The UKMi NHS Networks discussion forum

Updated February 2024

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Introduction

The UKMi discussion forum has existed in various forms for many years and is one of the ways in which UKMi maintains itself as a real network; to facilitates discussion and sharing between medicines information staff in different centres. The present NHS Networks (www.networks.nhs.uk) forum is the current platform although it is still sometimes referred to as 'MI-UK'.

Membership is restricted to NHS medicines information or medicines advice staff, plus a handful of like-minded others at the discretion of the network administrators (see appendix 1).

If you need to get in touch with the network administrators, please address a collective email to all of them, as they support the network on a rotational basis. Contact email addresses can be found in appendix 1.

Joining the UKMi discussion forum

1. You must register on the NHS Networks site https://www.networks.nhs.uk/ before you can request to join the UKMi discussion forum.
   - Use your work email. Personal (johnsmith@stelsewhere.nhs.uk) or department (medinfo@stelsewhere.nhs.uk) emails are acceptable. Do not use your personal "home" email (e.g. gmail, Hotmail).
   - Use your full name as your username rather than an alias or nickname. You cannot use spaces in your username, so we recommend either using a . or _ between first name and surname, or running names together.
   - If you are already registered on NHS Networks with a username other than your full name, please amend your profile if you can.
   - As a minimum, please complete the following on your user profile – Name, Email, and in the bio section your job title and the MI centre / MA service / organisation that you work for.
2. When you are logged in to the NHS Networks site, click the following link to take you to the UKMi network discussion forum page https://www.networks.nhs.uk/groups/ukmi-discussion-forum/ and click "Request access".
   - Your request will be reviewed by the administrators. If you have not provided sufficient detail for the administrators to determine whether you fulfil the criteria for membership, you will be asked to provide these.
   - Accounts registered to personal, non-work emails (e.g. gmail accounts) will generally not be accepted.

Once approved, you can amend your profile.
Click on your username (top right-hand corner) to access a range of options to tailor your account.

NHS Networks have released an app version that can be used to access your networks. Your login details are the same as for the desktop version. Download the app from the Apple App Store or Google Play Store.

Using NHS Networks

Finding the UKMi Discussion Forum on NHS Networks

Occasionally the website will take you to the NHS Networks homepage after you log in, and not the UKMi forum. To find the UKMi discussion forum, click on "My networks" in the quick links menu on the left side of the screen.
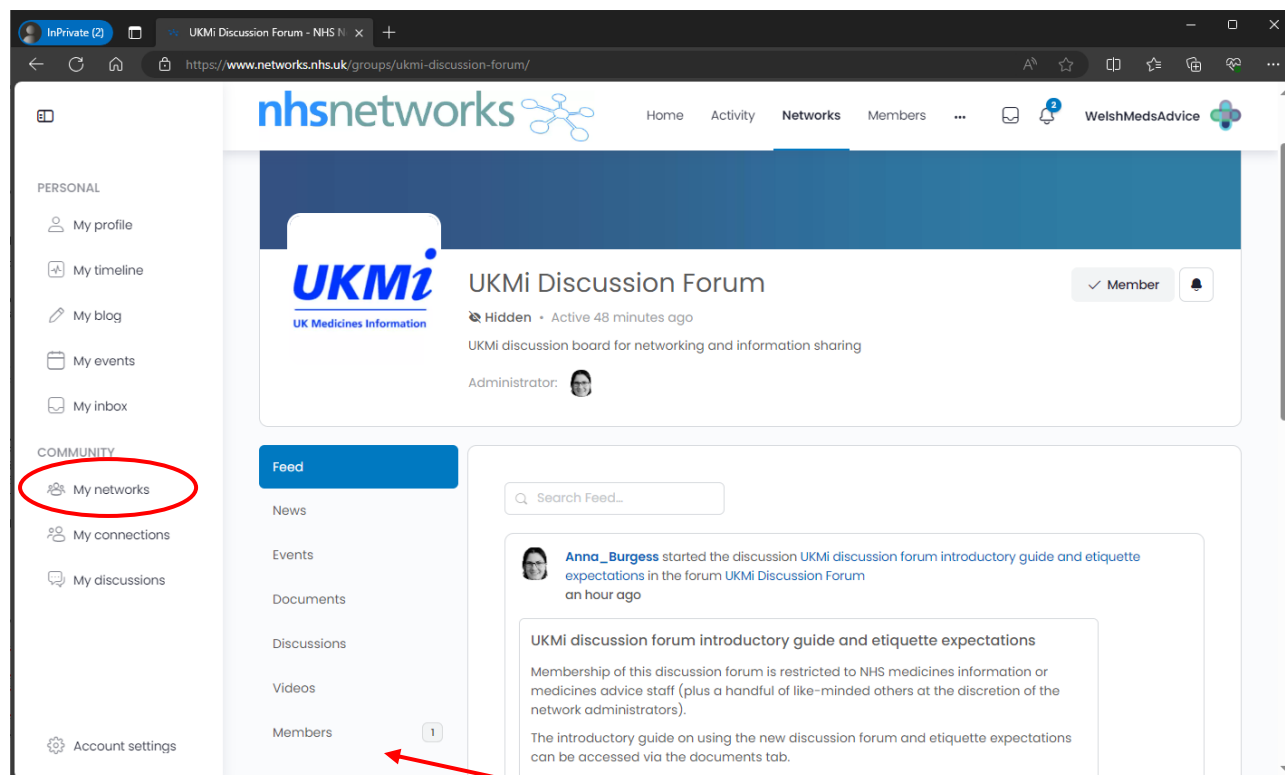
Navigate through the sections of the discussion forum using the left-hand side menu options:

