Directories: Building blocks and success criteria

Overview

Building block	People	Culture	Systems
Success criteria	❑ Everyone knows who will use directories and when. ❑ Users have been asked what they want. ❑ The 'experts' have been called in: • Librarians • IT managers • Voluntary sector partners • Patient groups • Health and social care professionals • Expert patients.	❑ There is enough information, tailored to individuals' needs ❑ Joined-up working is happening: IP is catering more widely than just to immediate needs (remember the seven categories of information).	❑ It is clearly understood who will use the directory, and when ❑ Information has been checked for accuracy, relevance and timeliness ❑ Responsibility for the continuous improvement of the directories has been determined ❑ Information is able to be tailored to individuals.