs downloaded**
- this includes **page analytics** including **page hits** and **review dates**
- **Sidebar and App settings** where the sidebar and app buttons can be configured
- The **user management page** where users can be seen and editors configured.

Easy to administer

We have made the Toolbox site as easy to administer as possible with most of the day to day jobs automated:

- Daily backups and software updates
- Access is restricted to healthcare professionals working at the Trust, but with self registration process allowing access for locums or trainees who may be starting before having completed Trust Induction.

The main role for the Lead Administrator will be to work with the Toolbox Champion (Clinical lead) and Lead Editors to collate and maintain content.

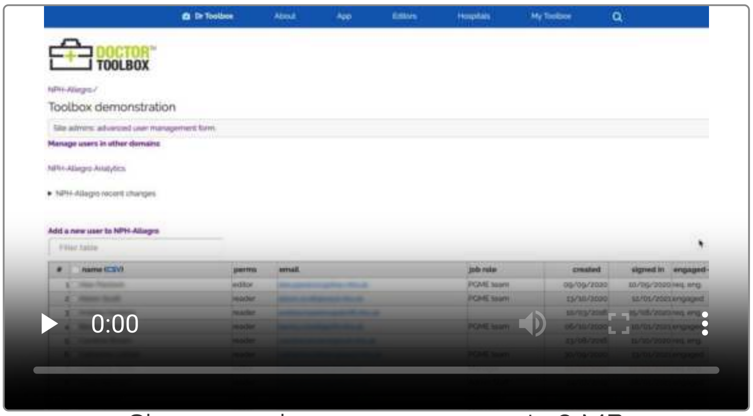
Content review

As processes in hospitals are continually evolving **we ask that all pages are reviewed once a year**. Pages can be marked as reviewed by clicking the **review** link on the top of the page or in the sidebar. Lead administrators will be emailed each year to make them aware if any pages are due for review.

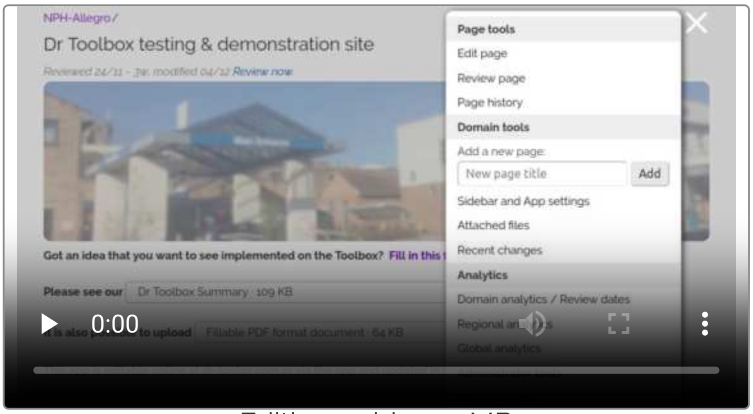
Toolbox can be used to help improve access to commonly used clinical guidelines. However it is important to ensure that version control is in place. The best way to do this is to add links to the commonly used guidelines to the app - this works well to access guidelines from Trust computers and when the URL to the guidelines are fixed. If guidelines are not accessible to people from outside of the Trust intranet, these files will not accessible from the app. Some hospitals upload a limited number of guidelines to the app, but it is important to ensure a process is in place to update this content.

Video guides to Analytics and User Management

Analytics · 9 MB



Sign up and user management · 8 MB



Editing guide · 14 MB

Changing the Administration contact

The administration contacts are held on the homepage of your hospitals domain at the bottom. Please remember to update these if people change roles

Lead Editors

Editors are trainee doctors responsible for creating or maintaining a local site and keeping it up-to date. For a brief introduction, please also see the page Editors.

Lead Editor

A Lead Editor is a doctor who is responsible for populating the Toolbox website as well as ensuring that the site is up-to-date. The role involves gathering information from your peers and listening to them to add the most useful information for helping them during their daily jobs. Lead Editors are normally Foundation doctors but any clinician can do this role. Prospective editors are expected to dedicate at least an hour of their time to the project a week over the course of the academic year.

Becoming a Toolbox Editor would involve taking an important role in a National Patient Safety Project. It provides a huge opportunity to instigate your own Quality Improvement Project as well as developing your leadership skills. Previous editors have presented their own projects at regional, national and international conferences as well as gaining publications. Editors who can provide evidence of development of outstanding Toolbox sites will be considered for additional national prizes, NHS Leadership Awards and Foundation School Merit Awards.

1. To be responsible for building the site. Editing and uploading content and survival guides. This would take at least 1-2 hours a week but may be split between different editors at the Trust. We will provide information on how to edit the site as well as providing a template site for you to populate.
2. To liaise with the local Toolbox Champion
3. To organize a dedicated slot during the induction period for explanation of the Toolbox by either outgoing editors or the hospital clinical lead.
4. To liaise with IT at the hospital to add a link on the desktop/homepage of their intranet to the health-toolbox.com.
5. To encourage use of the website once complete e.g. by sending weekly emails to other trainees or putting posters up at hospital.
6. To survey junior doctors at the trust as part of the Quality Improvement Project to assess the impact of their project. We can provide standard surveys for this task and assistance with statistical analysis.
7. To attend 'launch event' in August where we will meet editors and introduce them to the project.
8. To ensure 'handbooks/ survival guides' are submitted by trainee doctors at your trust. You can encourage your colleagues that this is in accordance with GMC guidance that doctors should 'contribute to the induction of colleagues when asked'.

Page Last Reviewed

Editors or administrators can mark pages as reviewed using a review date. This allows users and editors to know when information needs review or when it should be used with caution.

We encourage all editors and Toolbox Champions to review all of the pages on your local site at least annually.

A table can be viewed with the review dates by visiting the Page Analytics from the "Wrench" editor tools menu.

Becoming an editor

New editors need to first register for the site using their work or nhs.net email.

To be eligible to be an editor, you need to be a doctor currently at that hospital and agree to our terms and conditions.

Once you have registered, please request edit permissions. An administrator needs to authorise you before you can edit.

Implementation guide

See page Implementation guide.

Sharing your site

OK, you've made an amazing site, now tell the world about it!

1. Add a link to the site from the intranet
2. Email your hospital mailing list every fortnight
3. Arrange 10 minutes to present at induction
4. Put up posters
5. or come up with something new!

Attaching documents / uploads

Documents can be attached so that they are accessible from your mobile devices and when not at the hospital. Consideration needs to be made to version control and update of documents.

Note: if documents are available on the web, it's better to add a link. If guidelines or other documents that may require updating are uploaded it is important that a procedure is in place for update.

Changing the sidebar

All the top level pages are displayed automatically in the side bar. You can create a new page and make it appear in the sidebar by making its parent page the home page.

If you wish to re-order the site bar you can open the "Wrench" editor tools menu and select "Sidebar and app settings".

You can drag the list items up and down, and copy them to the app shortcuts, then press "Save settings".

Note that after the sidebar is manually reordered:
1. Any subpages newly added to the home page will appear alphabetically *after* the manually ordered pages.
2. Changing a title of a manually ordered page doesn't change its place in the sidebar.

Handbooks

One of the most important roles is the collection or update of the firm specific handbooks or 'survival guides'. You overcome this by picking named individuals and reminding them regularly. The other information is fairly simple to add. After that you've got to make sure the new starters in August know about it, so publicise the site at induction and regularly remind Doctors with emails.

Getting the support of IT

We encourage the Lead Editor to contact the IT department early on in the project. One option is to ask the Toolbox Champion if they have a good contact in IT who will be able to help you. IT do not necessarily need to be directly involved in the project, but they can help, a lot!

Having the co-operation of hospital IT in the project is crucial to get maximum exposure of the site to trainees. Ensure the site is not blocked by over zealous web filters - let Information Governance know its a very low bandwidth website, endorsed by Health Education England and it should win them over.

NB. All that is required is a simple hyperlink to the site to be added to the hospital intranet.

Multiple domains

A "Toolbox domain", also "short code" or "prefix" is an autonomous section of the Toolbox website and app, which contains its own set of pages, attached files, users, editors, administrators, and a custom configuration (dialling prefixes, user approval modes, homepage, layout, styles, analytics).

Most organisations have one such domain with all their content, but in some cases it may be more practical to split the content into 2 or more individual domains. Examples may include having a separate domain for every hospital in the trust, or a restricted domain for the Paediatric or Psychiatric sections.

There are benefits and drawbacks for the choices above, your team(s) should decide which case will work better for them.

Feature	Single domain	Separate domains
User access	All users, editors, administrators are managed centrally, same "Manage users" listings. A user has the same access permissions to all pages and files in the domain (either read or edit).	Every domain may have its own set of readers, editors, administrators. + A user doesn't need separate accounts and passwords for the different domains. + A user may have different permissions for each domain (read, edit, or none). + Users of one domain may be automatically granted read access to the other domains of the trust, or not.
Approval of new users	The domain can be configured to automatically approve new users, to hold user requests for approval by administrators, or to disallow new registrations and only let administrators add users.	Each domain can be configured independently from the others.
Analytics	Common Analytics dashboard, concerning all pages and all users.	Separate Analytics dashboards, each domain has its own listings, charts, tables.
Homepage	One common homepage. + In the app, users can select a custom homepage, for example the parent page of their department. + On the website, users can bookmark and directly open any page instead of the main Sign In page. After they sign in, that page will be shown.	Each domain has its own homepage and cover photo.
Page tree	Common page tree, different sections can have their own branch/subtree of pages.	Each domain has its own page tree.
Sidebar, app homepage	One Sidebar, one set of homepage buttons and footer shortcuts.	Each domain has its own Sidebar, homepage buttons and footer shortcuts.

buttons, app footer shortcuts		
Cross-linking, navigation	A section is a top-level page with subpages. It is easy to link to different sections in the same domain.	It is not easy to link to pages from other domains. On the website, the sidebars can be made to link to the other domains of the trust. On the app, the user needs to select "Change hospital" then download another domain. The app keeps recently visited domains near the top of the "Change hospital" listings.
Search - website	The search box on the homepage searches within pages of the current domain, and within the other domains where the user has read access.	
Search - app	The search box on the homepage searches within pages of the current domain. To search in another domain, the user needs to "change hospital" and download the other domain.	
Offline access - app	All pages from the domain are accessible for reading. Files downloaded for offline access are available.	Only pages from the currently downloaded domain are available for reading. Files downloaded for offline access are within the domain. Changing domains removes the pages and files from the previous domain (the user can download them again later).
Bookmarks - app	Users can bookmark any pages from the domain.	Users can bookmark any pages from any of the domains, however when one domain is open, only the bookmarks from that domain are shown. When users change domains, they will find their bookmarks from the new domain.
URLs, posters, QR codes	One common URL like health-toolbox.com/ABC, same common poster, QR code to the homepage. Individual pages can have their own deep-linking QR codes.	Every domain has its own URL, poster, QR codes.
Contact directory / address book	Common address book, the filter box searches among all contacts; categories from the address book can be embedded into pages.	Separate address books per domain.
Telephone prefix to directly dial extensions	A common configuration for all hospitals in the trust. If there are different rules to derive the full number from the extension pattern, our tech support will help you configure this. + In case of conflict, as in, the same extension pattern may be a valid extension in different hospitals, the short extension direct dial feature may not work, and editors	Each domain has its own telephone prefix rule(s). I the case of separate domains per hospital, it is unlikely to have conflicts and the configuration is usually easier.

	need to write the full numbers in the address book and in the pages.	
Shared calendar (in-Toolbox)	A common calendar; can have categories; individual pages can embed selected categories from the shared calendar, users can subscribe to these selected categories, or to all categories.	Each domain has its own calendar, and doesn't include events from the other domains. A user can subscribe to the calendars in one or more domains, manually.
Guidelines module (standard)	The common domain can have one or more separate pages with this module.	Every domain has its own page(s) with this module. It is not possible to include guidelines from one domain in the others. You can manually upload any common documents to all domains but this may lead to **forgetting to update all copies** in all domains, and **having obsolete documents**.
ToolboxSync Guidelines (Enterprise plan)	One or more pages with listings of the shared folders.	It is possible to include the full shared folder, or specific subfolders, in the different domains of the trust.

See also Frequently asked questions.

Please contact the support team at support@dr-toolbox.com if you need to set multiple domains for your trust, or if you have any questions.

Promote your Toolbox site and app

Please visit our help centre for lots of useful information.

You can find here links to documents that may help in the promotion of your Toolbox.

- Toolbox project summary PDF
- Toolbox starter pack PDF slides

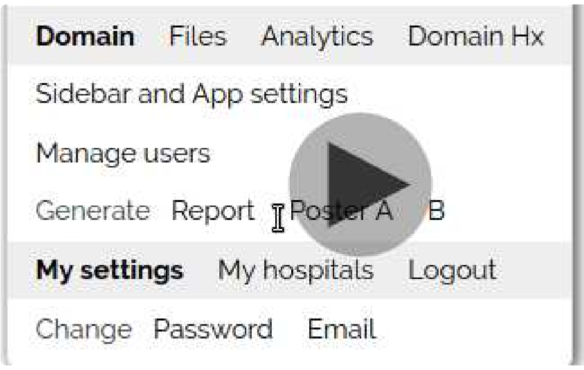
"Welcome page" and QR code

In May 2021, we added custom "Welcome pages" for the trusts with less distractions, simplifying the user sign-up. To access the welcome page from the sidebar, click on the icon near the top right corner.

