



GP Website Review Report



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1. Introduction

Mission and Goal of Healthwatch Hackney

Healthwatch Hackney aims to provide equal and accessible care to all those in the borough. We aim to improve health and social care provision along with ensuring that the services within Hackney maintain high quality standards and meet the needs of the community.

These goals and standards include the review of GP practice websites. With the review of these GP websites, we hope to provide patients with a better access to online health resources. These websites can provide a variety of services to the patients along with information such as:

- Patient registration
- Complaints policy
- Complaint protocol
- General feedback
- Access to Patient Participation Groups

Another important aspect of the GP websites are the online health services which include online consultations and a prescription service, allowing patients to access healthcare with greater ease.

Overall, with the recommendations sent to GP practices concerning their website, we hope to improve patient relations with these practices and increase the accessibility of practice information. Healthwatch Hackney hopes to improve patient services in all aspects of health care, which includes the GP websites.

2. Good Practice

Keeping GP practice websites up-to-date and easy to use is a crucial aspect of patient-service interaction. Good practice methods when it comes to GP websites include:

- Adding accessibility tools for patients such as screen readers, language translation and zoom features
- Creating websites which are easy to navigate
- Placing important information on the homepage, with easy access for patients
- Providing contact details of general practitioners and practice managers

After informing the GP practice managers of our recommended changes or additions, it is expected that the GP practices efficiently and effectively make

changes to their website. Response and action are both necessary in order to ultimately improve the care for their patients.



3. Timeframe

The findings from each GP practice website were taken between May and December of 2019.

After all the data was collected, the practice managers of the GP practices received a review letter of their website in the form of email or through the post on January 21st or 22nd. These letters detailed any recommendations in order to improve patients' experience on their website. The practice managers were told, within the letter, that a response to their GP website review would be appreciated within seven days.

A follow up email was sent on February 12th to the GP practices who did not respond to the initial review letter.

4. Methodology

The following GP practices websites were reviewed:

- ❖ Allerton Road Medical Centre
- ❖ Athena Medical Centre
- ❖ Barretts Grove Surgery
- ❖ Barton House Health Centre
- ❖ Beechwood Medical Centre
- ❖ Brooke Road Surgery
- ❖ Cedar Practice
- ❖ Clapton Surgery
- ❖ Cranwich Road Spitzer and Partners
- ❖ Dalston Practice
- ❖ De Beauvoir Surgery
- ❖ Elm Practice
- ❖ Elsdale Street Surgery
- ❖ Gadhvi Practice
- ❖ Greenhouse Health Centre
- ❖ Healy Medical Centre
- ❖ Heron Practice
- ❖ Hoxton Surgery
- ❖ Kingsmead Healthcare
- ❖ Latimer Health Centre
- ❖ Lawson Practice
- ❖ Lea Surgery
- ❖ London Fields Medical Centre
- ❖ Lower Clapton Group Practice
- ❖ Nightingale Practice
- ❖ Queensbridge Group Practice
- ❖ Richmond Road Medical Centre
- ❖ Riverside Practice
- ❖ Rosewood Practice
- ❖ Sandringham Practice
- ❖ Shoreditch Park Surgery
- ❖ Somerford Grove Practice
- ❖ Spring Hill Practice

Criteria reviewed for each GP practice website:

General

- Out of office hours information listed
- Information on getting extended consultation
- Information on registering as new patient
- Observations in general

Accessibility

- Translate and/or language options
- Zoom feature
- Screen reader compatibility
- Easy to access via mobile
- Full website available via mobile
- Basic reading level using plain English
- Observations on accessibility

Complaints

- Complaints policy
- Easy to make complaints
- Option for general feedback
- Observations on complaints

Patient Participation Group

- Information on what a PPG is
- Information on how to join the PPG
- Are dates and times for meetings up to date?
- Are meeting minutes up to date?
- Observations on PPG

Digital Offerings

- Can you book appointments online?
- Information available on ordering repeat prescriptions online
- Online consultations available
- Observations on digital offerings

5. Findings General

Criteria Scale

The websites were reviewed upon the criteria above with the following scale. The green indicates the information was either present or present with detail, the yellow indicates the criteria was met at a satisfactory level, the red indicates the information of the perspective criteria was minimal or not present.

