

# Address Input and Display

## Quick Implementation Guide

**Edition 1**  
**22<sup>nd</sup> April 2010**

Version History **to be deleted before publishing Edition 2**

0.0.0.1    07-Mar-2010    Changed illustration for ADR-0052

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This document was prepared for NHS Connecting for Health which ceased to exist on 31 March 2013. It may contain references to organisations, projects and other initiatives which also no longer exist. If you have any questions relating to any such references, or to any other aspect of the content, please contact [cui stakeholder.mailbox@hscic.gov.uk](mailto:cui stakeholder.mailbox@hscic.gov.uk)

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## Introduction

Record and display postal addresses in clinical applications accurately and consistently in order to support:

- Patient identification
- Service delivery (such as sending appointment letters)
- Data interoperability

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### Important

Although it contains all of the guidance points, this document omits supporting information and is therefore not intended as a substitute for the full NHS CUI document *Address Input and Display*<sup>1</sup>. Refer to that document for the definitive statement of the design guidance in this area.

The visual representations used to display the guidance are illustrative only. Stylistic choices (for example, display font used), unless otherwise specified, are not part of the guidance and are therefore not mandatory requirements.

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<sup>1</sup> Address Input and Display – User Interface Design Guidance (v3.0.0.0)

### Address Display

There are two forms of address display supported by this guidance that apply to both UK and non-UK addresses:

18 Orchard Cottage  
King's Road  
Ipswich  
Northshire  
NS33 8KR

*In-form or vertically aligned address*

18 Orchard Cottage, King's Road, Ipswich, Northshire, NS33 8KR

*In-line or horizontally aligned address*

## Address Display

18 Orchard Cottage, King's Road, Ipswich, Northshire, NS33 8KR

ADR-0001

When displaying an address horizontally, only use a single comma and a single space, in that order, to delimit the different fields  
**Mandatory**

18 Orchard Cottage  
King's Road  
Ipswich  
Northshire  
NS33 8KR

ADR-0002

When displaying an address vertically, do not use a comma at the end of a line  
**Recommended**

ADR-0003

When displaying an address vertically, left-align the text for ease of reading  
**Recommended**

18 Orchard Cottage, King's Road...

ADR-0004

When truncating an address, add an ellipsis to indicate that the address is not displayed in full and, where appropriate, provide a means for the user to access the full address  
**Recommended**

18 Orchard Cottage,  
King's Road, Ipswich,  
Northshire, NS33 8KR

*Wrapping of the address has caused 'King's Road' to be displayed on a new line. It has wrapped without splitting the two words*

ADR-0005

Do not split an address element when wrapping an address across multiple lines  
**Recommended**

## Guidance

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### Address Display

18 Orchard Cottage  
Ipswich  
Northshire  
NS33 8KR

*The name of the road is missing*

ADR-0006

Where part of an address is not available, do not display an empty string in its place

*Recommended*

NS33 8KR

↑  
space

ADR-0007

Display the postcode in all caps with a space between the first part (the outcode) and the second part (the incode)

*Mandatory*

#### Address

18 Orchard Cottage  
Ipswich  
Northshire  
NS33 8KR

ADR-0008

Do not display labels for individual address elements

*Recommended*

## UK Address Input

The minimum number of data elements required for input of a UK address can vary. Many addresses will only require three elements:

- House number and street
- Town or city
- Postcode

However, addresses outside of London will require a 'County' and all addresses might need the name of a locality or suburb. During design, reference should be made to the *NHS Data Model and Dictionary*<sup>1</sup> and the *NHS Connecting for Health Personal Demographics Service (PDS)*<sup>2</sup> to ensure that content and field lengths comply with the requisite standards.

Where possible, designers of NHS clinical applications should consider validation of the address at time of input in line with PDS entry order.

<sup>1</sup> NHS Data Model and Dictionary  
<http://www.datadictionary.nhs.uk/index.asp>

<sup>2</sup> The Personal Demographics Service  
<http://www.connectingforhealth.nhs.uk/systemsandservices/demographics/pds/>

## Guidance

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### UK Address Input

Three boxes for input of all details up to and including the street name

One box for input of the town or city

One box for the input of the county

One box for the input of the postcode

Line 1

Line 2

Line 3

Town / City

County

Postcode

Find Postcode

ADR-0011

Provide these input boxes, in the stated order, for UK address input

*Recommended*

Line 1

Line 2

Line 3

Town / City

County

Postcode

Find Postcode

ADR-0013

Provide a means to find a postcode, to enhance data quality

*Recommended*

ADR-0012

Where text input boxes are used, they must be labelled as illustrated

**Mandatory**

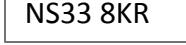
**Note** This guidance applies to the text of the labels, not the formatting