A welcome page has only the domain cover picture and buttons to get the mobile apps or to create an account on the website. At the bottom of the welcome page there is a high definition "QR code" picture which can be downloaded, printed, and shared with your users.

Generate summary reports and posters

In the Wrench menu, administrators can select to generate reports and posters.



These are custom pages with screenshots from your app and your website, with short summaries about the content, work done and usage of your toolbox, how to contact the editors, and a QR code to your welcome page. The texts in the generated templates can be manually edited if needed, then the page can be exported to PDF. Follow the instructions on top of that page on how to configure the "export to PDF" dialogue box.

After you save the PDF, you may want to print it in colour, on a larger format glossy paper (say, A3 or A2, maybe with the help of a printing house), and fix it on the wall where your trainees and other staff can see it.

This function generates a single page "summary" report or poster. Additionally, you can use the Analytics function. It generates detailed monthly reports about your users and activity, with charts and tables, and the popularity and review status of your pages. Similarly, you can export it to a PDF file (very likely multi-page).

Other documents

Toolbox Introductory Presentation 3 MB

This presentation sums up the purpose of the site and has key information and a useful timeline.

GMC tips for new F1s 42 KB

This flyer has useful tips for new F1 doctors.

Handover Survey 62 KB

This is the most up to date baseline survey, which has been standardised. It is very useful for assessing the need for the Toolbox, and can be repeated following introduction to measure the impact of your project.

Handover Survey Results Excel Proforma 64 KB

This is a spreadsheet designed to ease the analysis of the handover survey.

Handbooks

This is an example of the information you could use to create the firm survival guides. You can email to other doctors so they write a guide. Consider printing and handing these out in teaching.

What to include in your firm handbook

Handbook Template 6 KB

Below is a list of information you may want to include in your firm handbook. The list is not exhaustive and you may add anything you feel is relevant to the firm.

Intro to the firm

- Ward name
- Consultant (including contact details)
- Registrar (including contact details)
- Sister (including contact details)
- Clear advice as to what is expected in the new position
- Where to go for sources of help and advice

Rotas

- Rota & working pattern
- Who to contact for leave or to attend training
- What banding

Average day

- When to arrive and what to do

Weekly Timetable
- Monday
- Tuesday
- Wednesday
- Thursday
- Friday

The List
- Where to find it
- How to get access to it
- How to update it
- Number of copies to print

Ward rounds
- How to keep up and stay ahead

When your team is on call
- How the on call rota works
- Point of contact when on call and their bleeps

Meetings (including date & time)
- Morbidity & Mortality meetings
- MDT meetings
- Xray meetings
- What you need to do to prepare for the meetings

Learning and career development
- Departmental audits
- Outpatient clinics,
- Departmental teaching

How to get urgent clinical advice and urgent investigations
- Typical teams in your specialty e.g. CNS, or diabetes teams (plus bleeps)

Things that you should have done by end of each day
- Update list
- Blood forms
- How to hand over safely to hospital at night
- What not to hand over.

Conclusion
- Words of advice

Search cloud

Search clouds are visual representations of words that give greater prominence to words that appear more in the search function. You can see what people are searching for in the **Analytics page** for your hospital, and you can click on the buttons to perform the same searches.

Popular searches (last 3 months)

Filter list

siadh naloxone thyroid function otitis externa no gastro vascular surgery arrhythmia haematuria suture cardiology wound wound care skin care ciwa interaction spironolactone digoxin chlostridium difficile emollient medicines management heart failure primary contamination bowel plaster advice ondansetron rotem haem capacity picc catheter stroke opioids iv access embolism needle needlestick end of life blood pressure vasc tranfusion reaction iron ferinject nutrition ton psoriasis hyperkalemia atrial fibrillation barici barciti gi bleed homeless collar stoma vascular access hiv potassium atrial tetanus head injury streptococcal cellulitis facial cellulitis cauda epilepsy seizure pain asthma epi pen oxygen hyponat hyper hyperglycemia phosphate cows police dka constipation hyperglycaemia blood products hyperka hyperkal inpatient renal drug handbook hyponatremia covid diabetes renal acs atrial fib renal handbook fall palliative hyponatraemia paracetamol sedation chest trauma hyperkalaemia hypo

More recent searches

Having a "search cloud" in a hospital toolbox can provide various benefits to the editors and the people who organise and maintain the toolbox. Some of these benefits include:

1. **Identifying popular topics**: A search cloud can help editors and organisers identify the most searched-for topics within the toolbox. This information can be used to determine which topics should be prioritised in terms of updating or expanding the content.
2. **Improving search results**: By analysing the search cloud, editors can identify commonly used search terms and ensure that important and popular pages are up-to-date and reviewed. This can make it easier for users to find the information they are looking for, reducing frustration and improving the overall user experience.
3. **Tracking trends**: The search cloud can be used to track trends in the healthcare industry, identifying topics that are becoming increasingly popular among users. This information can be used to inform the development of new content or identify areas where the toolbox may need to be expanded.
4. **User engagement**: By displaying a search cloud, users are more likely to feel engaged with the toolbox and may be encouraged to explore topics they hadn't previously considered. This can help to increase the overall usage and effectiveness of the toolbox.

The search cloud can provide valuable insights into user behaviour and help editors and organisers to improve the toolbox content and user experience.

Toolbox Champions

What is a Toolbox Champion?

Toolbox Champions are senior clinicians who provide oversight and support at the local level. A Toolbox Champion is a permanent, senior member of staff at a hospital who takes overall responsibility of the Toolbox website at their trust and who is also responsible for ensuring the continuity of the program by appointing and encouraging Editors. This person could be a Consultant Clinician, a Training Program Director, a Medical Director or the Trust Patient Safety lead.

What is the role of a Toolbox Champion?

Supporting Lead Editors

To support trainee editors in making the hospital site achieve its aims of improving patient safety.
The Toolbox is primarily run by junior doctors in their roles as editors, but occasionally they may need help in order to provide their peers with a fully functioning site. In this context a senior member at the trust can have a valuable input. Editors may need particular assistance when:
a. Liaising with other staff members in the Trust, such as hospital IT
b. Arranging a time/venue to publicise the site in their trust through the year
c. Needing guidance on how best to assess the impact of their site and general advice on how to implement a quality improvement project
Toolbox Champions would not necessarily need to show editors how to edit the site (we can provide such information) but could certainly help out with the more technical side of things if this was something they were interested in.

Appointing Lead Editors

To appoint at least 2 ‘editors’ who will be responsible for building the site and editing and uploading content for the following year. Editors are normally, but not necessarily exclusively, FY1 and FY2 doctors. An editing role would take a doctor approx.1-2 hours of time a week. This trainee role could be done by any proactive doctor it could also be incorporated into a ‘year representatives’ responsibilities. Based on NWTFS the role also allows doctors to complete their own QI project and develop valuable leadership skills. A similar document to this is available to Editors detailing their responsibilities Editors should be appointed in the first month of starting and could potentially be asked to show interest when incoming doctors are first introduced to the site.

It is also very important to appoint new editors each year to ensure continuity of the site when trainees change hospital in August.
An editor may have to move on at the same time as the new starters arrive; in this case have a permanent member of staff is crucial to provide continuity and the Champion may be required to do a brief introduction of the site or ensure that someone is available to do so.

Induction slot

To ensure a dedicated slot to new trainees for explanation of the Toolbox during their induction period. Should the site not be publicised to the incoming doctors then it risks not being used at the point when it holds its greatest value. The outgoing editors are encouraged to do the talk to the new doctors but may need a senior member of staff to convince those organising the induction of the value of the Toolbox to new staff members.

Accountability for the Local Trust's Toolbox

An editor's primary role is to ensure information is up-to-date. They should also ensure that no confidential or defamatory information is put on the Toolbox. The Toolbox is not trying to replace any established sources of information (such as the hospital switchboard or clinical guidelines) but improve general access to information. Information governance is an important part of Toolbox and we believe that a permanent, senior member of staff should take overall responsibility for the site considering that editors may rotate and people may continue to use the site with no current editor being appointed.

Handbooks

To support the editors in ensuring firm specific handbooks or 'survival guides' are submitted or updated by trainees.
Survival guides are sometimes difficult to collate from all trainees and a friendly reminder by a senior member of staff is often all that is required to facilitate this. Providing contribution to induction is in accordance with GMC guidance that doctors should 'contribute to the induction of colleagues when asked'.

Liaising with IT

The success of a Trust's toolbox is limited by access. The most successful sites have links on the desktops of every computer on the trust network and is something we now insist that is done for each new site. This is an easy task for hospital IT to do but routinely seems to be a barrier to success. Common causes for difficulties are communications difficulties between IT and the junior, rotating doctor & misconceptions surrounding the Toolbox. Having a permanent, senior member of staff to help out here often gets the task done.

Toolbox history

Page written in 2012, kept for historical reasons.

Context

New technology and shift patterns have meant that whilst services like pathology and x-ray have got better, handover and referrals have got worse. The administrative burden on junior doctors is greater now than it has ever been and most handover and referral processes are unique to hospital firms. Addressing this challenge, this project began from St Peter's hospital.

Problem

Poor handovers due to unfamiliarity with the job lead to mistakes and vital administrative tasks being missed or performed badly. A disproportionate amount of time can be spent looking for the right form or trying to find the right person to send it to. Junior doctors 'rotate' frequently, ending up in new jobs they are unfamiliar with knowledge lost between cohorts as how best to do the job. Excessive time is spent adapting to the practical aspects of the new job affecting patient care if investigations are ordered incorrectly or there is a delay in a referral. It also means that junior doctors have less time to spend looking after the medical aspects of their patients' care.

We collected information from a survey of junior doctors at St Peters hospital and found that 7 months after starting at the hospital they still lost on average 40 minutes a day due to unfamiliarity with referrals or forms. It also showed that the main source of information was other doctors, rather than trust guidelines- implying a waste of other doctors' time. We have found that this problem was not localized to St Peters but a national problem and are implementing this project at St Peters and also other hospitals in the UK.

Primary Aims of the Project

- To improve patient safety by facilitating a better handover between rotating doctors
- To improve the efficiency (and reduce the stress) of junior doctors by providing a readily accessible site with specific local information on what to expect and how to get things done

Problems Identified and the Reasons behind the Toolbox

Starting in a Hospital as a Junior Doctor is a bewildering and stressful period in your career!

Getting Jobs Done

- Common tasks are often more difficult than they should be and include:
  - Requesting many different tests
  - Making referrals to many different specialities
  - Using hospital guidelines that are difficult to find
- More time (and stress) is often spent finding out how to do such tasks rather than actually doing the tasks themselves.
- IT intranets within hospitals often contain such information which is:
  - Difficult to find
  - Difficult to update and seldom updated
  - Not specific to Junior Doctors

- Patient safety is compromised, time is wasted and stress is incurred if these tasks are done incorrectly
- Spending less time on these tasks, would mean more time available on items relevant to the post-graduate curriculum and our learning

Ensuring a better handover

- Patient safety is compromised, particularly in August, due to poor handover between old doctors and new doctors
- It is impossible to verbally handover all of the information between outgoing doctors and incoming doctors
- While shadowing periods can help somewhat, there are many unknown questions still uncovered by the end of this period
- Paper guides are frequently lost and are cumbersome to carry around
- Much helpful information is learnt by doctors throughout the year but it is difficult to communicate these learning points effectively

The Dr Toolbox at your hospital

- A website set up and run by Junior Doctors that provides up-to date information relevant to other Junior Doctors within their trust
- It includes:
  - Handover guides for all F1 firms starting in August
  - Bleeps of Doctors in the Hospital both for during the week and out of hours
  - Extension numbers for wards, secretaries and other hospitals
  - Commonly used reference guides specific to the hospital downloadable to your computer and mobile
  - How to make speciality referrals within the hospital
  - How to request specific investigations within the hospital
  - A resource for teaching and post graduate medical education
- It is:
  - Password protected
  - Easily updatable
  - Specific to Junior Doctors working at their individual hospitals
  - Available from the hospital intranet, a home computer or a mobile phone
  - Simple to set up for other NHS trusts

Progress so far

- The site has been set up for a number of hospitals across the London Deanery as part of the same initiative under the broad umbrella of DAPS.
- Access provided to Junior Doctors at each hospital
- Link posted on intranet
- Advice given about setting it up as an app!
- Consultant and IT engagement

Future Plans and Possibilities

- Introduction to new F1's/F2's in August
- Recruit two new F1's/F2's to each hospital to have responsibility to maintain and update the site
- Use the site as to promote medical education and teaching events
- Aim to tailor the site to Core Trainee's as well (e.g more specifics on medical on-calls/nights etc)

- Look to set-up satellite sites in other London Deanery Trusts
  - Best time to do this would be before August as people now have the most knowledge
  - Simple to do – little technological know-how required
  - No direct costs
  - Simple to scale to other trusts
  - Just requires the engagement of other Doctors interested in patient safety and improving efficiency!