Great/Present

Satisfactory

Minimal/Absent



GP Practice	Out of office hours information listed	Information on getting extended consultations	Information for new patients	Observations in general
Allerton Road Medical Centre	Green	Red	Green	Green
Athena Medical Centre	Green	Red	Green	Green
Barretts Grove Surgery	Green	Red	Green	Yellow
Barton House Health Centre	Green	Red	Green	Green
Beechwood Medical Centre	Green	Red	Green	Yellow
Brooke Road Surgery	Green	Red	Green	Yellow
Cedar Practice	Green	Green	Green	Green
Clapton Surgery	Green	Red	Green	Green
Cranwich Road Spitzer and Partners	Green	Red	Green	Green
Dalston Practice	Green	Red	Green	Green
De Beauvoir Surgery	Green	Red	Green	Green
Elm Practice	Green	Red	Green	Yellow
Elsdale Street Surgery	Green	Red	Green	Yellow
Gadhvi Practice	Green	Red	Red	Yellow
Healy Medical Centre	Green	Red	Green	Yellow
Heron Practice	Green	Red	Green	Green
Hoxton Surgery	Green	Red	Green	Green
Kingsmead Healthcare	Green	Red	Green	Green
Latimer Health Centre	Green	Red	Green	Green
Lawson Practice	Green	Green	Green	Green
Lea Surgery	Green	Red	Green	Yellow

London Fields Medical Centre				
Lower Clapton Group Practice				
Nightingale Practice				
Queensbridge Group Practice				
Richmond Road Medical Centre				
Riverside Practice				
Rosewood Practice				
Sandringham Practice				
Shoreditch Park Surgery				
Somerford Grove Practice				
Spring Hill Practice				
Statham Grove Surgery				
Trowbridge Practice				
Well Street Surgery				
Wick Health Centre				

Accessibility

GP Practice	Translate/Language option	Zoom feature and screen reader compatibility	Mobile accessibility	Reading level using plain English
Allerton Road Medical Centre				
Athena Medical Centre				
Barretts Grove Surgery				
Barton House Health Centre				
Beechwood Medical Centre				

Brooke Road Surgery	Red	Red	Green	Red
Cedar Practice	Green	Green	Green	Green
Clapton Surgery	Green	Green	Green	Red
Cranwich Road Spitzer and Partners	Green	Green	Green	Red
Dalston Practice	Green	Yellow	Green	Green
De Beauvoir Surgery	Green	Green	Green	Red
Elm Practice	Green	Red	Green	Yellow
Elsdale Street Surgery	Green	Red	Green	Yellow
Gadhvi Practice	Green	Red	Green	Yellow
Healy Medical Centre	Green	Green	Green	Red
Heron Practice	Green	Green	Green	Yellow
Hoxton Surgery	Green	Yellow	Yellow	Red
Kingsmead Healthcare	Green	Green	Green	Red
Latimer Health Centre	Green	Green	Green	Red
Lawson Practice	Green	Green	Green	Red
Lea Surgery	Red	Red	Green	Yellow
London Fields Medical Centre	Green	Red	Green	Red
Lower Clapton Group Practice	Green	Yellow	Green	Red
Nightingale Practice	Green	Yellow	Green	Yellow
Queensbridge group Practice	Green	Green	Green	Yellow
Richmond Road Medical Centre	Green	Green	Green	Yellow
Riverside Practice	Red	Green	Green	Yellow

Rosewood Practice				
Sandringham Practice				
Shoreditch Park Surgery				
Somerford Grove Practice				
Spring Hill Practice				
Statham Grove Surgery				
Trowbridge Practice				
Well Street Surgery				
Wick Health Centre				

Complaints

GP Practice	Complaints policy	Easy to make complaints?	Option for general feedback?	Observations on complaints
Allerton Road Medical Centre				
Athena Medical Centre				
Barretts Grove Surgery				
Barton House Health Centre				
Beechwood Medical Centre				
Brooke Road Surgery				
Cedar Practice				
Clapton Surgery				
Cranwich Road Spitzer and Partners				
Dalston Practice				

