



# GP Website Review

An observational review of the GP  
websites within Luton

June 2020

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## Introduction

In Luton there are 26 GP practices, serving a population of 214,658 people ([www.localhealth.org.uk](http://www.localhealth.org.uk)). In Luton, the GP practice contracts are managed by Luton Clinical Commissioning Group (LCCG). The GP practices are working towards the NHS England guidelines of having Primary Care Networks and within Luton there are five Primary Care Networks: Hatter's Health, Medics, Phoenix, Oasis and Eden.

In their last CQC inspections, one practice was rated as 'outstanding', 21 of the practices were rated as 'good', one as 'inadequate' and two as 'requires improvement'. There is one surgery which is under a caretaking contract, and as such, does not have a current rating.

In the last six months, even during the pandemic, there have been 31 feedbacks on individual practices. The main theme being around access to GP practices, whether that is booking an appointment, registering at the practice or gaining access to a timely referral.

Healthwatch Luton know that during the pandemic, digital consultations have overtaken the main form of engagement with patients. This may include to make an appointment or to garner guidance and advice.

Along with many other local Healthwatch in the East of England region, Healthwatch Luton are carrying out an observational review of the websites of the local GP practices.

With a focus on a virtual service and remote access to primary care through GP practices, it is more important than ever that websites are up to date, accessible and easy to navigate for all service users.

As well as including the focus of the region of cancer information on GP websites, Healthwatch Luton included further focus of what information was available on the GP websites for items including PPG (Patient Participation Group) and PCN (Primary Care Networks) whilst carrying out the observations.



## Methodology

Healthwatch Luton based the review criteria on that from Healthwatch Central Bedfordshire, adding in extra questions. A full list of the questions can be found within the appendix at the end of this report.

As the reviews were carried out in a non-invasive way – by visiting the websites online and completing the checklist, no consent was required from the surgeries. All data collected is within the public domain, and as such, explicit consent was not required from the surgeries to carry out the reviews. However, Healthwatch Luton advised all practice managers of their intent to carry out the reviews and assured them there would be no interruption or requirement put upon the surgeries. It was agreed any recommendations would be given with consideration for the current pandemic effecting work forces and capacity.

Staff and volunteers were fully briefed before completing the reviews. Once completed the reviews were saved and sent to be analysed and reported on.

To ensure there was no changes missed, each website was reviewed in one go, with no returning once completing. To allow for any conflict of interest, those carrying out the reviews did not carry them out on their own surgery.

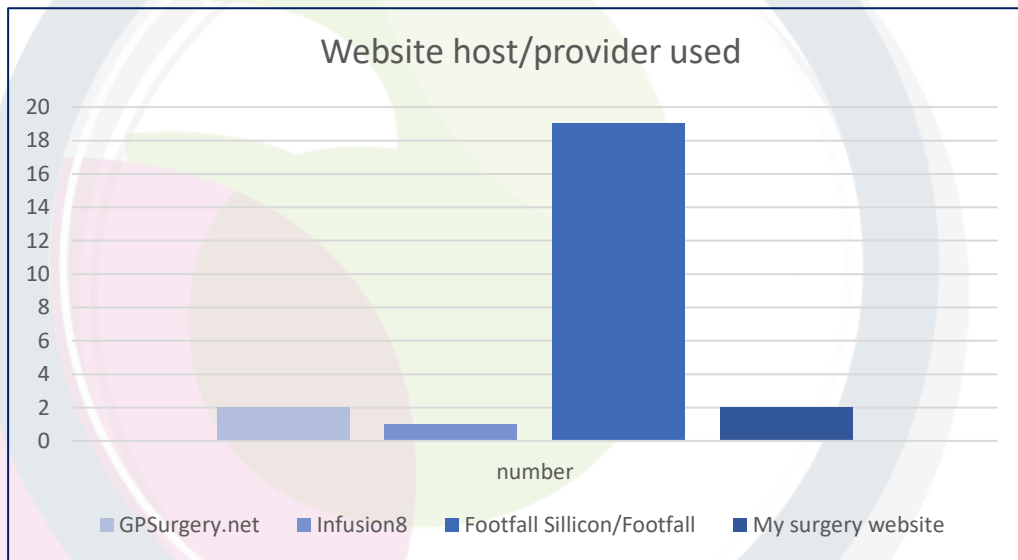


## Results

Healthwatch Luton reviewed 26 surgery websites between Thursday 18<sup>th</sup> June and Thursday 25<sup>th</sup> June 2020. The results are outlined here.