Toolbox project summary

Toolbox is a multi-award-winning package that provides healthcare professionals with the safe induction they deserve. We go beyond the static, boring, two days of Trust induction by providing crowdsourced information, available on a secure website and app, 24-hours a day, 365-days a year.

Hospital inductions are limited in time and scope and cannot cover everything. Policies and materials are often paper based which is bad for the planet and easily lost. Hospital intranets can be difficult to navigate and not available when you need them most e.g. when off-site preparing for work or bedside caring for patients. Current mobile apps for hospital induction typically have static information which becomes obsolete within a year or two.

Vast resources are used to train doctors to help them make informed clinical decisions, however negligible resources are used to provide the information on how to enact such clinical decisions within their hospital. For example, a doctor may decide that a certain investigation is required, but then not know how to enact that specific request within the local protocols of the hospital. Our research shows that doctors in training start their rotations spending an average of 60 minutes a day searching how to perform such tasks. This is an enormously wasteful part of their working practice and has nothing to do with the traditional idea of what a doctor should be doing. Easily accessible information at local level ensures that staff can be as efficient and effective as possible in carrying out their role. This in turn has positive impacts on patient safety as well as education and training.

Our solution allows innovative crowdsourcing of information maintained by local hospitals, to keep it relevant and updated. The website links in real-time to apps which doctors can access at any time from their phones. We have refined it to have simple editing, analytics and user administration. We have recently added a feature to automatically synchronise large number of hospital guidelines incorporate an automatic guidelines app. Doing so improves quality, safety and helps trust boards fulfil their CQC requirements for induction and supporting their workforce.

It is our vision is that every healthcare professional has the right local information when they start and through the year to fulfil their full potential. Healthcare professionals have found Toolbox all the more relevant and useful during the pandemic and we have logged record numbers of people accessing the site and app this year. We are creating a platform connecting healthcare leaders with their workforce, allowing them to have a greater understanding of local working practice, whilst supporting their workforce and improving well-being.

We are working on a project with Health Education England, are ORCHA and CyberEssentials certified and GDPR compliant.

· Dr Toolbox Ltd. Available at www.health-toolbox.com, see our demo site and video guides.
· Toolbox app. Available from the Apple App Store and Google Play.
· Forbes. The Latest Medical Technology In The NHS.
· Dr Toolbox wins at HSJ Value in Healthcare Awards.
· Digital Health. London 2018-2019 Alumni.

Toolbox videos

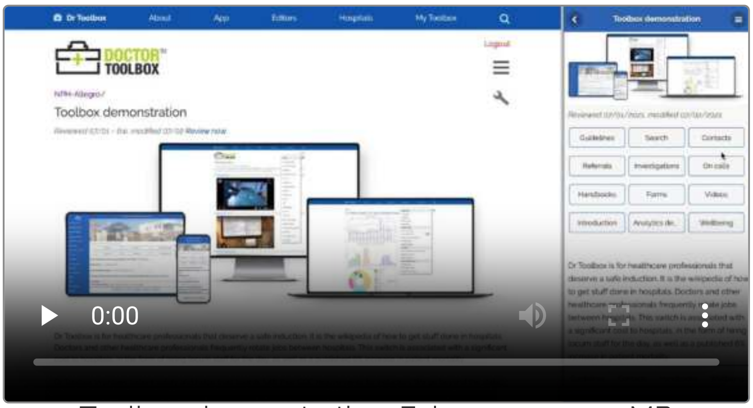
If you're an editor looking for the documentation on attaching videos to your pages, see How to embed videos.

Introduction

Introducing our new brand Health Toolbox, February 2022

Introducing our new brand Health Toolbox, February 2022 3 MB

Toolbox demonstration, February 2021

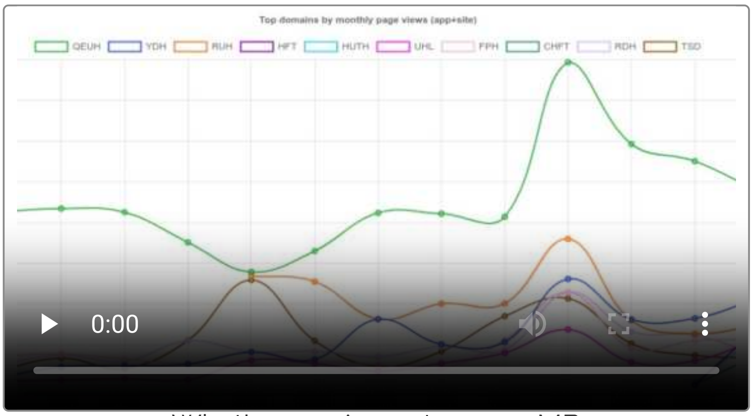


Toolbox demonstration, February 2021 22 MB

Toolbox: what doctors and educators say

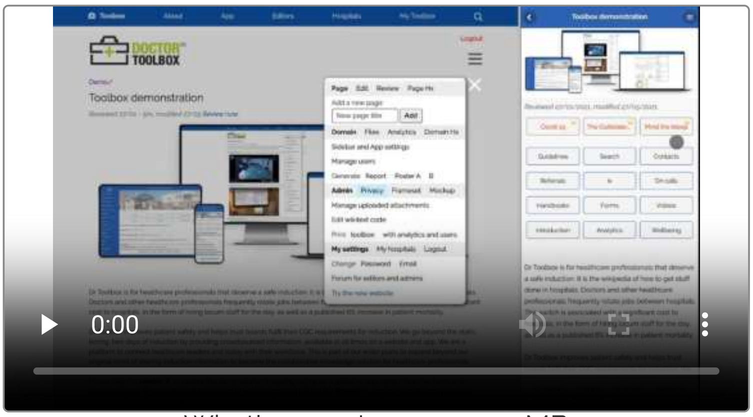
What doctors and educators say 29 MB

What's new, August 2020



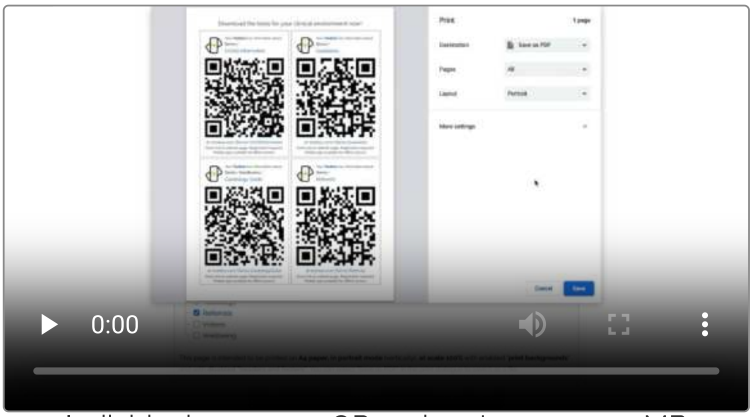
What's new, August 2020 9 MB

What's new, June 2021



What's new, June 2021 15 MB

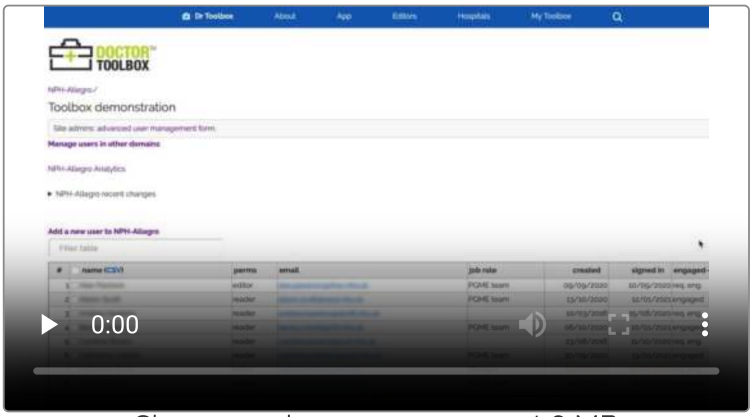
Individual per-page QR codes, June 2021



Individual per-page QR codes, June 2021 11 MB

See also Development changes for updates since August 2020.

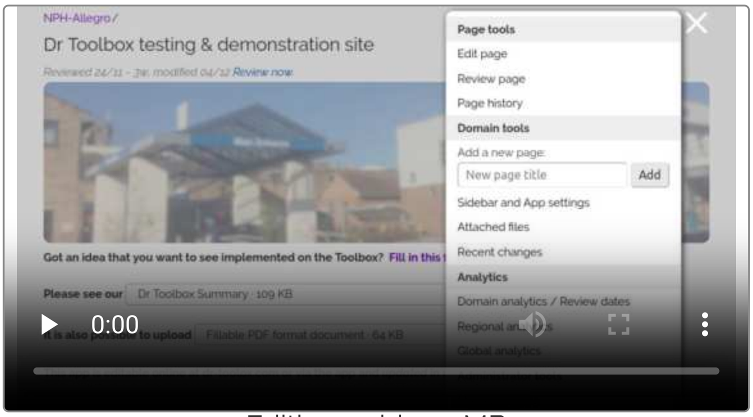
Sign up & sign in guide



Sign up and user management 8 MB

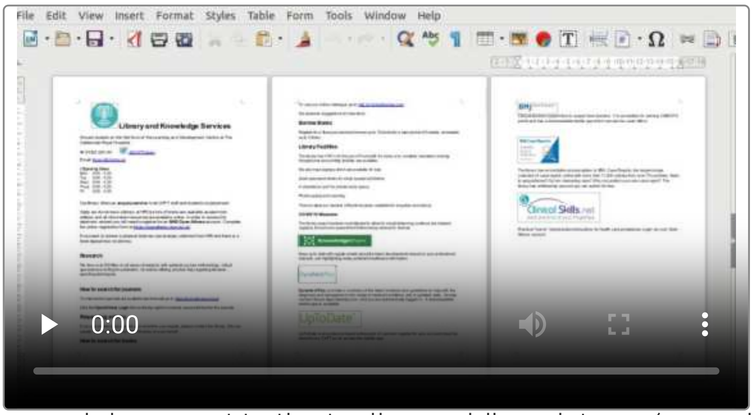
Editing

Editing guide



Editing guide 14 MB

Copying a word document to the toolbox (without audio)



Copying a word document to the toolbox, adding pictures (no audio) 12 MB

Note: since the above demonstration was recorded,

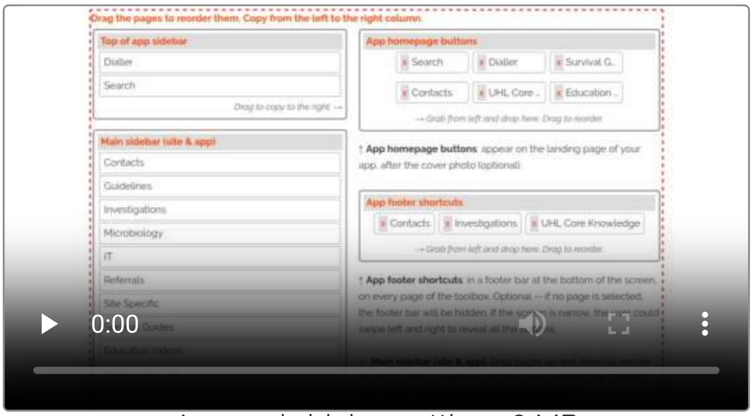
- The "paperclip" button has been replaced with a **menu "Embed"** which offers different embed options, the first one is **"Documents and pictures (upload)"** which works like the paperclip button.
- It has become possible to make "button links" (pictures linking to external resources) by double-clicking on the picture in the visual editor. See animated demonstration below.

App configuration

This video shows how to configure the app homepage buttons and footer shortcuts.

Note that since the video was recorded, we have simplified the user interface:

- The Dialler page was merged with the Contact directory page, so the "Dialler" link has been removed.
- The Search box is now on the homepage, so the "Search link" has been removed.
- Instead of the "homepage buttons", all top-level pages have buttons the homepage. Their order is the same as the order of the sidebar.
- Hence, the 2 top boxes visible on the video have been removed.

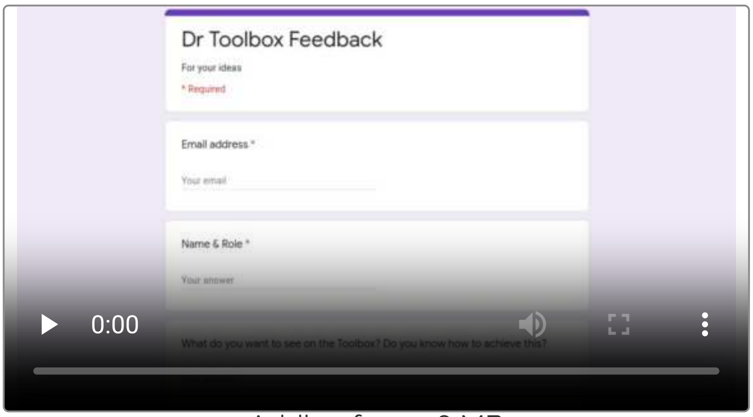


App and sidebar settings 8 MB

Analytics

Analytics 9 MB

Inserting forms



Adding forms 6 MB

See also Using forms.

Archive

Older video available for download:

- 2020 introduction by Dr Will Barker, 9 MB
- 2015 presentation by Dr James Houston, 19 MB

ToolboxSync document management system (DMS)

For the Guidelines module included in the Standard plans, please see Guidelines (standard module).

