

GP Website Audit

Wigan GP Cluster

August 2018

healthwatch
Wigan and Leigh

Healthwatch Wigan and Leigh is interested in how local services communicate with patients about both current services and service changes.

In line with this topic an audit was conducted of the GP websites in Wigan and Leigh. The purpose of the audit was to see to what extent GP Practice websites are providing clear and consistent information in easy to access formats, to highlight any areas of good practice and to inform local communication strategies about further opportunities to support website development.

The report is based on observations made by Healthwatch research officers of freely available websites related to local GP surgeries. The report has been organised by GP Cluster Area.

Please note that this report relates to findings observed by research officers in relation to the specific project and the specific date range as set out in the methodology section of the report.

With a number of key changes being introduced in local general practice, it is important that patients are made aware and kept informed of their options.

Healthwatch Wigan and Leigh decided to review Wigan and Leigh GP websites, and to see to what extent GP cluster areas as a whole are using these key communication tools to help patients to keep informed about local developments in health and to engage with health services digitally.

We used the following criteria when checking Wigan GP websites:

- General website usability and availability.
- Information on two key changes, the shared care record and new primary care professionals.
- Online appointments booking systems; availability and ease of use.
- Information about extended hours GP services and out of hours care.
- Availability of information in different formats, to suit people's individual information access requirements

All of the Wigan GP practices were found to have a website, overall the websites found were functional and had relevant information on them for patients.

There was some inconsistency in the use of terms and clarity of information present both between individual GP Practices within clusters and across the clusters as a whole.

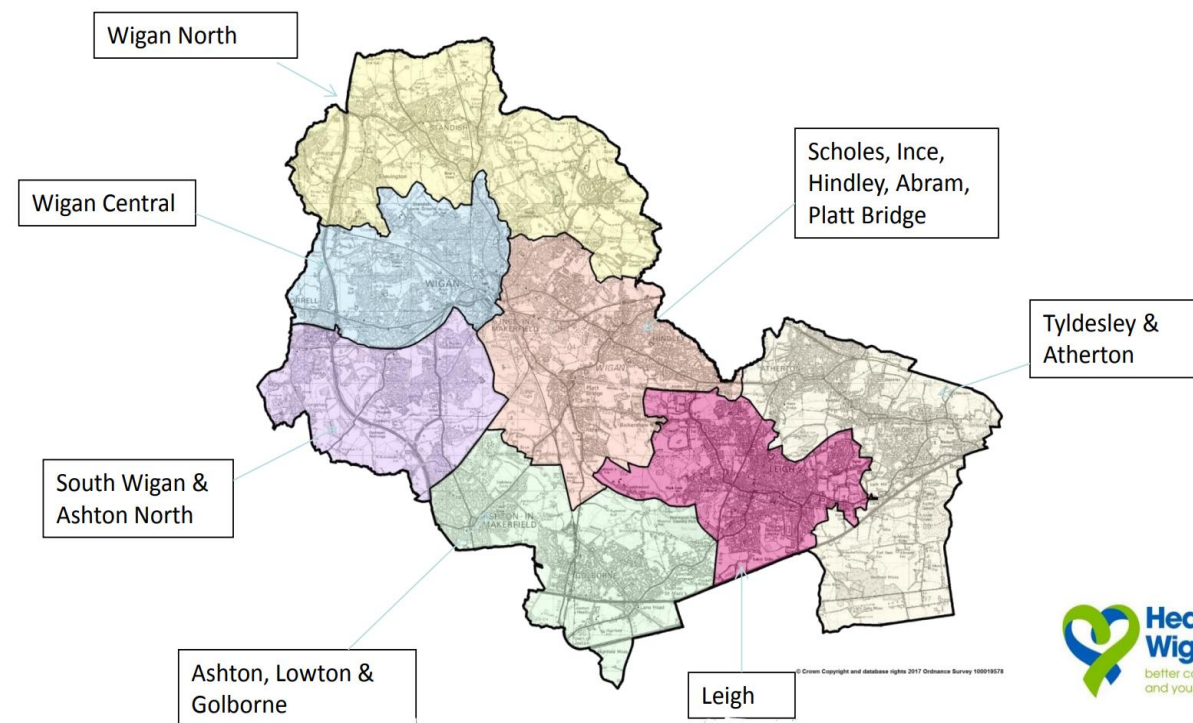
Most websites did not mention the new primary care roles. There was also variation into how the care record was referred to (often called patient care information).