The surgeries use a variety of different hosts/providers, with Footfall Silicon of one variety or another being the most popular (19).

One surgery contacted Healthwatch Luton about their website prior to the reviews, to state they were changing providers soon due to having trouble accessing their current website. This was taken into account when reviewing the websites.



It was not clearly stated on some websites when they were last updated, however, the information on them provided a guide that all had been updated since the beginning of the pandemic. Some were updated as recently as within the last week.

Almost all websites (two did not) had information about the COVID-19 pandemic, with a link to the NHS Coronavirus information page and a lot of them had this as a pop up when first entering the website.

One website did not have any information about any of the areas that Healthwatch Luton were looking at, including coronavirus information, cancer information or vulnerable patients information. It did however, have information about PCNs (Primary Care Networks) within the NHS news section.

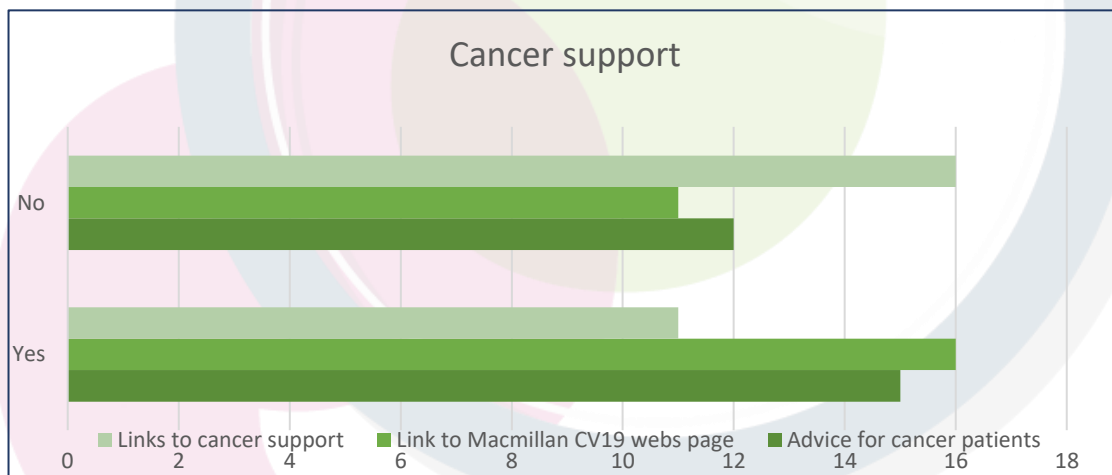
Information for those who are shielding or are vulnerable was found on all except four websites. There were two websites that did not specifically mention shielding, but did have sections for those who were high risk patients or deemed vulnerable.



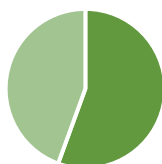
# Results

## Cancer

A focus for the region is cancer support and information for patients who have a cancer diagnosis. When reviewing the websites, Healthwatch Luton noticed there were specific information and links for particular types of cancer, particularly blood cancer. This chart shows the number of websites which had advice for cancer patients, links to the specific Macmillan coronavirus page and links to cancer support. As is displayed, on average, it was quite an even split (41-59%) between those who did display information, and those who did not.

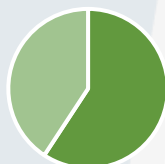


Is there advice for cancer patients on the website?



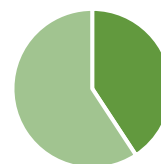
■ Yes ■ No

Is there a link to Macmillan page?



■ yes ■ no

Are their links to cancer support?



■ yes ■ no

When looking for cancer advice, 56% of websites did display this information, 59% did have links to Macmillan coronavirus page and 41% did have links on their website for cancer support.



# Results

## Appointments

GP access has been an area that Healthwatch Luton have consistently received feedback regarding for the last few years. When carrying out the reviews, Healthwatch Luton looked to see the ease that patients could get appointments or information about booking appointments online.

Out of the websites reviewed, all except one website had information about how to book, with several having an online facility to book appointments.

## Compliments and complaints

When reviewing the websites, Healthwatch Luton noted whether or not the information and processes or policies for making a compliment or complaint were available online. Similarly to appointments, all bar one website had this information available. Two websites also had an option to leave this information on the website directly.