ToolboxSync DMS is a function that simplifies the management of clinical guidelines and their distribution to healthcare staff.

This service is included in our Enterprise plans. For our other plans, there is an additional fee reflecting the additional data management and customer support needed. Our fee is a fraction of what it would cost to commission a guidelines app from scratch and maintain it.

See also: ToolboxSync DMS for editors.

Video presentation from UHP

health-toolbox-sync-webinar-20230609.mp4 · 236 MB

Presentation slides: ToolboxSync-slides.pdf · 1 MB

ToolboxSync: a lightweight document management system

As healthcare organisations continue to generate a growing volume of documents and clinical guidelines, finding an efficient and user-friendly way to manage them is becoming increasingly important. Enter **ToolboxSync**, a flexible and easy to use **document management system** that streamlines the process of **organising, sharing, and accessing important files**.

With ToolboxSync, your teams can continue using their existing writing tools and templates without having to learn a new software or change their workflows. This means they're immediately operational and avoids disruption. ToolboxSync makes it easy to find and audit documents with its synchronised shared folder, search function, and expiration date notifications.

One of the key advantages of ToolboxSync is its ability to synchronise a shared folder with a secure website and mobile app, making it easy for staff to access the documents they need from any device, whether they are on the hospital intranet or using their personal computer or mobile device. With a simple search function and a user-friendly interface, ToolboxSync ensures that staff can quickly and easily find the files they need, without wasting time navigating complex folder structures.

ToolboxSync isn't just about convenience – it also offers a range of powerful features designed to help editors and administrators manage their documents more effectively. With support for metadata such as notes and keywords, cross-linking between different folders, attached forms and links to external websites, ToolboxSync makes it easy to keep all your important documents organised and accessible. And with built-in review dates and notifications, you can ensure that all your files are up to date and that staff are alerted when changes are made or documents are due for review.

In summary, ToolboxSync is a powerful and flexible document management system that makes it easy to manage and share important clinical guidelines and documents across your organisation. With support for portable file formats and a user-friendly interface, it can help healthcare organisations looking to streamline their document management processes and improve the efficiency of their staff.

Benefits

We believe there are a number of benefits to using this function.

For all staff:

- **Expedient implementation**: ToolboxSync can be installed and configured quickly on our side, usually in about a week, allowing staff to access their documents in no time.
- **Simple to communicate**: The centralised, up-to-date repository can be easily promoted to staff, and can be especially helpful to locums, rotating trainees, and IMGs. You can print posters with QR codes to let your staff know about your local knowledge base.

For specialty authoring teams and documentation maintainers:

- **Convenience**: Your teams are **immediately operational** as they can keep using the writing tools and templates they are used to, no need to learn a new software and to change their workflows.
- **Layout preservation**: The exported PDF format preserves the layout, graphics and fonts in the documents, which appear similarly on all devices and computers.
- **Flexible expiry dates**: You can have flexible expiry dates per document, with colour codes in the listings, and filterable per status. You can select to hide expired documents from users, or to display them with a red date or bullet.
- **Adaptive display in the app**: In addition to the large common listing with all files, departments/specialties can have dedicated listings.
- **Additional information**: In addition to the PDF documents, the specialty sections can include external links, notes and keywords, cross-links between folders, and attached forms.

For managers and auditors:

- **Automation**: A daily automated function synchronises the shared folder with the toolbox website and app, no need to upload, update, categorise, date and tag the files manually. This reduces the risk for staff accessing obsolete documents.
- **Consolidated repository**: Minimises the chance multiple versions of a document being used, or multiple storage options differing between Service lines and Care groups, and risking incorrect treatment being undertaken. Staff should be able to quickly locate the latest approved critical information when required for clinical decision making.

- **Easy access for auditing**: Having all guidelines and protocols in a shared folder makes it easy to find them and to audit them.
- **Spreadsheet export**: You can export a CSV spreadsheet with the status and expiry dates of all files.
- **Notifications**: The software can email monthly notifications, indicating the documents that are expired or soon due for review.
- **Secure access**: You can choose how much to restrict user accounts creation, whether to review and approve access requests, and you can bulk-upload user accounts.
- **Other tools**: You can use the other tools in your Toolbox, for example detection of duplicate files, creation of posters and QR codes, review of usage statistics, page popularity, and search trends.

For regular users from the staff:

- **Improved accessibility**: With the online platform, staff can access the documents from any device with an internet connection, including personal devices. This can improve productivity and flexibility, allowing staff to have the information they need in their pocket and access it on-the-go.
- **Hassle-free access**: With the Autologin function, staff can access the documents directly from the intranet, without having to sign in with a username and password.
- **Searching/filtering**: Users can find documents by title, by section/specialty, and by status, and search within the file content.
- **Offline access**: The Toolbox app can store PDF files for offline access and has a basic PDF viewer. Opening a file adds it to the offline storage for the user, until it is removed or replaced in the shared folder. Users can also choose to download all files in selected pages or sections.
- **Optimised files**: We are optimising most PDF files for smaller file size and faster loading on mobile devices. In our observation, the optimised files are 45% smaller on average (sample of 1100 clinical guidelines from UHP).

What we expect from you

Your trust has a number of documents (guidelines and protocols), that need to be shared with junior doctors and other healthcare professionals from your trust, via the Toolbox app and website.

1. All documents are created and updated by your specialty teams.
2. The documents are all exported to the PDF format.
3. There is one shared folder/directory/drive on your local network, where all *current* PDF guidelines can be found.
4. Someone from your trust can coordinate with the people who maintain the documents and make sure the PDF exports are in the shared folder, in their specialty subfolder, and up-to-date.
5. Someone from the IT department can help/advise with the initial configuration.

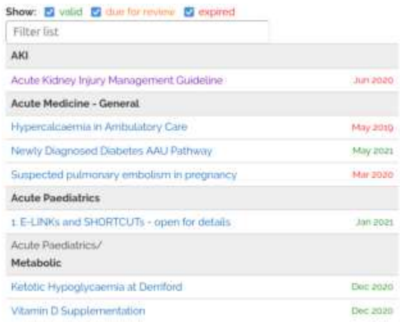
Guidelines directory (main folder structure)

This is the main directory or folder that will hold all your documents in a sub-tree of folders. Its structure will be mirrored on the Toolbox, where every folder will become a section in your Guidelines page. Every PDF file will become a link in that page.

- The shared folder has subfolders per specialty and/or per section, for example "Maternity", "Surgery" or "Accident and Emergency".

- The PDF files are in their respective specialty subfolders.
- The name of every PDF file is the title of the document. For example, a file named "*Antenatal Screening Guideline Apr 2023.pdf*" will appear on the Toolbox app as "*Antenatal Screening Guideline Apr 2023*".

Here is an example of the user interface on the website and in the app:



Further reading

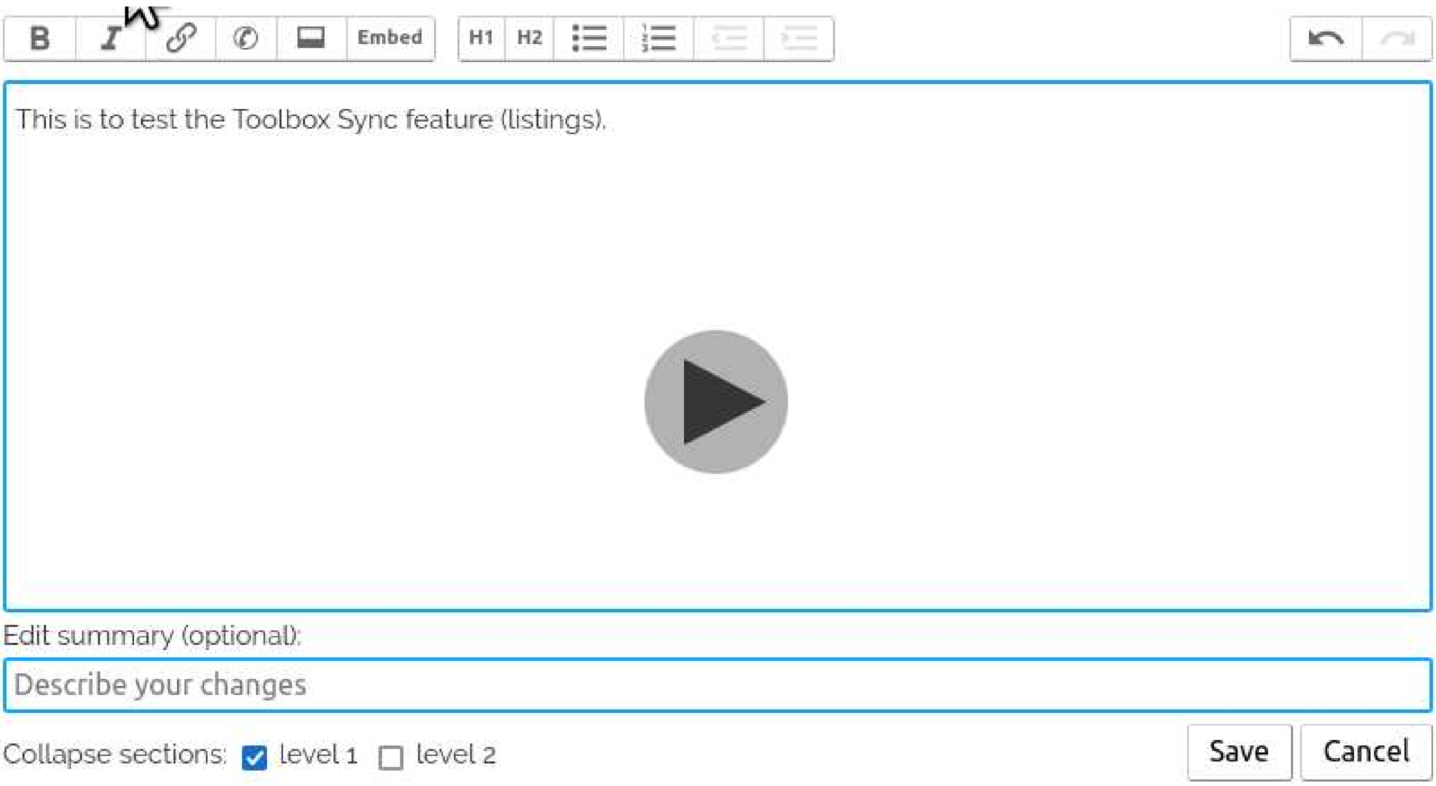
- For the user interface for editors / administrators, please see ToolboxSync DMS for editors.
- Please contact us at support@dr-toolbox.com for the documentation about installing and configuring ToolboxSync.
- If you have any questions or wish to meet with us in a video call for a demonstration, please contact the support team.
- This service has received very positive feedback and we would be happy to share it, or refer you to existing clients.

ToolboxSync for editors

Here are some annotated screenshots of the website interface for organizing the ToolboxSync DMS listings. These functions are accessible to editors and administrators of the toolbox.

Adding a folder listing to a page

You can do this yourselves, or contact the support team who can configure it for you. In the "Embed" menu, select "Guidelines from the shared folder", then from the drop-down tree click on the folder to add. A placeholder will be inserted in the page, and after you save it, the full folder listing, with a search box, files and subfolders, will appear in the page.

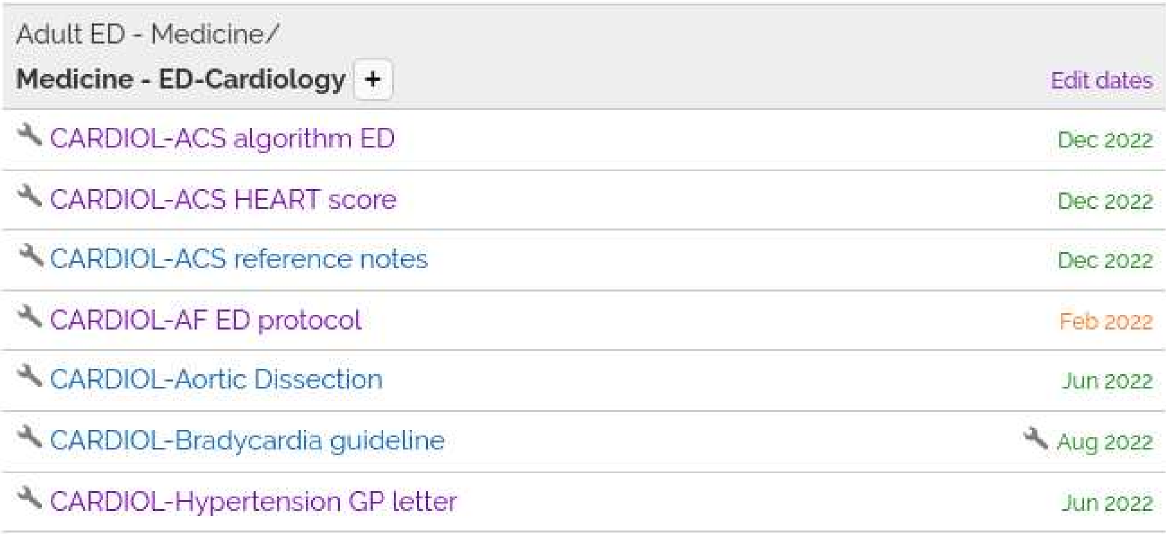


Embed a shared folder in the visual editor

This is the basic function; if you require something more elaborate, do not hesitate to contact the support team.