De Beauvoir Surgery	Green	Red	Green	Yellow
Elm Practice	Yellow	Red	Green	Yellow
Elsdale Street Surgery	Red	Red	Green	Yellow
Gadhvi Practice	Yellow	Red	Green	Yellow
Healy Medical Centre	Yellow	Red	Green	Yellow
Heron Practice	Green	Green	Yellow	Green
Hoxton Surgery	Yellow	Red	Yellow	Yellow
Kingsmead Healthcare	Yellow	Red	Green	Yellow
Latimer Health Centre	Yellow	Red	Green	Yellow
Lawson Practice	Yellow	Green	Red	Yellow
Lea Surgery	Yellow	Red	Yellow	Yellow
London Fields Medical Centre	Yellow	Red	Red	Red
Lower Clapton Group Practice	Yellow	Green	Red	Yellow
Nightingale Practice	Yellow	Red	Green	Yellow
Queensbridge Group Practice	Green	Green	Green	Green
Richmond Road Medical Centre	Yellow	Red	Green	Yellow
Riverside Practice	Yellow	Green	Green	Green
Rosewood Practice	Yellow	Red	Green	Yellow
Sandringham Practice	Yellow	Red	Green	Yellow
Shoreditch Park Surgery	Yellow	Red	Green	Yellow
Somerford Grove Practice	Green	Red	Green	Yellow
Spring Hill Practice	Yellow	Red	Green	Yellow
Statham Grove Surgery	Red	Red	Green	Red
Trowbridge Practice	Green	Green	Green	Green

Well Street Surgery	Red	Red	Green	Red
Wick Health Centre	Yellow	Red	Green	Yellow

Patient Participation Group

GP Practice	Information on what PPG is	Information on how to join PPG	Dates/times/meeting minutes up to date?	Observations on PPG
Allerton Road Medical Centre	Green	Green	Red	Yellow
Athena Medical Centre	Green	Green	Red	Yellow
Barretts Grove Surgery	Green	Green	Red	Yellow
Barton House Health Centre	Green	Green	Red	Yellow
Beechwood Medical Centre	Green	Green	Red	Yellow
Brooke Road Surgery	Green	Yellow	Yellow	Yellow
Cedar Practice	Green	Green	Green	Green
Clapton Surgery	Green	Green	Green	Green
Cranwich Road Spitzer and Partners	Yellow	Green	Green	Green
Dalston Practice	Green	Yellow	Green	Green
De Beauvoir Surgery	Yellow	Green	Green	Green
Elm Practice	Yellow	Red	Green	Yellow
Elsdale Street Surgery	Green	Green	Green	Green
Gadhvi Practice	Green	Green	Green	Green
Healy Medical Centre	Green	Green	Red	Yellow
Heron Practice	Green	Green	Red	Yellow
Hoxton Surgery	Green	Yellow	Yellow	Yellow
Kingsmead Healthcare	Green	Yellow	Green	Green

Latimer Health Centre	Yellow	Yellow	Red	Yellow
Lawson Practice	Green	Yellow	Yellow	Yellow
Lea Surgery	Green	Red	Red	Red
London Fields Medical Centre	Green	Yellow	Red	Yellow
Lower Clapton Group Practice	Green	Green	Red	Green
Nightingale Practice	Green	Yellow	Red	Yellow
Queensbridge Group Practice	Red	Yellow	Yellow	Yellow
Richmond Road Medical Centre	Yellow	Yellow	Red	Yellow
Riverside Practice	Green	Green	Red	Yellow
Rosewood Practice	Red	Red	Yellow	Yellow
Sandringham Practice	Yellow	Green	Red	Yellow
Shoreditch Park Surgery	Red	Red	Red	Red
Somerford Grove Practice	Green	Green	Green	Green
Spring Hill Practice	Green	Green	Red	Yellow
Statham Grove Surgery	Green	Green	Green	Green
Trowbridge Practice	Green	Green	Red	Yellow
Well Street Surgery	Green	Yellow	Red	Yellow
Wick Health Centre	Red	Red	Red	Red

Digital Offerings

GP Practice	Can you book appointments online?	Information available on ordering repeat prescription?	Online consultation available?	Observations on digital offerings
Allerton Road Medical Centre	Green	Green	Green	Green
Athena Medical Centre	Green	Green	Yellow	Green

Barretts Grove Surgery				
Barton House Health Centre				
Beechwood Medical Centre				
Brooke Road Surgery				
Cedar Practice				
Clapton Surgery				
Cranwich Road Spitzer and Partners				
Dalston Practice				
De Beauvoir Surgery				
Elm Practice				
Elsdale Street Surgery				
Gadhvi Practice				
Healy Medical Centre				
Heron Practice				
Hoxton Surgery				
Kingsmead Healthcare				
Latimer Health Centre				
Lawson Practice				
Lea Surgery				
London Fields Medical Centre				
Lower Clapton Group Practice				
Nightingale Practice				
Queensbridge Group Practice				
Richmond Road Medical Centre				
Riverside Practice				