Only one of the websites had information about Healthwatch Luton on their website.

## Patient Participation Group (PPG)

All practices are expected to have a PPG as part of their contract fulfilment from LCCG. All of the websites, with the exception of one, mentioned the PPG in one form or another. Several websites had out of date information about the PPG. One website referred to it as 'a group' that was being formed, but was from 2018, another referenced a date in 2015 and another in 2016. Another had information about a PPG but did not have the year the information was from. On a few (3) websites it was hard to locate the information about the PPG without carrying out a search of the website using the 'search' function. Some websites did have information about how to join the PPG and some did have information such as past minutes of meetings.

## Primary Care Networks (PCNs)

The national drive for PCNs has been initiated in Luton, however, only two websites mention the PCNs. One outlined which PCN they were part of, and another mentioned it within the NHS news information on the website.



## Recommendations

Based on the results from the reviews of the websites, Healthwatch Luton would like the following recommendations to be considered by all practices within Luton, to allow the same level of accessibility and information to all residents, regardless of the practice they are registered at.

- **Include information about Healthwatch Luton**

Websites did not contain information about Healthwatch Luton. Whilst this is not a statutory requirement to have on the website, if practices did chose to have information about Healthwatch Luton on their website, they could have a widget which would enable feedback to be encouraged and shared with Healthwatch Luton, who in turn can share this quarterly with practices in a Brief Summary Report, as they do with other health and care providers. It would also be a sign of good practice insight into patient feedback for the practice and could support their patients.

- **Patient Participation Group**

As the feedback from patients is invaluable, it would be a recommendation of this report to ensure that all practices have an up to date area on their website to share information about the PPG, to encourage patients to join and to display current and up to date minutes.

- **Primary Care Networks**

As all the practices within Luton are signed up to a PCN, it might be useful for information to be available to those who access the websites to understand a little more. It would be a recommendation of this report to share details of PCNs with those patients who access their website.

- **Consistent information**

Healthwatch Luton know that each GP practice holds individual contracts with the LCCG (Luton Clinical Commissioning Group), however, it would be a recommendation of this report that there is consistency throughout the websites of all practices, so that regardless of where a patient is registered, they have access to the same information.





## Quality Assurance

To quality assure the work, Healthwatch Luton reviewed a small sample (10% - 3) of the reviews, to ensure they were an accurate reflection of the information found on the websites.

Healthwatch Luton ensured the information was a correct and true reflection of the websites and will ensure any recommendations are shared with LCCG and the practices.

## Data Information

Whilst Healthwatch Central Bedfordshire will be able to use this information to report region wide, the data will remain the property of Healthwatch Luton and any data used will be referenced.

## Evaluation

Healthwatch Luton found this a useful and productive piece of work. It is something that Healthwatch Luton will take forward into other areas of the health and care system, to understand what is available remotely, and how accurate and up to date that information is for those using online mediums to access these services.

It is worth noting, that while it is useful to have all this information accessible online, it does not account for those who are excluded due to not being online, or using websites regularly.

Locally, Healthwatch Luton will share the reviews with the GP practices, to ensure they are able to make the most of the platform for their service users.

Healthwatch Luton will share this report with Healthwatch Central Bedfordshire (HWCB), to enable the information to be used to feed into the region wide project. It will also be shared externally with Macmillan by HWCB regarding the cancer information reviewed.




## Appendix

- I Checklist
- II Raw data table



# Appendix I



| Questions  | Yes/No | Notes |
|--|--------|-------|
| 1. Is the website up to date?<br>(Date was updated)                        |        |       |
| 2. Who is the web host provider?   |        |       |
| 3. Is there current Covid19 information?                                   |        |       |
| 4. Is there a link to the current NHS Covid19 guidance?                    |        |       |
| 5. Is there advice for cancer patients?                                    |        |       |
| 6. Is there advice for shielding or vulnerable patients?                   |        |       |
| 7. Is there a link to the Macmillan Covi19 web page?                       |        |       |
| 8. Are there any links to the cancer support groups?                       |        |       |
| 9. Is there links or advice to make an appointment?                        |        |       |
| 10. Is the information/procedure to make compliments/complaints available? |        |       |
| 11. Is there information about PPG for the practice?                       |        |       |
| 12. Does the website mention PCNs?   |        |       |
| 13. Is there information/links to local Healthwatch?                       |        |       |