Listing (interface for editors)

This listing appears while viewing the page, not while editing.



Configure expiry dates

You can easily preview one or more documents and set their expiry dates. The expiry dates show only the month and the year, and a document is considered expiring at the end of that month. Selected people can get email notifications from the toolbox about documents due for review or expired.

Shared folder - filenames

In the shared folder on your Trust network, you can simply rename the files to include an expiry suffix like **-exp0325** for a document that expires end of March 2025.

For example, a file named "ACS Heart Score**-exp1222**.pdf" will show the title as "ACS Heart Score" and the expiry date as "(end of) December 2022". A file is marked as expired after the end of the month, and will be shown with a red bullet or a red date, or may be hidden, in this case starting January 1st 2023.

Adding the expiry date suffix on the filenames in the shared folder takes a little effort (once per document, which is updated every few years). The benefit is twofold:

- For the Toolbox listings, you can filter the files and get notifications.
- The person or people who maintain the shared folder in the trust can see the expiry dates even without opening the files.

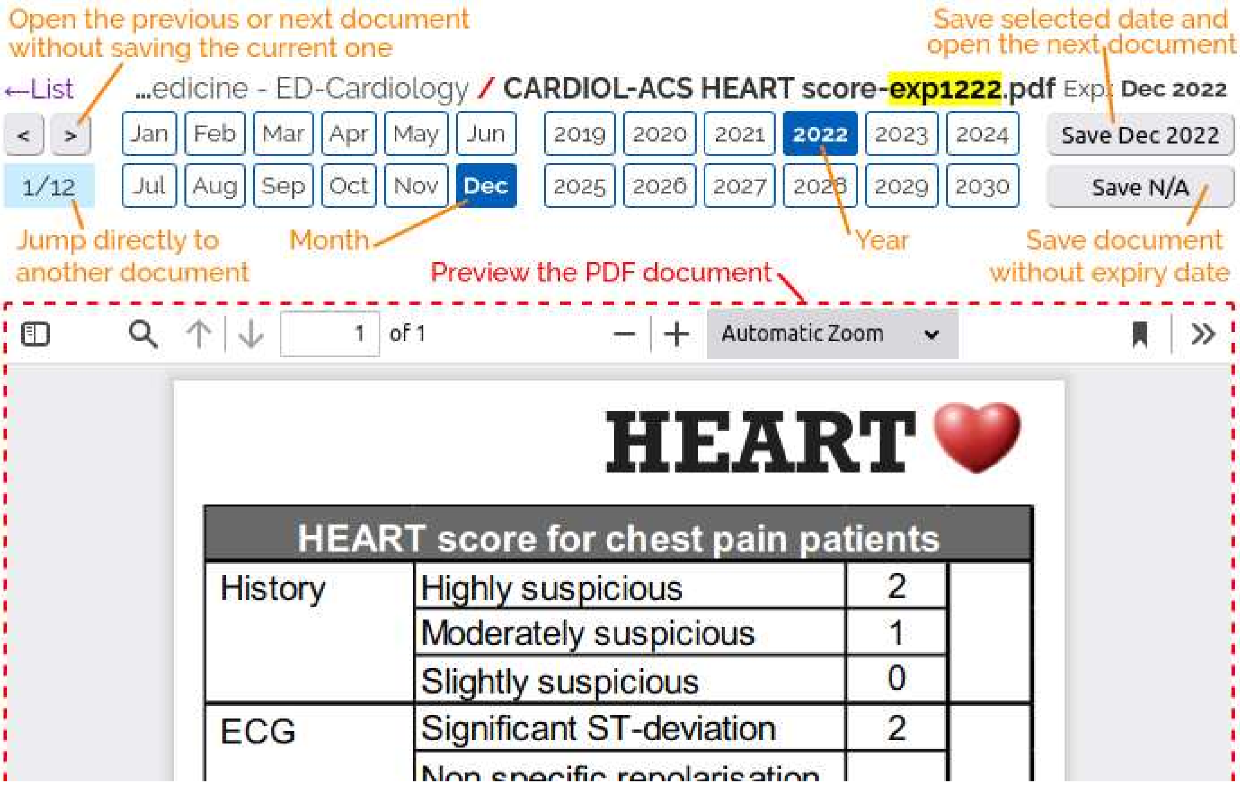
Toolbox interface

The toolbox has an interface to quickly tag the expiry dates while previewing the files. It may be easier/faster to use for many files than renaming them in the shared folder. Dating a file in the toolbox overrides a date suffix in its filename.

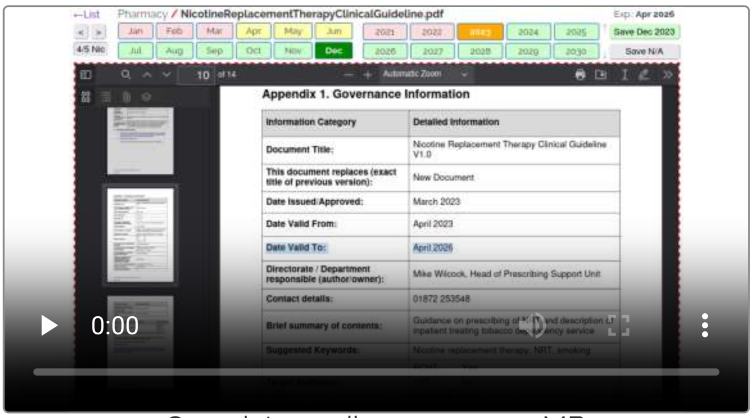
1. Click on the date or "N/A" or "?" at the right of the item line (for one file), or on the link "Edit dates" at the right of the folder line (for all files from a folder).

2. Click on the **month** and **year**, then on the button "**Save [month year]**".

- If the document doesn't have or need an expiry date, press the "**Save N/A**" button.



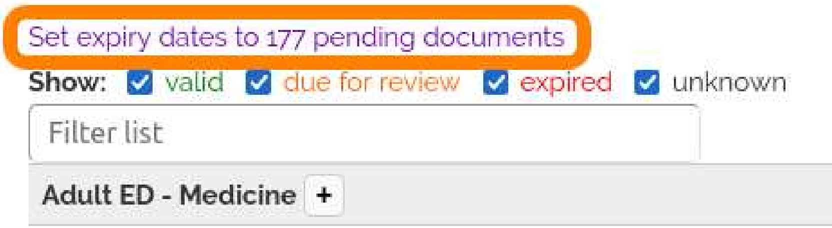
Video:



Syncdate-april-2023.mp4 · 2 MB

All documents that do not have an expiry date

When there are documents which do not have an expiry date set, editors will see a link before the listing like "Set expiry dates to 177 pending documents".



Click on the link to launch the interface for setting the dates. The interface is the same as the one for all files in a folder, but only shows files without expiry dates, and from all folders.

Tips and tricks

If you make a mistake tagging a file, click on the [<] button near the top right to reopen the previous file and simply re-tag it.

With the Firefox browser, a sidebar with thumbnails of the pages will open automatically - so you can quickly scroll to a different page. On Edge and Chrome browsers you can press the first icon at the top left of the frame to open the sidebar.

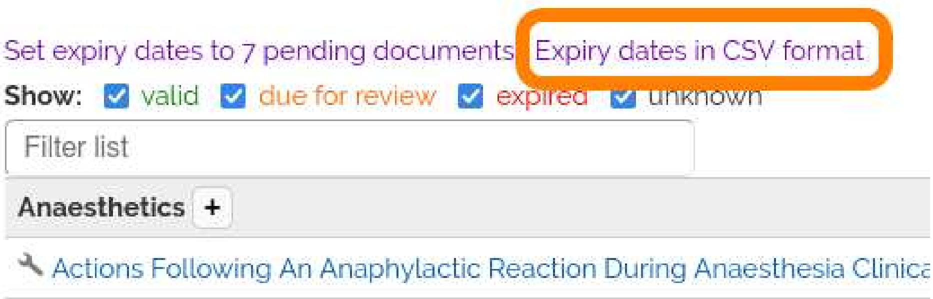
There are 2 shortcuts for faster tagging:

1. Press and hold down the Ctrl key on your keyboard then click on a month or a year to immediately tag the file without the need to press on the [Save Month Year] button.
2. Middle-click on a month or a year to immediately tag the file without the need to press on the [Save Month Year] button.

While tagging many files, if you have the option to rotate your screen vertically (in portrait orientation), it may be easier and more comfortable to show a full page.

Export all expiry dates as a CSV spreadsheet

Above the listing, click on the link "Expiry dates in CSV format". The file can be imported in your spreadsheet software and will list all PDF files with their expiry date, last modification date, status and folder path.



At the top, there is a summary of the numbers of files and percentages of the different statuses.

The columns are 'Status', 'Expires', 'Modified', 'Folder', 'File name', and 'Notes' (when applicable).

The "**Expires**" column may be a date, then it is the last day of the month.

- If the status is "**evergreen**" then the reviewer selected "Not applicable", as in, this document doesn't expire.

- If the status is "**unknown**" then an expiry date has not been set - the reviewer may have been unable to find an expiry date, or a the date was too far in the past.
- If the status is "**due**", the expiry date is within 3 months.
- If the status is "**valid**", the expiry date is further than 3 months in the future.
- This only includes PDF documents, not external links or cross-links.

The "**Modified**" column lists the last modification date of the PDF file (in our records).

The rows are ordered alphabetically by folder path, then by filename, but you can use the "Data sort" spreadsheet function to order them by a different column. Or let us know and we can pre-order them by expiry date for example.

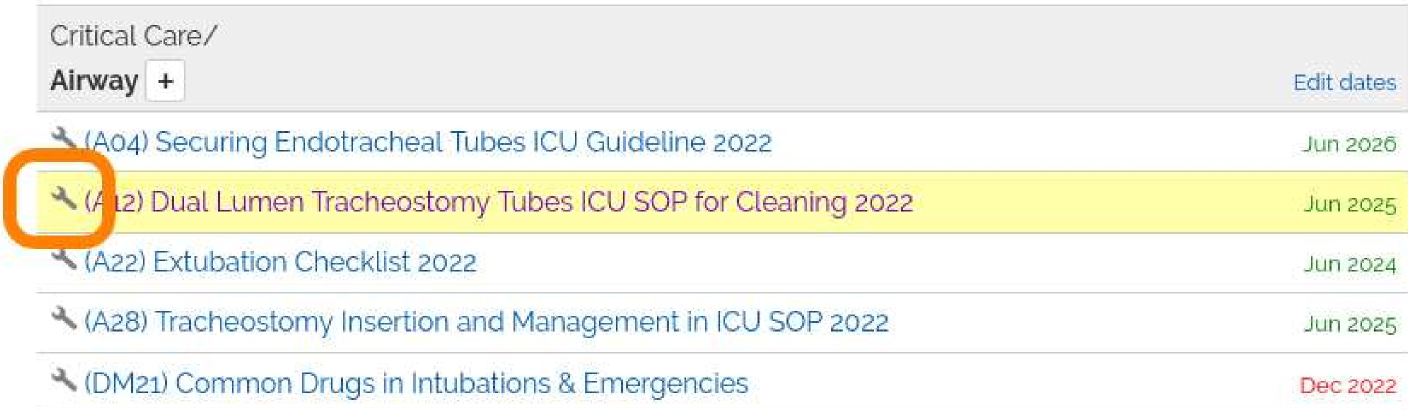
Receive monthly email notifications

We can automatically email you the CSV export above on the first date of every month.

Please contact the support team to have this function enabled on your Toolbox.

Configure document properties (titles, notes, keywords)

A. Click on the small Wrench icon before the file name.



B. You can preview the file (at the bottom of the page) and edit the document properties:

- title (the caption in the listings),
- check the "Star" checkbox to place the document before the others in the folder listing
- add some plain text notes about the document, shown in the listings
- add some keywords (not shown in listings but found when searching/filtering); you can click on the "cloud" buttons to add or remove keywords found in the file content.

Folder: Critical Care/Airway

Document: (A12) Dual Lumen Tracheostomy Tubes ICU SOP for Cleaning 2022.pdf

Title:

(A12) Dual Lumen Tracheostomy Tubes ICU SOP for Cleaning 2022

1

☑ ★ Star the document and promote it to the top of the folder list

▾ Notes and keywords

Notes:

Notes

2

Keywords (not shown but found when searching):

Keywords/variants

3

These have been extracted from the document. Click on those you wish to add.

a12 ampoule apron assistant blockage breathing cannula catheter clean Cle
critical depending desired difficulty dispose distress dry dual ensure equipm
exchange explain frequent gain galipot gas gauze gently gloves goggles han
hypo icu indications intensive june lead lumen maximise mini minimum
nurse nurses outcome passing patent patient's physiotherapist place
prevention procedure purpose registered remove requirement respi
secretions shift sign sop spare sterile student suction supervision swab
sweaty tachycardia tracheostomy tube tubes ventilation wash water

3a

Cross-link into: No, just edit in-place

Save or cancel and return to page

4

1 of 2 — + Automatic Zoom

NHS Trust

Intensive Care

(A12) Dual Lumen Tracheostomy Tubes, ICU SOP for Cleaning

1. Purpose

To ensure the patient has a patent inner cannula.