ADR-0014

Display a means to find a postcode only if such a service is supported, positioning it after the postcode input box and labelling it 'Find Postcode'

*Recommended*

## UK Address Input

Postcode    
8 characters

ADR-0015

Set the length of the postcode input box to 8 characters  
**Mandatory**

County    
18 characters

ADR-0016

Set the length of the 'County' input box to 18 characters  
*Recommended*

Line 1



Line 2

ADR-0017

Set the height of each text input box to the largest character height in the currently active display font, taking the user's settings into account

*Recommended*

### UK Address Input

The diagram shows a vertical stack of input fields for a UK address. From top to bottom, there are three separate input boxes labeled 'Line 1', 'Line 2', and 'Line 3'. Below these is a single input box labeled 'Town / City'. Underneath 'Town / City' is another input box labeled 'County'. At the bottom is an input box labeled 'Postcode' followed by a grey button labeled 'Find Postcode'. To the left of the first three input boxes is a blue vertical line with a blue arrow pointing left labeled 'Left align input fields'. To the left of the 'Postcode' and 'Find Postcode' area is a blue vertical line with a blue arrow pointing right labeled 'Right align labels'.

ADR-0018

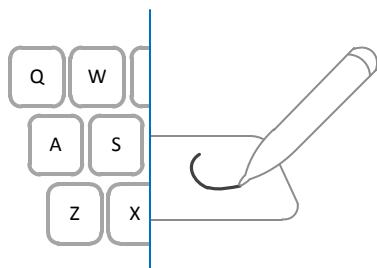
Display the text input boxes vertically with left alignment

*Recommended*

ADR-0019

Display the labels immediately to the left of their corresponding text input box, mutually right-aligning the labels

*Recommended*



ADR-0020

Permit address input via all the mechanisms supported on a platform such as, but not limited to, typing on a keyboard, copy and paste, and handwriting with a stylus

*Recommended*

## UK Address Input

Aa	Uppercase and lowercase letters	ADR-0021
0-9	Numbers 0 to 9	Permit the illustrated characters in an address
.	The full stop	<i>Recommended</i>
/	Forward slash	
,	Comma	
:	Colon	
'	Apostrophe	
	Space	
-	Hyphen	

## Guidance

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### UK Address Input

Though the guidance does not define it, the input control should provide instructional text to guide input. This could be by using hints (text outside the text input box), prompts (watermarks inside the text input box), or tool tips.

Town / City  e.g. Ipswich

County  e.g. Northshire

Instructional text outside of the text input box

---

Town / City  e.g. Ipswich

County  e.g. Northshire

Instructional text inside the text input box

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Line 1   
Line 2  Enter the first line of the address

Instructional text in a tool tip

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## UK Address Finder

A UK address finder should only be provided if the clinical application supports a postcode-based address lookup service. Typically, all the matching addresses found in the database are displayed in an address picker. The user then selects one of these addresses and it is stored as if the user had input the whole address.

Thought the guidance does not define it, the finder control may provide additional text by using hints, prompts or tool tips.

The diagram shows a user interface for a UK Address Finder. It consists of three text input fields arranged vertically: 'House / Building Number' (with a small input box), 'House / Building Name' (with a larger input box), and 'Postcode' (with a small input box). To the right of the 'Postcode' field is a grey rectangular button labeled 'Find Address'. Below the input fields is a blue link labeled 'UK Address Finder'.

1 box	For input of house or building number
1 box	For input of house or building name
1 box	For input of the postcode

ADR-0031

Provide these text input boxes, in the stated order, for input of a UK address

*Recommended*

House / Building Number  
House / Building Name  
Postcode

ADR-0032

Where text input boxes are used, they must be labelled as illustrated  
**Mandatory**

## Guidance

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### UK Address Finder

House / Building Number

House / Building Name

Postcode

ADR-0033

Display a means to find an address only if such a service is supported, positioning it after the postcode input box and labelling it 'Find Address'

*Recommended*

Postcode

**8 characters**

ADR-0034

Set the length of the postcode input box to 8 characters

**Mandatory**

House / Building Number  

ADR-0035

Set the height of each text input box to the largest character height in the currently active display font, taking the user's settings into account