Feed: This will show you all the most recent posts and responses in the discussion forum. Announcements posted by the network administrators and moderators will also appear here. This is also where you can **search the archive** of discussions, using the "Search Feed…" box.

News: section not currently working. NHS Networks are investigating this issue.

Events: UKMi is not currently using this section.

Documents: This introductory guide and other documents that have been attached to posts will be accessible here.

Discussions: This is where you can start a new conversation (click on new discussion) or reply to an existing topic in the discussions tab (click the discussion title, then reply). You can subscribe to a discussion if you want to keep track of the responses.
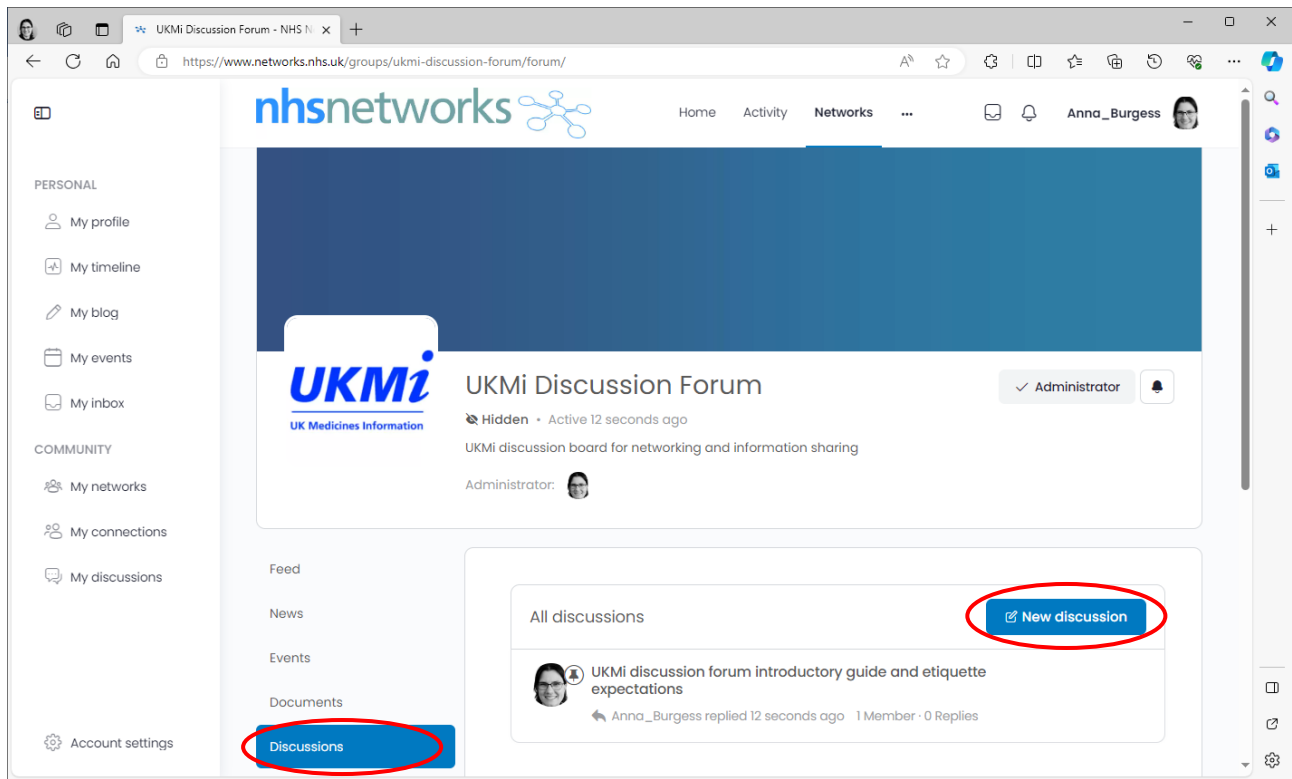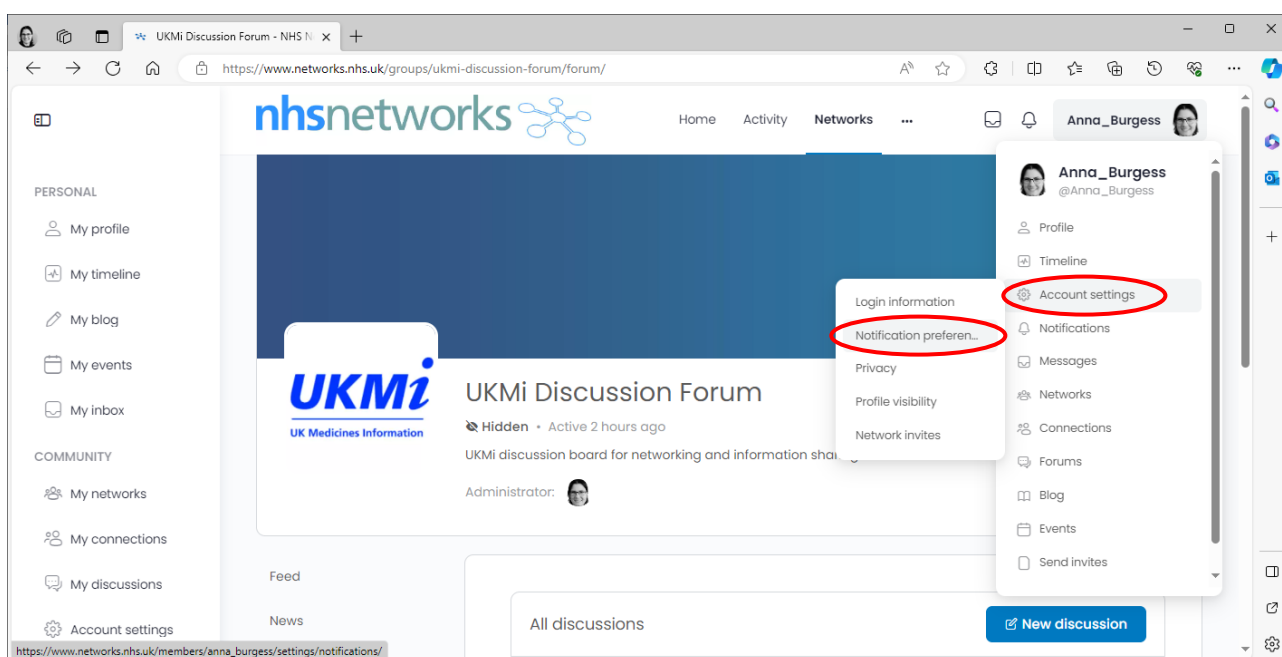
Setting up notifications

You can choose to interact with the discussion forum purely on the website or app, or you can opt to receive email notifications. Email notifications of new posts in the discussion forum will come from **NHS Networks websupport@pcc-cic.org.uk** with the subject **[NHS Networks] New discussion in UKMi Discussion Forum**.

Emailed message notifications send you the full content of a post. If you want to reply to the discussion, you need to click "View Discussion" in the email notification which will take you to the discussion on the NHS Networks website.

There are a variety of notification options available. To modify your settings, go to "Account settings" then "Notification preferences" where you can select if you want to receive email or web notifications, or you can receive both.

In the Notification Settings Preferences tab, scroll down to the section on discussion forums. The options are:

- New discussion in a forum you're subscribed to
- New reply in a discussion you're subscribed to

You can select email, web or both.

You can also view or change which NHS Networks newsletters you are subscribed to using the links at the bottom of this page. You can subscribe to daily news or the NHS networks weekly newsletter. These newsletters are produced by NHS Networks and UKMi do not input into their content.

Using the UKMi Discussion Forum

What is the discussion forum for?

The discussion forum is intended for supporting and information sharing with members of the UKMi network.

For example, if you have an enquiry that you can't find the answer to, someone may have looked into it already and can help you out. If you're looking for examples of guidelines in various hospital trusts across the UK, the forum may save you time as you will be less likely to need to contact each one individually to ask. Postings should principally relate to the day-to-day work of MI/ MA but can be used to garner opinions or working practices within pharmacy departments where they impact on MI staff.