2. Desired Outcome

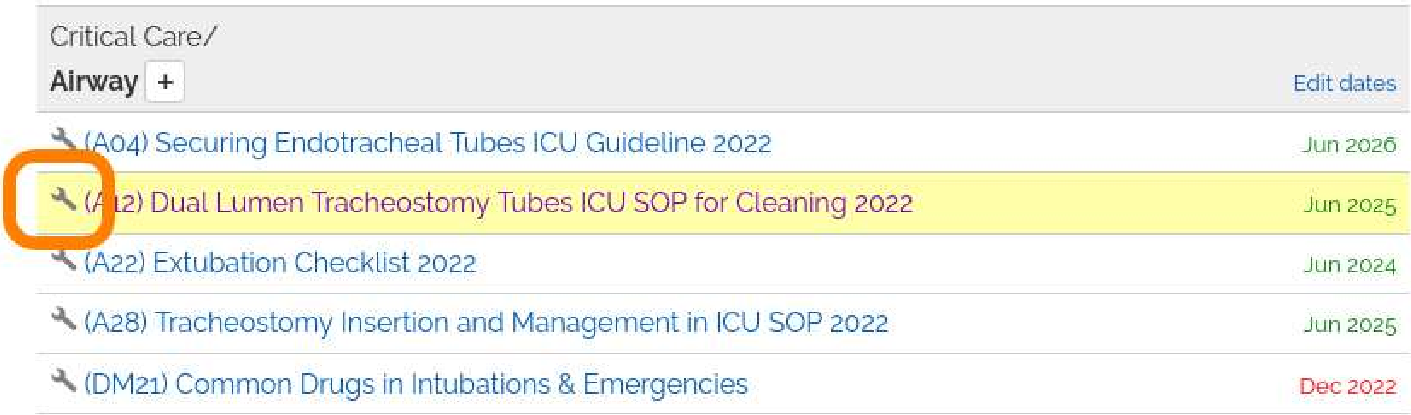
Prevention of blockage of the tracheostomy tube with dry secretions.

C. Press Save to save the changes.

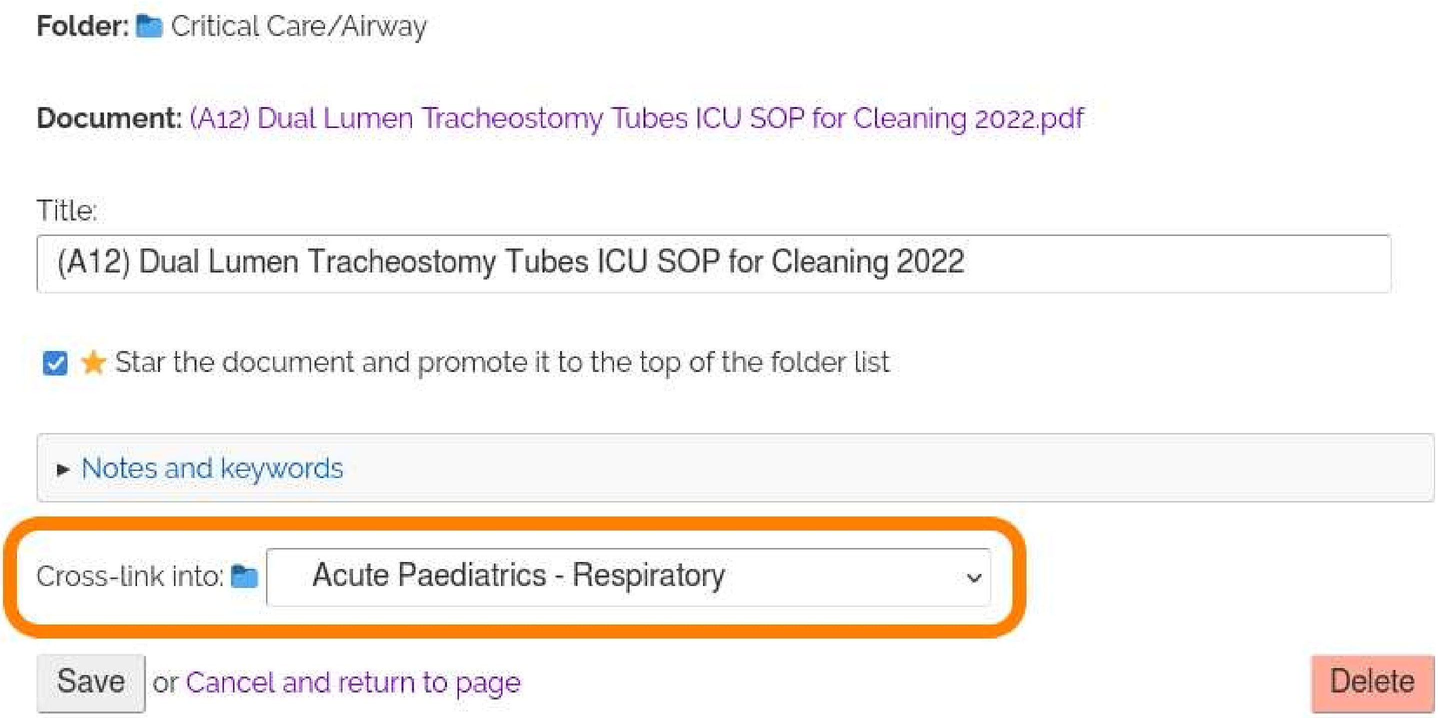
D. Press Delete to delete the entry.
Note: documents in the shared folder cannot be deleted here (only the custom title, star, and notes are deleted), you need to remove the shared documents from the folder itself. This button deletes items that are external links or other attachments.

Cross-linking to a file in another shared folder

1. From the listing, locate your PDF document that needs to be cross-linked, and click on the tiny "wrench" icon.



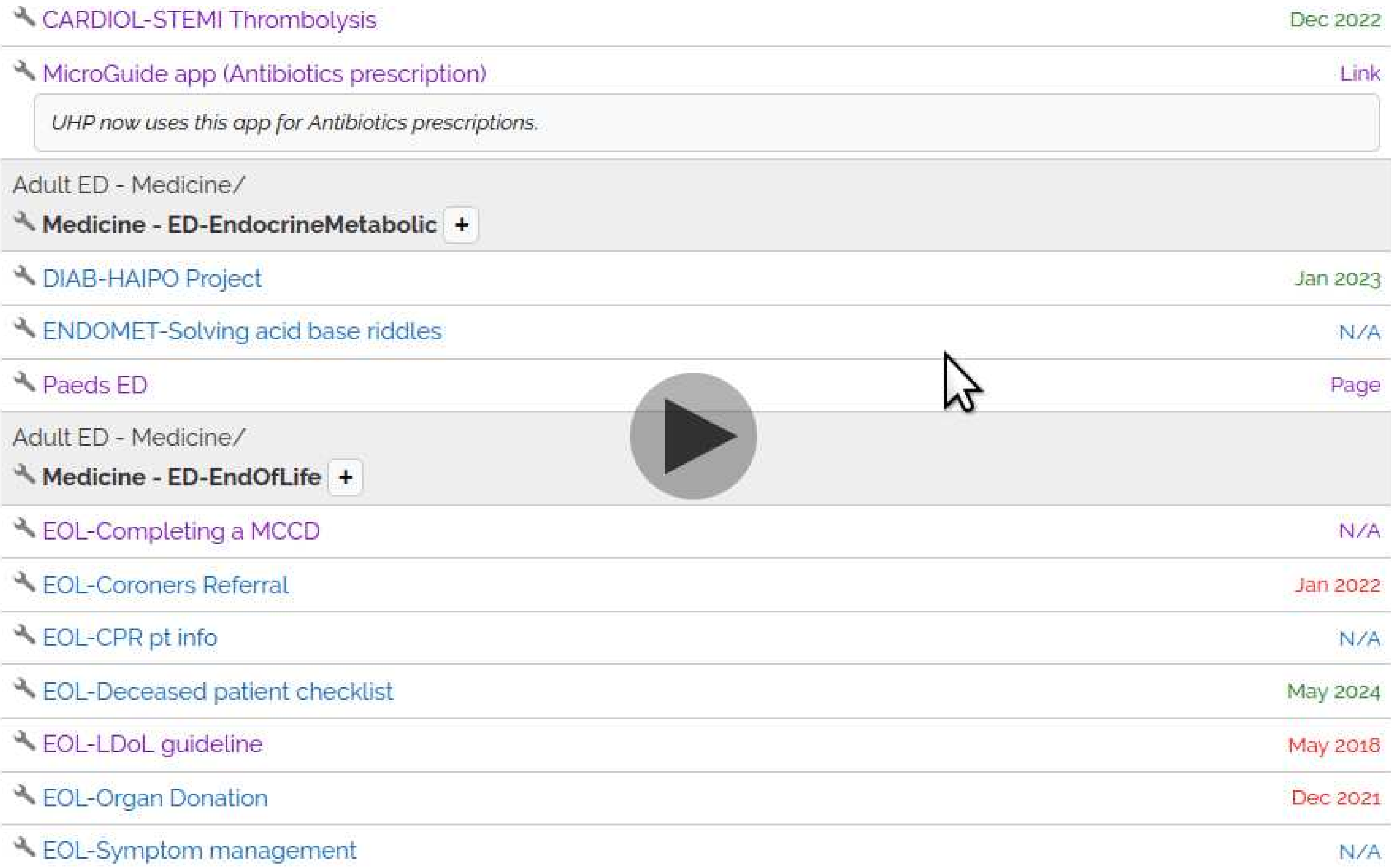
2. In the form, you can edit the document title and other properties, then from the "Cross-link" drop-down select the target folder where to cross-link the current file.



3. Press [Save]. A cross-link to the current file will be added to that folder, with the title and other properties filled above. The properties of the actual file will not be modified.

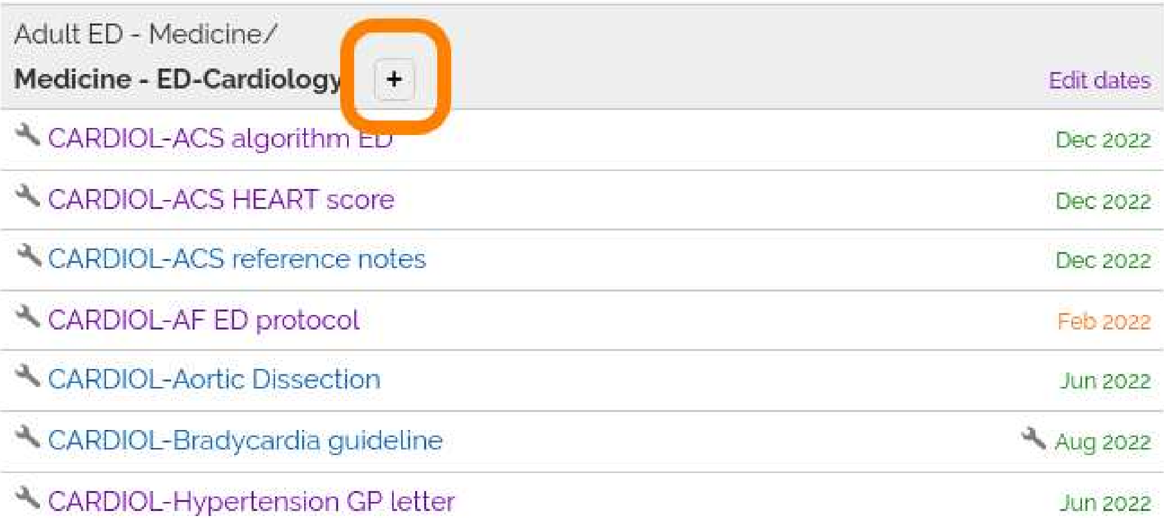
Attach new items to a folder

Animated demonstration:

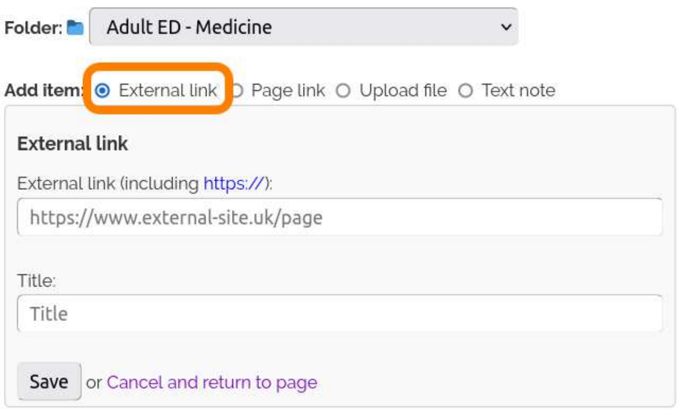


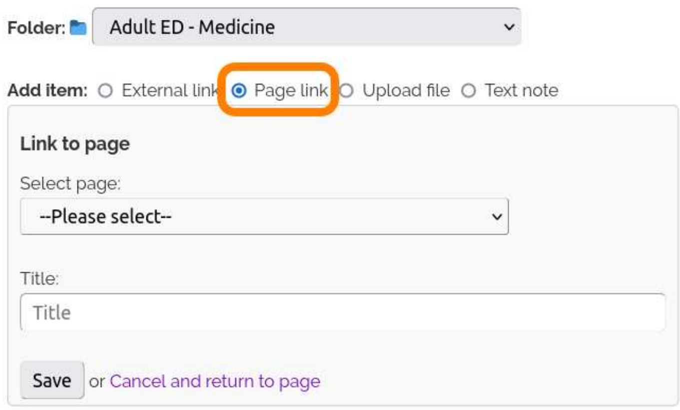
Animated demonstration

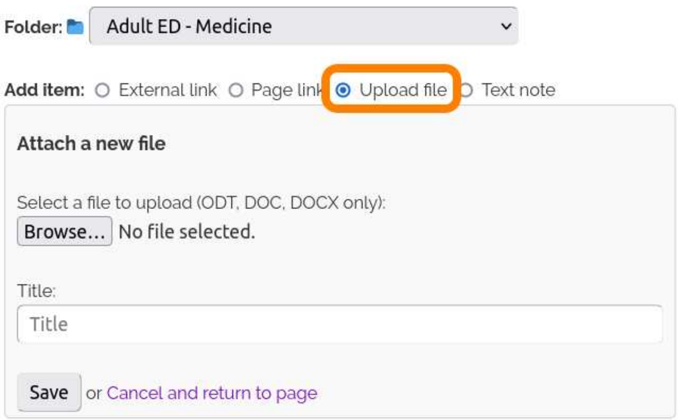
1. Click on the "[+]" plus button next to a folder name.