*Recommended*

## UK Address Finder

ADR-0036

Display the text input boxes vertically with left alignment

*Recommended*

House / Building Number

House / Building Name

Postcode

Find Address

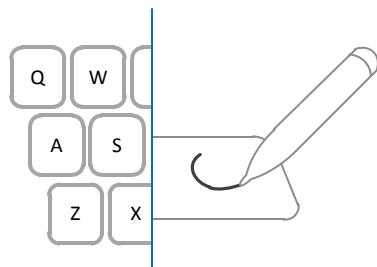
Left align input fields

Right align labels

ADR-0037

Display the labels immediately to the left of their corresponding text input box, mutually right-aligning the labels

*Recommended*



ADR-0038

Permit address input via all the mechanisms supported on a platform such as, but not limited to, typing on a keyboard, copy and paste, and handwriting with a stylus

*Recommended*

### Non-UK Address Input

Non-UK address input may be required for an expatriate living abroad, a patient living abroad temporarily, or a patient providing the address of their next of kin.

1 editable combo box	For country selection
4 boxes	For all details up to and including the street name
1 box	For input of the town or city
1 box	For input of the postal code

ADR-0050

Provide the illustrated boxes, in the stated order, for input of a non-UK address

*Recommended*

Country

Line 1

Line 2

Line 3

Line 4

Town / City

Postal Code

ADR-0051

Where used, the boxes must be labelled as illustrated

*Mandatory*

**Note** This guidance applies to the text of the labels, not the formatting

## Non-UK Address Input

Country

Line 1



ADR-0052

Set the height of each text input box to the largest character height in the currently active display font, taking the user's settings into account

*Recommended*

← Left align input fields

Country

Line 1

Line 2

Line 3

Line 4

Town / City

Postal Code  Find Postcode

Right align labels →

ADR-0053

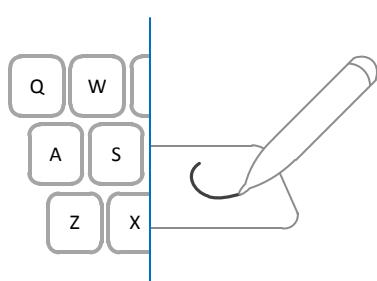
Display the input boxes vertically with left alignment

*Recommended*

ADR-0054

Display the labels immediately to the left of their corresponding text input box, mutually right-aligning the labels

*Recommended*



ADR-0055

Permit address input via all the mechanisms supported on a platform such as, but not limited to, typing on a keyboard, copy and paste, and handwriting with a stylus

*Recommended*

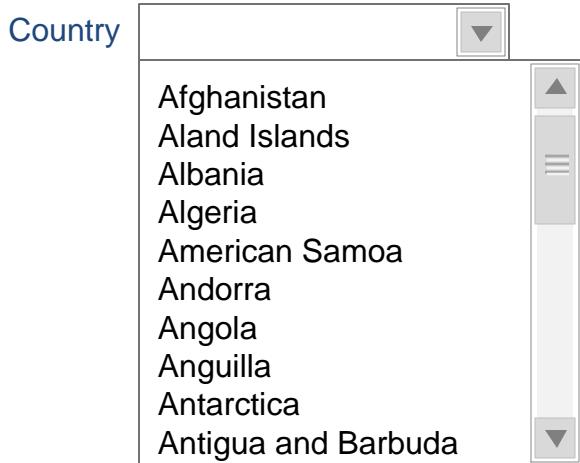
### Non-UK Address Input

Country

ADR-0056

Use an editable drop-down combo box for country names

*Recommended*



ADR-0057

Use the list of country names in ISO 3166-1<sup>1</sup> for the country selector drop-down combo box

**Mandatory**

ADR-0058

Display the country names in alphabetic order

*Recommended*

ADR-0059

Display the country names with left alignment

*Recommended*

<sup>1</sup> ISO 3166-1: 2006 Codes for the representation of names of countries and their subdivisions

Part 1: Country codes [http://www.iso.org/iso/country\\_codes/iso\\_3166\\_code\\_lists/english\\_country\\_names\\_and\\_code\\_elements.htm](http://www.iso.org/iso/country_codes/iso_3166_code_lists/english_country_names_and_code_elements.htm)

and [http://www.iso.org/iso/iso\\_catalogue/catalogue\\_tc/catalogue\\_detail.htm?csnumber=2130](http://www.iso.org/iso/iso_catalogue/catalogue_tc/catalogue_detail.htm?csnumber=2130)