Rosewood Practice				
Sandringham Practice				
Shoreditch Park Surgery				
Somerford Grove Practice				
Spring Hill Practice				
Statham Grove Surgery				
Trowbridge Practice				
Well Street Surgery				
Wick Health Centre				

Common Findings

The following are a few common findings seen across all GP practice websites. These themes were absent from a majority of the GP websites:

- *No information on extended consultations.* If patients need to make an extra appointment for more than one medical issue, the website should provide information on how to do so.
- *Complaints policy difficult to find.* It was difficult to find the complaints policy on many of the websites because it is hidden within certain tabs. It is important to have this information readily available on the homepage for patient accessibility.
- *Difficulty making official complaints.* Many of the GP websites, they do not provide an online form which patients can use to file official complaints. This would make filing complaints much easier and more efficient for the patients.
- *No meetings dates or times for Patient Participation Groups.* This information is vital to patients knowing how to get involved in PPG meetings.
- *No recent meeting minutes from Patient Participation Groups.* This is essential to keep patients informed and up-to-date about meetings.

6. Recommendations and Responses

The following recommendations were sent to each GP practice, including their respective response back to Healthwatch Hackney.

GP Practice	Recommendation	Response
Allerton Road Medical Centre	<ol style="list-style-type: none"> 1. Add information on extended consultations 2. Add working accessibility link 3. Difficult to find screen reader 4. Place complaints policy on home page 5. Add information on Patient Participation Group such as description, meeting dates and location 6. Update meeting minutes (most recent from March 2019) 	No response
Athena Medical Centre	<ol style="list-style-type: none"> 1. Add information on extended consultations 2. Difficult to find screen reader 3. Place complaints policy on home page 4. Place online form or email in order or patients to submit official complaint 5. Add information on Patient Participation Group such as description, meeting dates and location 6. Update meeting minutes (most recent from December 2013) 7. Add online consultation tool 	No response
Barretts Grove Surgery	<ol style="list-style-type: none"> 1. Add information on extended consultations 2. Add search function 	No response
Barton House Health Centre	<ol style="list-style-type: none"> 1. Add information on extended consultations 2. Create bigger text for noticeboard 3. Update PPG meeting list (most recent 12/9/2019) 4. Add meeting minutes for PPG 	Email response stated they are in the process of updating the website and have taken the recommendations on board
Beechwood Medical Centre	<ol style="list-style-type: none"> 1. Add information on extended consultations 2. Organize tabs to make navigation easier 3. Add online general feedback form 4. Add online complaint form or email to submit official complaint 	Will change website according to recommendation

	5. Add meeting dates and times for PPG	
Brooke Road Surgery	<ol style="list-style-type: none"> 1. Add information on extended consultations 2. Add search bar for easier navigation 3. Add zoom and translation option 4. Add screen reader 5. Place complaint policy on home page 6. Create forum for adding feedback/complaints 7. Add meeting minutes for PPG 	Over the phone explained: 1. They will look into adding a forum of some sort about extended consultations 2. Look into getting a search bar 3. See if they have enough funding to add a zoom features and screen access 4. Will add complaint form, something for feedback for patients to print out and send, as well as meeting minutes for PPG
Cedar Practice	<ol style="list-style-type: none"> 1. Include practice managers phone number for complaint filing 2. Add meeting minutes for PPG 3. Add more GP to online consult platform in order to increase GP response time 	No response
Clapton Surgery	<ol style="list-style-type: none"> 1. Add information on extended consultations 2. Rearrange photos on homepage to make sure it doesn't block alert news at the top 3. Add complaints policy to homepage 4. Add general feedback link on the homepage 5. Write more information regarding PPG and add meeting dates, times and meeting minutes 6. No phone number or information on call wait times for on-call doctor 	No response
Cranwich Road Spitzer and Partners	<ol style="list-style-type: none"> 1. Add information on extended consultations 2. Add official complaint forum 3. Add meeting minutes for PPG 	No response
Dalston Practice	<ol style="list-style-type: none"> 1. Add information on extended consultations 2. Fix broken links on accessibility page 3. Add complaints policy on homepage 	No response