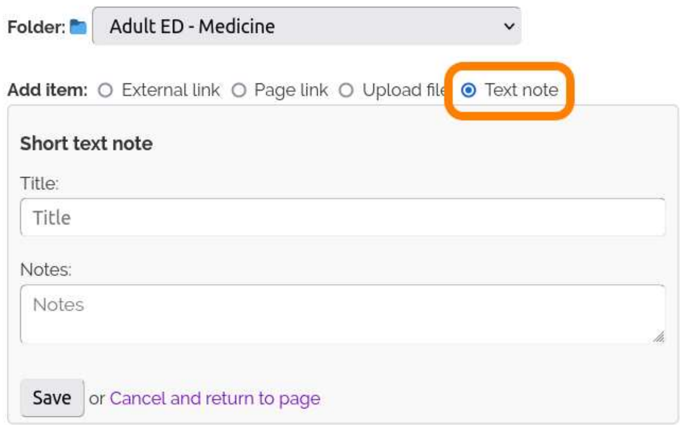


2. Select the item type (external link, internal page link, file attachment, or a plain text note), then fill the form and press Save.









Combining several shared folders in one common list

Please contact our support team who can configure this for you.

Troubleshooting

Synchronising the app with the website

Check that the device is online -- either mobile data or WiFi need to be enabled and connected. The app checks for updates every few minutes (if the device is online).

If the device is not online, the app shows the previously downloaded content.

To force an update the person can tap at the bottom of the sidebar to "Help-Settings-Logout" then at the bottom "Logout-Reload App" then tap on "Update/Refresh content" -- this will launch the download of the latest content (if it is not already on the device).

Lastly, the device may be connected to some network but the world wide web may be unreachable. To eliminate this possibility one should succeed loading dr-toolbox.com in a web browser (Safari, Firefox, Chrome).

Pricing

Whatever your Hospital's needs, there is a plan for you

We understand that offering your staff something they expect shouldn't have to cost you the earth. That is why our fee structure is dependent on the size and needs of your Hospital.

To find out more on pricing contact us:
Email: support@dr-toolbox.com

Total cost includes:

- In-depth implementation tailored to your hospital.
- Video planning meeting to help you get the best from Toolbox.
- Bespoke electronic marketing materials you can use to promote Toolbox to your staff.
- Access to our administrators' forum.
- Ongoing operational support from our technical team.
- Platform functionality on website, iPhone and Android devices.
- Performance reporting.

Our plans

Plans:
- **Practice**: Small section allowing to test toolbox features.
- **Standard**: Regular plan, adapted for small to medium organisations.
- **Enterprise**: Advanced features for enterprise level support.
- **Custom**: Our software is highly flexible and can be tailored to the size and needs of your organisation. Please contact us if you have different needs and would like a customised quote.

Features Plan:	Practice	Standard	Enterprise
Pricing, GBP/year*	1500	2950	7950

Compatible with recent Android and iOS mobile phones and tablets ✅

Configurable sidebar, landing page buttons, shortcut footer bar

Page content and pictures are stored on the device for offline access

Shared UK content section with links, recommendations, podcasts

Content is updated from the server daily (when the device is online)

Contacts directory + Extension dialler

Calendars with "subscribe" option ✅

Welcome page with QR code ✅

Initial set of template pages adapted for your organisation

Custom cover photo

Tree-like structure of pages and subpages

Multiple domains Option

All recent edits and uploads can be reviewed

Configurable sidebar

Assistance with importing existing content Option Option

Page review dates, reviewers, maintainers, list pages due for review

Full page revision history is saved, can be reviewed and restored

Visual editor (bold, italic, headings, lists, hyperlinks, telephone/bleep links)

Collapsible page sections, configurable per page

In-page search box for large pages

Comments from readers for improving the pages

Embed attachments (pictures, documents)

Embed maps from OpenStreetMap

Embed videos from YouTube, Vimeo, TED, playable in the page, or linked

Embed videos locally

Pictures, photos, graphics

Various office document formats

PDF documents optimized for loading on mobile devices

Video files embedded locally

File sise limits, per file, megabytes 130 MB 130 MB 130 MB

Reach support to upload larger files

Contacts directory / address book (telephone/extension numbers with direct dial, fax/bleep numbers, clickable emails & URLs, notes; searchable; categories)

Import large numbers of contacts

Telephone prefixes (short extension numbers in pages, dial the full number)

Embed contact categories into other pages, with automatic updates

Embedded shared calendars with subscription (Google, Outlook)

Guidelines (standard module, manual upload/tag/update), review dates, maintainers

GuidelinesSync DMS (advanced module, automated synchronisation and notification) Option Option

Audio podcast feeds (updated daily; users can listen from the page) Option Option

News / blog feeds of interest to local audience (updated daily) Option Option

Delegate roles (administrators, editors, readers)

User management (add, approve, remove users, editors, bulk-import)

Analytics, monthly performance, charts, tables, CSV export, PDF export ✅

Email all or selected editors or users	✅		
Certificates for lead editors			
Custom posters for your toolbox with screenshots and QR codes (PDF export)			
Custom summary reports with screenshots (PDF export)			
Per-page deep-link QR codes (PDF export)			
Data transfers are protected using industry standard encryption			
Minimal personal information collected for accountability and troubleshooting			
Local analytics functions, no external tracking, no persistent cookies			
External interactive resources (videos, maps, calendars) loaded only after user request			
Cyber Essentials and GDPR compliant			
Daily backups of information			
IG/DPIA pass with all clients who requested it so far		N/A	
Documentation: FAQ, Help centre, Video guides			
Forum for administrators and editors			
Restore old revisions of pages			
Restore deleted pages	Option	Option	
Custom configuration by technical team (styles, colours, modules, website and app)	Option	Option	
Workgroups (video conferences, demos, training, Q&A)	Yearly	Yearly	Quarterly
Technical support via email	8am-8pm Mo-Fr	8am-8pm Mo-Fr	Priority 365 d/y
Technical support via phone, 365 d/y	Option	Option	✅
Pricing, GBP/year*	**1500**	**2950**	**7950**

* *Valid for 31 days starting 04 August 2023, or until 03 September 2023 inclusive.*

Get in touch

Sound good?

If you are a doctor, an educator or an administrator, and want to find out more about setting up Toolbox at your hospital click here to start:
Create a new toolbox

See also: Frequently asked questions and other pages in the Help centre.

Map

If you're looking for the documentation on adding maps to your toolbox, see How to embed maps.

Contact us to create a new toolbox and add your hospital to the map.

Privacy policy & Terms of use

Health Toolbox is intended as a platform to help improve the efficiency of junior doctors and other healthcare professionals by helping speed up non-clinical tasks and to improve patient safety by helping make requesting referrals and investigations easier.

Privacy Policy

Introduction

Dr Toolbox ("We") is committed to protecting and respecting your privacy. This policy (together with our Terms of Use and any other documents referred to on it) sets out the basis on which any personal data we collect from you, or that you provide to us, will be processed by us. Please read the following carefully to understand our views and practices regarding your personal data and how we will treat it. By visiting dr-toolbox.com you are accepting and consenting to the practices described in this policy.

General Data Protection Regulation (GDPR)

We are committed to the principles inherent in the GDPR and comply with it. We aim to ensure:

- transparency with regard to the use of data
- that any processing is lawful, fair, transparent and necessary for a specific purpose
- that the data is accurate, kept up to date and removed when no longer necessary
- that the data is kept safely and securely.

For the purpose of the The General Data Protection Regulation (GDPR) (EU) 2016/679, the Company's Data Protection Officer is Will Barker, support@dr-toolbox.com.

Information we may collect from you

We may collect and process the following data about you:

- Personal information which you give us, as defined in the GDPR: your name. We do not enforce or verify your name (you can type any name and change it). It is used to identify your contributions and activity on the platform, and to let other users and administrators recognize you easily. The name you type may be visible to the administration or education team in your trust, and to other people using Dr Toolbox in your trust.
- Personal information, as defined in the GDPR, which we receive automatically with queries from your browser/device: the request URL and timestamp, the "User-Agent" string with the browser/device version, and the Internet Protocol (IP) address of your connection. We store this information and may use it for statistics, troubleshooting and security purposes. Unless we have a legal obligation, we do not share this information. Without identifying individual users, we may provide the editors and administrators from your trust with usage statistics like total number of users or page hits in a given month.
- We do not store your passwords. We only store one-way cryptographic hashes that can prove that you know your password. In the current state of technology, it is impossible to calculate or guess a password from its hash.
- Professional information, not covered by the GDPR, which you give us: your professional e-mail address, your job role and your specialty. The professional e-mail address is used as an identifier for the website and app, and it is verified

when the account is created. The job role and the specialty are not verified or enforced. This information may be visible to the administration or education team in your trust, and to other people using Dr Toolbox in your trust.
- The mobile apps and the website do not collect other personal information from your device. Unlike other apps, we do not access the contacts or address book on your device, your e-mails, or your geographic location.

Cookies

Our website uses session cookies to distinguish you from other users of our website. This helps us to provide you with a good experience when you browse our website and also allows us to improve our site. For detailed information on the cookies we use and the purposes for which we use them see our Cookie policy.
You can logout to delete the session cookie.

Uses made of the information

We use information held about you in the following ways...
Information you give to us. We will use this information:

- to carry out our obligations arising from any contracts entered into between you and us and to provide you with the information, products and services that you request from us;
- to provide you with information about other goods and services we offer that are similar to those that you have already purchased or enquired about;
- to notify you about changes to our service;
- to ensure that content from our site is presented in the most effective manner for you and for your computer.

Information we collect about you. We will use this information:

- to administer our site and for internal operations, including troubleshooting, data analysis, testing, research, statistical and survey purposes;
- to improve our site to ensure that content is presented in the most effective manner for you and for your computer;
- to allow you to participate in interactive features of our service, when you choose to do so;
- as part of our efforts to keep our site safe and secure;
- to measure or understand the effectiveness of advertising we serve to you and others, and to deliver relevant advertising to you;
- to make suggestions and recommendations to you and other users of our site about goods or services that may interest you or them.
- Information we receive from other sources. We may combine this information with information you give to us and information we collect about you. We may us this information and the combined information for the purposes set out above (depending on the types of information we receive).

Disclosure of your information

We may share your information with selected third parties including:
- Business partners, suppliers and sub-contractors for the performance of any contract we enter into with them or you.

We may disclose your personal information to third parties:
- In the event that we sell or buy any business or assets, in which case we may disclose your personal data to the prospective seller or buyer of such business or assets.
- If Dr Toolbox Ltd or substantially all of its assets are acquired by a third party, in which case personal data held by it about its customers will be one of the transferred assets.
- If we are under a duty to disclose or share your personal data in order to comply with any legal obligation, or in order to enforce or apply our Terms of Use and other agreements; or to protect the rights, property, or safety of Dr Toolbox Ltd, our customers, or others.

Where we store your personal data

The data that we collect from you may be transferred to, and stored at, a destination in the European Economic Area ("EEA"). It may also be processed by staff operating in the EEA who work for us or for one of our suppliers. Such staff maybe engaged in, among other things the provision of support services. By submitting your personal data, you agree to this transfer, storing or processing. We will take all steps reasonably necessary to ensure that your data is treated securely and in accordance with this privacy policy and in full compliance with the General Data Protection Regulation (GDPR)..

All information you provide to us is stored securely and data transfers will be encrypted using SSL technology. Where we have given you (or where you have chosen) a password to access certain parts of our site, you are responsible for keeping this password confidential. Once we have received your information, we will use strict procedures and security features to try to prevent unauthorised access.