Information for patients about Extended Hours and of Out of Hours Services was patchy.

Many of the Wigan GP Practice websites did have a translate function and/or information in multiple formats online.

There are seven GP clusters or service delivery footprints (SDFs) in Wigan. Their websites were checked according to a set of criteria, for clarity, and information content.

GP Clusters	GP practices
Lowton, Ince, Golborne, Ashton (LIGA) *Hindley, Platt Bridge, Ince, Abram *Lowton, Golborne, Ashton	14
Leigh	13
South Wigan Ashton North (SWAN)	9
Tyldesley, Atherton, **Boothstown, Astley (TABA+)	13
Wigan Central	9
Wigan North	4



Taken from Wigan Council
 Webpage: www.wigan council.gov.uk

Golborne & Lowton and Abram, Hindley, Ince and Platt Bridge sometimes work together. Collectively they are known as LIGA.

Central Wigan and North Wigan sometimes work together too.

Criteria

This is the set of criteria used to check clarity and information content across all 62 GP Practices in the seven Wigan GP clusters;

- Name of practice
- Date accessed
- Time accessed
- Is there a website?
- Is the site easy to navigate?
- Is there information about the new shared care record?
- Is there information about the new primary care roles?
- Is there an option for online booking?
- Is there Out of Hours Information?
- Is there information about extended hours?
- Is information available in different formats?

Analysis

The results of the check against our criteria have been analysed using three colours, used to show the level of detail found:

Green - The information required is present

Yellow – Partial information was found

Orange – No information found

Practice name	Code	Easy to navigate	Shared care record	New primary care roles	Online booking	OOH information	Extended hours	Multiple formats
Pemberton Surgery	P92019	Green	Green	Orange	Green	Green	Green	Green
Newtown Medical Practice	P92021	Green	Green	Orange	Green	Green	Orange	Orange
Bradshaw Medical Centre	P92008	Green	Green	Orange	Green	Green	Yellow	Green
Longshoot Health Centre	P9202	Green	Green	Orange	Green	Green	Yellow	Green
Sullivan Way Surgery	P92011	Green	Green	Orange	Green	Green	Yellow	Green
Mesnes View	P92634	Green	Green	Orange	Orange	Green	Orange	Orange
Wrightington Street Practice	P92030	Green	Green	Orange	Orange	Green	Yellow	Orange
Dicconson Group Practice (Boston House)	P92003	Green	Green	Orange	Orange	Green	Yellow	Green
Intrahealth Marsh Green	Y02885	Green	Yellow	Orange	Orange	Yellow	Yellow	Green

Practice name	Code	Easy to navigate	Shared care record	New primary care roles	Online booking	OOH information	Extended hours	Multiple formats
Beech Hill	P92010	Green	Green	Orange	Green	Green	Green	Green
Standish Medical Practice	P92014	Green	Green	Orange	Green	Green	Yellow	Green
Shevington Surgery	P92017	Green	Green	Orange	Green	Green	Yellow	Green
Aspull Surgery	P92015	Green	Green	Orange	Green	Green	Green	Green

GP website audit – South Wigan Ashton North (SWAN)

Practice name	Code	Easy to navigate	Shared care record	New primary care roles	Online booking	OOH information	Extended hours	Multiple formats
Zaman & Partners	P92005	Good	Good	Good	Good	Good	Good	Good
Kumar & Partners	P92024	Good	Good	Good	Good	Good	Good	Good
Shakespeare Surgery	P92653	Good	Good	Good	Good	Good	Good	Good
Marus Bridge Practice	P92642	Good	Good	Good	Good	Good	Good	Good
Hawkley Brook Medical Practice	P92647	Good	Good	Good	Good	Good	Good	Good
Bryn Cross Surgery	P92034	Good	Good	Good	Good	Good	Good	Good
Medicentre	P92001	Good	Good	Good	Good	Good	Good	Good
Dr Saxena	P92038	Good	Good	Good	Good	Good	Good	Good
Ashton Clinic (Al Thompson)	Y02378	Good	Good	Good	Good	Good	Good	Good