The forum may also be used for announcements about UKMi events.

Only members can view and post on the forum. The closed nature encourages members to share their thoughts, ideas, experience and advice, and this is what makes it valuable. In addition, the forum is searchable and therefore allows members to see if their question has already been answered.

As non-members cannot see the forum or its contents, please do not link them to individual conversations as they will be unable to view them.

Good message protocol

Please follow this simple guidance. Some of the points may seem nit-picking, but they're all intended to keep the forum functioning smoothly and easily for all its users.

All postings

> Bear in mind the risk of breaches of confidentiality or copyright, and of the (remote) possibility that other list members may seek to profit from the content of the messages posted. Take care not to make potentially defamatory or political statements about persons, organisations or products.

If you are posting from a departmental email login (e.g. "medicines.info@nhs.net"), ensure you include a signature at the bottom of your posts, giving your name and other details including your job title, location, e-mail address and telephone number.

Please consider also including a signature with your job details if you are logged in on a personal NHS account, so colleagues know whom they are talking to.

Do not post anonymously – any such posts may be removed

Members are expected to behave professionally and treat others with respect when posting or responding to messages. We encourage discussion, and know that on occasion people may disagree with each other, however, be aware that your tone may not come across as intended in text. Condescending or aggressive attitudes do not facilitate discussion and are not welcome.

Abusive messages will not be tolerated.

Please do not delete posts or their contents, as this reduces the usefulness of the forums. If a post needs to be removed, please liaise with the network administrators, as it may be possible to redact rather than fully remove it.

Starting a new discussion

It is good practice to **check the archives** (available from March 2024) on the discussion forum web page before sending a message to the list, so that you don't duplicate previous discussion. This is particularly true for questions about supply problems, where the same question can end up being asked numerous times (and the same answer given) in a short period of time. Search the archives on the Feed tab, using the "Search Feed…" box.

Give your messages a relevant title and avoid unhelpful ones such as 'A Friday afternoon question'.

Be clear about what you want to know: is it information or advice, or are you interested in hearing whether someone is doing or has done something?

Replying to a posting

Be aware that users are generally medicines advice staff with experience in processing MI enquiries.

Members who post will usually have checked standard resources before adding a question to the forum. Suggesting links to such resources are unlikely to be useful unless something comprehensively answers their question and you consider that the message originator has missed it. Please also note that common resources do not usually need to be explained (unless this is requested by the user).

Attachments, advertisements and reference requests

Attachments

Files can be attached to individual forum posts using the "attach file" option at the bottom of the reply box; the maximum allowed attachment size is 8 MB.

For this reason, if you are requesting documents to be supplied, please also include an email address in case the item to too large to attach.

If you are requesting a copy of a document, it is preferable to contact the originator directly rather than via the forum using a 'me too' message.

Adverts

Adverts may only be posted following discussion with the network administrators or moderators.
In general:

- We will not accept adverts for general products or services.

- Adverts for courses and meetings relevant to medicines information / medicines advice may be acceptable; contact the network administrators to discuss before posting. Adverts that haven't been approved will be removed.

- Adverts that have been agreed with the network administrators should have their subject field in the following format: *'Advert - meeting about xxxxxxxxxxx'* or *'Advert – job with Merlin in Sierra Leone'*.

Journal references

The discussion forum should not routinely be used to request journal references; this should be done through your organisation's library service or the British Library. If you need an article urgently and cannot access it any other way than via the forum, please ensure your personal email is provided for it to be sent to.

It is the responsibility of the person providing the article to ensure that all copyright requirements are met.

Complaints, junk mail, etc

If you have concerns about a member's behaviour or posting, please raise it with the network administrators (contact details in appendix 1). They will address the situation appropriately. The network administrators and moderators reserve the right to remove an individual's access to the forums for any reason. Do not contact the member who originally posted the message directly.

Anyone sending junk mail or hate mail will be removed from the list.

Appendix 1: Contacts

Administrators

When contacting the network administrators, please send a collective email to all of them together, as they support the network on a rotational basis.

Abigail Scott - abigail.scott@esneft.nhs.uk

Anna Burgess - anna.burgess@wales.nhs.uk

Jen Smith - jsmith87@nhs.net

Vanessa Chapman - vanessa.chapman@uhl-tr.nhs.uk

Technical Issues/Support

For technical issues or web support for the NHS Networks site, please contact websupport@pcc-cic.org.uk

This guide was created by the UKMi discussion forum network administrators on behalf of UKMi.