	<ol style="list-style-type: none"> 4. Create official complaint forum 5. Add online form to join PPG 6. Add meeting dates, times and recent meeting minutes for PPG (most recent from 2013/2014) 	
De Beauvoir Surgery	<ol style="list-style-type: none"> 1. Add information on extended consultations 2. Add official complaint forum 3. Add more information about PPG meetings 4. Add meeting dates, times and recent meeting minutes for PPG (most recent from December 2012) 	<ol style="list-style-type: none"> 1. Added email address for patients to send complaint to make complaints easier to submit 2. Added information on PPG and meeting minutes from 8/1/2019
Elm Practice	<ol style="list-style-type: none"> 1. Add information on extended consultations 2. Add more information on new patient registration 3. Organize tabs 4. Add complaints policy to homepage 5. Create official online forum 6. Add meeting dates, times and updated meeting minutes for PPG (most recent from December 2016) 7. Add online consultations for patients 	Email response stated they will look over review and make necessary changes
Elsdale Street Surgery	<ol style="list-style-type: none"> 1. Add information on extended consultations 2. Organize tabs to make finding information easier 3. Add screen accessibility and zoom feature 4. Add complaints policy on homepage 5. Add information/procedure on how to make formal complaint 6. Add meeting times and meeting minutes for PPG 	Responded: 'Not sure this is of any relevance'
Gadhvi Practice	<ol style="list-style-type: none"> 1. Add information on extended consultations 2. Add information on how to register as new patient 3. Make tabs categories more specific 4. Add screen accessibility and zoom feature 5. Place complaints policy on home page 6. Create online form to file official complaint 	No response

Healy Medical Centre	<ol style="list-style-type: none"> 1. Add information on extended consultations 2. Place complaints policy on homepage 3. Create online form to file official complaint 4. Add meeting dates, times and meeting minutes for PPG 5. Add online consultation tool 	No response
Heron Practice	<ol style="list-style-type: none"> 1. Place complaints policy on homepage 2. Add forum to file official complaint online 3. Upload recent meeting minutes from PPG 	No response
Hoxton Surgery	<ol style="list-style-type: none"> 1. Place complaints policy on homepage 2. Add forum to file official complaint online 3. Upload recent meeting minutes from PPG 	<ol style="list-style-type: none"> 1. Detailed complaint information in a separate tab under further information and practice policies. 2. PPG listed under Patient Forum Group which includes details on meeting minutes and information on joining
Kingsmead Healthcare	<ol style="list-style-type: none"> 1. Add information on extended consultations 2. Place name and contact information for practice manager in order to make official complaint 3. Add online booking tool 4. Explain online prescription ordering service such as how to register 5. Provide link for online consultation 	No response
Latimer Health Centre	<ol style="list-style-type: none"> 1. Add information on extended consultations 2. Give patient manager name for patients to make complaints 3. Add dates, times and meeting minutes for PPG (last updated report was 2014-2015) 	<ol style="list-style-type: none"> 1. Added information about extended consultations 2. Practice manager's name updated on the website 3. PPG section updates and uploaded last PPG minutes 4. Online consultations log and short cut placed on the homepage making it more visible
Lawson Practice	<ol style="list-style-type: none"> 1. Does not give meeting dates and times for PPG 	No response

<p>Lea Surgery</p>	<ol style="list-style-type: none"> 1. Website does not have zoom feature 2. Allow official complaints to be done online 3. Add information on how to join PPG other than a simple online form such as meeting dates, times and its purpose 6. Add recent meeting minutes from PPG (last updated 2017) 	<p>Email responses that they are in the process of making the changes with urgency</p>
<p>London Fields Medical Centre</p>	<ol style="list-style-type: none"> 1. Add information on extended consultations 2. Provide online registration for new patients 3. Add tool for google translate to increase accessibility 4. Add online form for official complaints 5. Provide forum for general feedback 6. Provide PPG meeting dates, times and meeting minutes for past meetings 	<ol style="list-style-type: none"> 1. 'We believe the layout of our site is not user friendly hence the recommendation from yourselves. Although most of the information requested is on the site, it is not displayed in a manner that make it easily accessible to a user. We are therefore in talk with our service provider in order to link the information to the tabs on the top of the home page'. 2. 'Although registration tab is on the home page, it is not clearly evident. We are in talk with our provider to link this to the online registration tab on the top of the page. Will let you know as soon as it is done'. 3. Not sure about this but waiting on our service provider for guidance . Will keep you posted' 4. 'Looking into the best option for us' 5. 'We do have a comprehensive information on this. We will be uploading it on the site with newsletters and all during this week. We