Your rights

You have the right to ask us not to process your personal data for marketing purposes. We will usually inform you (before collecting your data) if we intend to use your data for such purposes or if we intend to disclose your information to any third party for such purposes. You can exercise the right at any time by contacting us at support@dr-toolbox.com. Our site may, from time to time, contain links to and from the websites of our partner networks, advertisers and affiliates. If you follow a link to any of these websites, please note that these websites have their own privacy policies and that we do not accept any responsibility or liability for these policies. Please check these policies before you submit any personal data to these websites.

Access to information

If you want to know what personal data we have about you, you can ask us for details of that personal data and for a copy of it (where any such personal data is held). This is known as a “subject access request”.

All subject access requests should be made in writing and sent to our email or postal addresses. There is not normally any charge for a subject access request. If your request is ‘manifestly unfounded or excessive’ (for example, if you make repetitive requests) a fee may be charged to cover our administrative costs in responding.

We will try to respond to your subject access request within 2 weeks and, in any case, not more than one month of receiving it. Normally, we aim to provide a complete response, including a copy of your personal data within that time. In some cases, however, particularly if your request is more complex, more time may be required up to a maximum of three months from the date we receive your request. You will be kept fully informed of our progress.

Changes to our Privacy Policy

Any changes we may make to our privacy policy in the future will be posted on this page. Please check back frequently to see any updates or changes to our privacy policy.

Contact

Questions, comments and requests regarding this privacy policy are welcomed and should be addressed to support@dr-toolbox.com.

Terms of Use

Introduction

These terms of use (together with the documents referred to in it) sets out the terms of use on which you may access and use Dr Toolbox as a registered user or editor (user) (Dr Toolbox Terms). Use of Dr Toolbox includes accessing, browsing and registering to use Dr Toolbox as a user or editor.

By using Dr Toolbox you signify your agreement to the Dr Toolbox Terms and other additional terms as set out below. Please read all sets of terms carefully. We reserve the right to add, delete or otherwise modify portions at any time, so please check it regularly.

The Dr Toolbox Terms refer to our Privacy Policy and Cookie Policy which also apply to your use of Dr Toolbox. These terms set out the terms on which we process any personal data we collect from you, or that you provide to us. By using Dr Toolbox, you consent to such processing and you warrant that all data provided by you is accurate.

Information about us

For more information about the project click here.

Changes to Dr Toolbox

We may update Dr Toolbox from time to time, and may change the content at any time. However, please note that any of the content on Dr Toolbox may be out of date at any given time, and we are under no obligation to update it. We do not guarantee that Dr Toolbox, or any content on it, will be free from errors or omissions.

Registering and accessing Dr Toolbox

Dr Toolbox is made available free of charge to registered users and editors.
You agree to provide accurate, current and complete information about yourself when registering to use the Dr Toolbox and to maintain and promptly update information which becomes out of date. You agree to treat your username, password or any other piece of information as part of our registration procedures as confidential and you agree to not disclose it to a third party.
We have the right to disable any user identification code or password, whether chosen by you or allocated by us, at any time, if in our reasonable opinion you have failed to comply with any of the provisions of these terms of use.

If you know or suspect that anyone other than you knows your user identification code or password, you must promptly notify us at support@dr-toolbox.com.

We do not guarantee that Dr Toolbox, or any content on it, will always be available or be uninterrupted. Access to Dr Toolbox is permitted on a temporary basis, we may suspend, withdraw, discontinue or change all or any part of Dr Toolbox without notice. We will not be liable to you if for any reason Dr Toolbox is unavailable at any time or for any period.

Acceptable Use

All users of Dr Toolbox must comply with the following acceptable use conditions; you must not use Dr Toolbox:

- in any way that is unlawful or fraudulent;
- to send, knowingly receive, upload, download, use or re-use any message, data, information, text or other material to Dr Toolbox (Content) which does not comply with our content standards as detailed in the following section;
- to transmit, or procure the sending of, any unsolicited or unauthorised advertising or promotional material or any other form of similar solicitation (spam); or
- to knowingly transmit, send or upload any Content that contains viruses, Trojan horses, worms, time-bombs, keystroke loggers, spyware, adware or any other harmful programs or similar computer code designed to adversely affect the operation of any computer software or hardware.

Contributions and content standards

Dr Toolbox will always be a work in progress as it is written about topical non-clinical material exclusively by the Editors sometimes with the assistance of registered users, both of which are often junior doctors. We encourage users to make suggestions to the Editors to assist in providing accurate appropriate, up to date information and assist in rectifying errors, bias or duplication (Contribution). Users can make such contributions by contacting the Editors on their details here [insert link to Editors details].
The Editors have the right to deny or remove any Contribution a user makes or has made to Dr Toolbox if, in the Editor's opinion, the Contribution does not comply with our content standards

The below content standards apply to any and all Contributions and to any interactive services associated with it. You acknowledge that all Contributions whether publicly posted or privately transmitted are the responsibility of the person from which such Contributions originated.

You must comply with the spirit of the following standards as well as the letter. The standards apply to each part of any Contribution as well as to its whole. Contributions must be accurate (where they state facts) or genuinely held (where they state opinions).
Contributions must not:
contain any material which is defamatory of any person or obscene, offensive, hateful or inflammatory;

- promote sexually explicit material, violence or discrimination based on race, sex, religion, nationality, disability, sexual orientation or age or any other illegal activity;
- advocate, promote or assist in infringing any copyright, database right or trade mark of any other person or computer misuse; or
- be made in breach of any legal duty owed to a third party, such as a contractual duty or a duty of confidence.

Any Contribution you make to the Dr Toolbox will be considered non-confidential and non-proprietary, and, in accordance with our privacy and cookie policy, we have the right to use, copy, distribute and disclose to third parties any such content so long as our use is for the benefit of the NHS and the UK medical community. We also have the right to disclose your identity to any third party who is claiming that any Contribution by you to the Dr Toolbox constitutes a violation of their intellectual property rights, or of their right to privacy.

Should you consider that any material contributed to the Dr Toolbox by another user violates these Content Standards, please email the Editors.

Contributions to Dr Toolbox may contain links which will allow you to leave the Dr Toolbox. Such external internet sites and the material are not under the control of Dr Toolbox or its Editors, and Dr Toolbox makes no representations and disclaims all liability with respect to such sites and materials.

Intellectual property rights

We are the owner or the licensee of all intellectual property rights in Dr Toolbox, and in the material published on it. Unless otherwise noted, Dr Toolbox, including its content and layout but excluding the Contributions are the exclusive property of Dr Toolbox and may not be used, reproduced, disclosed or distributed, in whole or in part, without the prior written consent of Dr Toolbox, except for personal (non-commercial) display and use. You must not use Dr Toolbox for commercial purposes without obtaining a licence to do so from us.

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Limitation of our liability

The content on Dr Toolbox is provided for general information only. It is for the purposes of assisting junior doctors with non-clinical or administrative tasks and it is not intended to amount to advice on which you should rely. You must obtain professional or specialist advice check with primary sources before taking, or refraining from, any action on the basis of the content on Dr Toolbox. The ultimate responsibility for checking that the information contained therein is correct lies with the clinician performing the administrative task.

Although our Editors will make reasonable efforts to update the information on Dr Toolbox, we make no representations, warranties or guarantees, whether express or implied, that the content on Dr Toolbox is accurate, complete or up-to-date. The views expressed by other users on Dr Toolbox do not represent our views or values.
You agree to indemnify and hold harmless Dr Toolbox from any claim, action demand, loss or damages made or incurred by any third party arising out of or relating to your conduct, your violation of the Dr Toolbox Terms, or your violation of any rights of a third party.

We will not be liable for any direct, indirect or consequential loss or damage (including but not limited to damages for loss of profits, goodwill, use, data or other intangible losses) incurred by any user in connection with Dr Toolbox or in connection with the use of or reliance on, inability to use, or results of the use of this Dr Toolbox, any websites linked to it and any Contributions or materials posted on it, whether caused by tort (including negligence), breach of contract or otherwise. Dr Toolbox is not intended for commercial use and we will not be liable to business users or damages relating thereto.

We will not be liable for any loss or damage caused by a virus, distributed denial-of-service attack, or other technologically harmful material that may infect your computer equipment, computer programs, data or other proprietary material due to your use of Dr Toolbox or to your downloading of any content on it, or on any website linked to it.
Nothing in these terms excludes or limits our liability for death or personal injury arising from our negligence, or our fraud or fraudulent misrepresentation, or any liability which cannot be excluded or limited under applicable law.

Privacy Policy

Please see the section Privacy Policy.

Cookie Policy

A cookie is a small file that can be placed on your device's hard drive or on a website server. Cookies do not retrieve information about you stored on your device and do not corrupt or damage your device or its files.

Most browsers and applications automatically collect cookies but you do not have to accept a cookie, and you can in fact make modifications and not accept cookies. For more information about cookies including how to set your internet browser to reject cookies please go to www.allaboutcookies.org.

This Cookie Policy, Privacy Policy and our End User Licence Agreement (EULA) apply to the Toolbox websites and mobile Application (the "App") (together our "Sites") and by continuing to use Toolbox, you agree to our use of cookies.

Different types of cookies are used for different purposes on our Sites, these are known as: strictly necessary cookies, performance cookies, and functionality cookies. Some cookies may be provided by an external third party to provide additional functionality to our Sites and these are included below.

Strictly necessary cookies

These are cookies that are essential to fulfil an action requested by you, such as identifying you as being logged in. If you prevent these cookies by adjusting your r settings we cannot guarantee how our Sites will perform during your visit.

Performance cookies
These are cookies used to improve our Sites, for example for analytics that let us see how our Sites are used and where to make improvements. These cookies are used to collect information about how visitors use our Sites. The information is collected in an anonymous form and includes the number of visitors, where visitors have come to the Sites from and the pages they visited.

Functionality cookies
These cookies enhance the performance and functionality of our Sites, often as a result of something you're doing as a user. For instance, we may personalise our content for you or remember your preferences.

Managing and Deleting Cookies
If you want to manage cookies, you can do so from your browser. You can find out how to do this by going to the help menu in your browser. Please see www.allaboutcookies.org for further information.

EULA

This end-user licence agreement (EULA) is an agreement between you and Toolbox (Toolbox, us or we) where we will licence the use of the Toolbox mobile application software (including its developments and updates) (App). This EULA expressly incorporates the Toolbox Terms of Use, Privacy Policy and Cookie Policy.

Notwithstanding anything to the contrary stated in Appstore Rules (defined below), these terms apply subject to any rules or policies applied by any appstore provider or operator from whose site you have downloaded the App (Appstore Rules).

We do not sell the App or any related content to you. We remain the owners of the App and related content at all times. This App requires a personal digital assistant ('smart phone').

Important Notice
By downloading the App and clicking the 'Accept' button below, you agree to these terms, the Toolbox Terms of Use (see above), Privacy Policy (see above), and Cookie Policy (see above) (the Toolbox Terms).
We would also like to specifically draw to your attention to the fact that Toolbox is not intended to provide clinical guidelines, patient-sensitive information or subjective views about staff, departments or hospitals. It should not be considered as offering medical or clinical advice and, whilst information contained on Toolbox is reviewed, it is subject to change. Please ensure that you have fully read the Toolbox Terms as you are deemed to accept them.
We may change these terms at any time by notifying you when you next start the App. From time to time updates to the App may be issued. Depending on the update, you may not be able to use the Services until you have downloaded or streamed the latest version of the App and accepted any new terms (if any).
By using the App or any Service, you acknowledge and agree that internet transmissions are never completely private or secure. You understand that any message or information you send using the App or any Service may be read or intercepted by others, even if there is a special notice that a particular transmission is encrypted.

Grant and scope of licence
In consideration of you agreeing to abide by the Toolbox Terms we grant you a non-transferable, non-exclusive licence to use the App on your device. You may download or stream a copy of the App onto your devices and use the App for non-commercial purposes only.
You agree not to copy, rent, lease, modify the App or permit the App to be combined with or incorporated in any other programs. You agree not to create any software that is substantially similar to the App Licence Restrictions.
You agree to comply with the Toolbox Terms.

Intellectual property rights

You acknowledge that all intellectual property rights in the App and its technology anywhere in the world belong to us or our licensors, that rights in the App are licensed (not sold) to you, and that you have no rights in, or to, the App or the technology other than the right to use each of them in accordance with these terms and the Toolbox Terms.

Limitation of Liability
In addition to you agreeing to our limits of liability as contained in the Toolbox Terms, you acknowledge that the App has not been developed to meet your individual requirements, and that it is therefore your responsibility to ensure that the facilities and functions of the App meet your requirements.
We will try to ensure that the App, when properly used and on an operating system for which it is intended, will perform as it should do, however we make no warranty to this effect and cannot guarantee its functionality.

Termination
We may terminate this EULA immediately by written notice to you if you a commit a material breach of this EULA or the Toolbox Terms.

Miscellaneous
Please note that these terms, its subject matter and its formation, are governed by the law of England and Wales and agree that the courts of England and Wales will have non-exclusive jurisdiction.
Each of the conditions of this EULA operates separately. If any court or competent authority decides that any of them are unlawful or unenforceable, the remaining conditions will remain in full force and effect.

Applicable law

If you are a consumer, please note that these terms of use, its subject matter and its formation, are governed by the law of England and Wales and agree that the courts of England and Wales will have non-exclusive jurisdiction.

Trade marks
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