Service Delivery Area(s) covered: Worsley Mesnes, Poolstock, Marus Bridge, North Ashton (One Service Delivery Footprint)

Practice name	Code	Easy to navigate	Shared care record	New primary care roles	Online booking	OOH information	Extended hours	Multiple formats
Sevenbrooks (KK Chan)	P92042	Green	Green	Orange	Green	Green	Green	Green
Meadowview	P92626	Green	Green	Orange	Green	Green	Orange	Orange
Sevenbrooks (ART Thompson)	P92652	Green	Green	Orange	Green	Green	Yellow	Green
Intrahealth Atherton/ Tyldesley	Y02321	Green	Green	Orange	Green	Green	Yellow	Green
Tyldesley CPK	P92033	Green	Green	Orange	Green	Green	Yellow	Green
Astley KK	P92646	Green	Green	Orange	Orange	Green	Orange	Orange
Sivakumar & Partners (Dr Gude)	P92020	Green	Green	Orange	Orange	Green	Yellow	Orange
Boothstown (Anderson & Partners)	P92605	Green	Green	Orange	Orange	Green	Yellow	Green
Dr Shah	P92028	Green	Yellow	Orange	Orange	Yellow	Yellow	Green
Astley General Practice	P92637	Green	Yellow	Orange	Orange	Yellow	Yellow	Green
Dr Hati Kakoty	P92633	Green	Yellow	Orange	Orange	Yellow	Yellow	Green
Dr Vasanth	P92635	Green	Yellow	Orange	Orange	Yellow	Yellow	Green
Sharma	P92619	Green	Yellow	Orange	Orange	Yellow	Yellow	Green

Service Delivery Area(s) covered: aligned to one Service Delivery Footprint - Atherton, Tyldesley, Astley,

GP website audit – Leigh

Practice name	Code	Easy to navigate	Shared care record	New primary care roles	Online booking	OOH information	Extended hours	Multiple formats
Wong & Partners	P92007	Green	Green	Green	Green	Green	Orange	Green
Brookmill	P92023	Green	Green	Green	Green	Green	Yellow	Orange
Trivedi & Partners	P92029	Green	Green	Orange	Green	Green	Yellow	Green
Lilford Park	P92035	Yellow	Green	Orange	Green	Green	Orange	Green
Grasmere	P92607	Green	Green	Orange	Green	Green	Orange	Green
Esa	P92615	Yellow	Green	Green	Orange	Orange	Orange	Orange
Premier Health	P92621	Green	Green	Orange	Green	Green	Yellow	Orange
Maung & Partner	P92623	Yellow	Orange	Orange	Green	Orange	Orange	Orange
Foxleigh	P92602	Green	Green	Orange	Green	Green	Yellow	Green
Leigh Family Practice	Y02322	Green	Green	Orange	Green	Orange	Orange	Orange
Gupta	Y00050	Green	Green	Orange	Green	Green	Yellow	Green
Intrahealth Family Practice	Y02886	Green	Green	Orange	Green	Orange	Yellow	Orange
Intrahealth LSV	Y02887	Green	Orange	Orange	Green	Orange	Orange	Orange

Service Delivery Area(s) covered: Leigh (One Service Delivery Footprint)