		will let you know as soon as it is done'
Lower Clapton Group Practice	<ol style="list-style-type: none"> 1. Add zoom feature for accessibility 2. Place complaints policy on homepage 3. Add forum for general feedback 4. Fix PPG link 5. Create online application for patient registration 	No response
Nightingale Practice	<ol style="list-style-type: none"> 1. Provide online patient registration 2. Add zoom feature for accessibility 3. Place complaints policy on homepage 4. Add online registration for PPG 5. Place dates and times for the next PPG meeting 6. Add most recent meeting minutes for PPG (most recent from February 2018) 	<ol style="list-style-type: none"> 1. Have made patient registration form available 2. Placed complaint form and policy within complaints form and protocol folder 3. PPG minutes updated 4. Will take a look into getting zoom feature
Queensbridge Group Practice	<ol style="list-style-type: none"> 1. Add dates and times for PPG meetings 2. Add recent meeting minutes for PPG (most recent from January 2018) 	No response
Richmond Road Medical Centre	<ol style="list-style-type: none"> 1. Create box of accessibility tools to make them easier to access 2. Add search bar to make it easier for users to find information 3. Add meeting minutes for PPG 4. Place PPG information on homepage to make it more accessible 5. Create online consultation forum 	No response
Riverside Practice	<ol style="list-style-type: none"> 1. Add translation tool for other languages 2. List complaints policy on the homepage 3. Add meeting dates, times and meeting minutes for PPG 	Will provide translation options to other languages, list complaints policy on the homepage and add meeting dates, times and minutes for PPG meetings. Said this will hopefully be done within February

Rosewood Practice	<ol style="list-style-type: none"> 1. Add translation tool for other languages 2. List complaints policy on the homepage 3. Add meeting dates, times and meeting minutes for PPG 	<ol style="list-style-type: none"> 1. Will provide translation options to other languages 2. Will place complaints policy on the homepage 3. Will add meeting dates, times and meeting minutes for PPG
Sandringham Practice	<ol style="list-style-type: none"> 1. Add translation tool for other languages 2. Create search bar to make finding information easier 3. Create forum to file official complaint online 4. Add dates and times for virtual PPG meetings 	<ol style="list-style-type: none"> 1. Placed google translate options to other languages 2. Added search bar
Shoreditch Park Surgery	<ol style="list-style-type: none"> 1. Place complaints policy on homepage 2. Add online form for official complaints 3. Add information about PPG such as how to join, meeting dates, and times 4. Update meeting minutes for PPG (last updated December 2015) 	No response
Somerford Grove Practice	<ol style="list-style-type: none"> 1. Add zoom feature for accessibility 2. Create online forum to submit official complaint 	<ol style="list-style-type: none"> 1. Added online copy of complaints packet along with an email address for submission 2. Two zoom features are on the website (one as part of the Browse aloud software and the other is the zoom function on the keyboard-crtl +)
Spring Hill Practice	<ol style="list-style-type: none"> 1. Add official online complaint forum 2. Add meeting dates, times and meeting minutes for PPG 	<ol style="list-style-type: none"> 1. Official online complaint added 07/02 2. Meeting minutes, dates and times placed for PPG meetings on 10/02
Statham Grove Surgery	<ol style="list-style-type: none"> 1. Add information about complaint policy such as how to file complaint 2. Create forum for general feedback 3. Add information about PPGs such as meeting dates, times and meeting minutes 4. Add consultation service tool 	No response
Trowbridge Practice	<ol style="list-style-type: none"> 1. Add screen reader compatibility for better patient accessibility 	No response

	2. No recent PPG meeting minutes (last updated 2015)	
Well Street Surgery	1. Add official complaint information on homepage to make it easier to access 2. Add meeting dates, times and meeting minutes for PPG (last updated 2015)	No response
Wick Health Centre	1. Add information on extended consultations 2. Place forum for submitting online official complaint 3. Place PPG information in place where it's easy to find and access 4. Add online consultation service	Responded back with patient confidentiality information