GP website audit – LIGA

Practice name	Code	Easy to navigate	Shared care record	New primary care roles	Online booking	OOH information	Extended hours	Multiple formats
Dr Wahie (SSP)	P92620	Yellow	Green	Orange	Green	Green	Green	Orange
Pennygate Medical Centre	P92016	Green	Green	Orange	Green	Green	Green	Green
Dr Tun & Partners	P92004	Green	Green	Orange	Green	Green	Green	Green
Dr Ahmad & Partners	P92006	Green	Green	Orange	Green	Green	Yellow	Green
The Ince Surgery	P92616	Yellow	Green	Orange	Green	Green	Green	Orange
IntraHealth Platt Bridge	Y02274	Green	Green	Orange	Green	Orange	Orange	Orange
Dr Ullah	P92031	Green	Green	Orange	Green	Green	Yellow	Orange
Dr Xavier	P92651	Yellow	Green	Orange	Orange	Green	Yellow	Green
Ashton Medical Centre (Dr P Pitalia & SK Pitalia)	P92041	Yellow	Green	Orange	Green	Green	Green	Orange
Slag Lane Medical Centre (Dr Sunil Kumar)	P92648	Green	Green	Orange	Green	Green	Yellow	Green
Dr Shahbazi	P92639	Green	Green	Orange	Green	Green	Yellow	Green
Dr Anis	P92012	Green	Yellow	Orange	Green	Green	Green	Green
Braithwaite Surgery	P92002	Yellow	Green	Orange	Orange	Yellow	Yellow	Green
Dr Pal	P92630	Green	Green	Orange	Green	Green	Yellow	Green

Service Delivery Area(s) covered: Hindley, Platt Bridge, Ince, Abram & Lowton, Golborne, Ashton (2 Service Delivery Footprints)

General website usability and availability

- It would be preferable for all surgeries to have a similar website layout - many *are* similar or have similar tabs and that makes it much easier to navigate
- All surgeries need to have a mechanism for checking that their website tabs are all populated and that the information is up to date.
- Staff profile and/or photos is useful.
- Terminologies used should be consistent, and easy to understand and/or interpret correctly.

Information on the shared care records (SCRs)

- It would be useful for all the websites to have the same information regarding the SCRs as this would help all patients to understand the concept and what it means for them.

New Primary Care Roles (PCRs)

- Very few websites had any information about new roles in primary care. Again it would help patient understanding if information about these developments was more readily available and consistent.

Accessing services digitally

- Almost one third (18) of the websites did not contain any information on online booking. Surgeries should be promoting online bookings alongside a range of other appointment booking options.

Information on out of hours care and the availability of extended hours

- It would be helpful if all websites had the same information about the availability of extended hours, 7 day access, - especially if signed up to 7 day access. It should also be clear what extended hours are i.e. not just showing a later opening time. Unless the website specifically says 'extended hours' this study rated them 'no' as patients may not find this clear.

Whether different formats are offered when using the website or accessing information present there

- Use of pictures and text is useful to ensure easy ready for all.
- It would be helpful for all websites to have the functionality to translate into different languages. Different language fact sheets could be made available centrally for all GP practice webs sites to reference.

To the CCG

The CCG Communications Team could usefully provide some toolkit type web materials/copy on the following;

- **Think GP First:** To include key message information plus details of the GP extended hours service, the Out of Hours Service, plus relevant and agreed information /advice about how and when to use NHS Choices, Urgent Care Services, Community Pharmacists, NHS Direct and the Emergency Services.
- **New Roles in Primary Care:** Generic information about the rationale behind the new roles. As the programme becomes more stable this should be updated with consistent information about how and when these services will become available to patients and how patients can access them.

To the GP Neighbourhood Leads

The GP Neighbourhood Leads could usefully;

- Collate information on who is in charge of implementing websites in each GP practice in their area.
- Examine the results of this audit in more detail (the full data set is available on request from karen@healthwatchwiganandleigh.co.uk) and lead a neighbourhood level discussions looking at sharing good practice/moving towards a more coordinated approach to website content.

It is interesting reading and highlights some of the issues the system has already identified as needing further work, especially around access, consistent patient information and clearer messages around what type of services are available and when to use them.

Rebecca Murphy

Director

Healthier Wigan Partnership

That's really helpful and gives us some areas to focus on to improve communication and on line access.

Carol McRae

Assistant Director of Primary Care

NHS Wigan Borough Clinical Commissioning Group