# Appendix II

## Simplified version of raw data

| GP Practice                      | Is the website up to date? (Date was updated) | Web host provider?               | Current Covid19 info? | Current NHS Covid19 link? | Cancer patients info? | Shielding or vulnerable patients? | Macmillan Covi19 web page? | Cancer support groups? | Appt info? | Compliments/complaints info? | PPG info? | PCNs mentioned? | HW Luton info? |
|----------------------------------|---|----------------------------------|-----------------------|---------------------------|-----------------------|-----------------------------------|----------------------------|------------------------|------------|------------------------------|-----------|-----------------|----------------|
| Barton Hill Medical Group        | Yes - 15/06/20                                | GPSurgery.net                    | Y                     | Y                         | N                     | N                                 | N                          | N                      | Y          | Y                            | Y         | Y               | Y              |
| Bell House Medical Centre        | Yes - date unknown                            | Infusion8                        | Y                     | Y                         | N                     | N                                 | N                          | N                      | Y          | Y                            | Y         | N               | N              |
| Biscot Group Practice            | Yes - 24/06/20                                | Footfall silicon practice 2020   | Y                     | Y                         | Y                     | Y                                 | Y                          | Y                      | Y          | Y                            | Y         | N               | N              |
| Brahmingham Park Medical Centre  | Yes - 18/06/2020                              | 2020 My Surgery Website          | Y                     | Y                         | Y                     | Y                                 | Y                          | Y                      | Y          | Y                            | Y         | N               | N              |
| Bute Medical Centre              | Yes   | Footfall                         | Y                     | Y                         | Y - Blood cancer      | Y                                 | Y                          | N                      | Y          | Y                            | Y         | N               | N              |
| Castle Medical Practice          | Yes, -13/06/20                                | FootFall Silicon Practice 2020   | Y                     | Y                         | Y - Blood cancer      | Y                                 | Y                          | N                      | Y          | Y                            | Y         | N               | N              |
| Conway Medical Centre            | Yes, 13/06/20                                 | FootFall © Silicon Practice 2020 | Y                     | Y                         | N                     | Y                                 | N                          | N                      | Y          | Y                            | Y         | N               | N              |
| Dr Mirza and Partners            | Unsure  | Footfall silicon practice 2020   | Y                     | Y                         | Y - Blood cancer      | Y                                 | Y                          | Y - Blood cancer       | Y          | Y                            | Y         | N               | N              |
| Gardenia and Marsh Farm Practice | Yes - 11/02/2020                              | Footfall silicon practice 2020   | Y                     | Y                         | Y                     | Y                                 | Y                          | Y                      | Y          | Y                            | Y         | N               | N              |
| Kingsway Health Centre           | Yes - 18/06/20                                | My Surgery Website               | Y                     | Y                         | Y                     | Y                                 | Y                          | Y                      | Y          | Y                            | Y         | N               | N              |
| Larkside Practice                | Yes - date unknown                            | Footfall                         | Y                     | Y                         | Y - Blood cancer      | Y                                 | Y                          | N                      | Y          | Y                            | Y         | N               | N              |
| Legrave Surgery                  | 10/04/2020                                    | Footfall                         | Y                     | Y                         | Y - Blood cancer      | Y                                 | Y                          | Y - Blood cancer       | Y          | Y                            | Y         | N               | N              |
| Leavale Medical Group            | Yes - 23/06/20                                | FootFall © Silicon Practice 2020 | Y                     | Y                         | N                     | Y                                 | N                          | N                      | Y          | Y                            | Y         | N               | N              |
| Lister House Surgery             | Yes - 13/06/20                                | FootFall Silicon Practice 2020   | Y                     | Y                         | N                     | Y (not shielding)                 | Y                          | Y - Blood cancer       | Y          | Y                            | N         | N               | N              |
| Malzeard Road Medical Centre     | Yes - 24/06/20                                | FootFall © Silicon Practice 2020 | Y                     | Y                         | Y                     | Y                                 | Y                          | Y                      | Y          | Y                            | Y         | N               | N              |
| Medici Medical Practice          | Unsure  | FootFall © Silicon Practice 2020 | Y                     | Y                         | N                     | Y                                 | N                          | N                      | Y          | Y                            | Y         | N               | N              |
| Medina Medical Practice          | Yes - date unknown                            | Footfall                         | Y                     | Y                         | Y - Blood cancer      | Y                                 | Y                          | N                      | Y          | Y                            | Y         | N               | N              |
| Neville Road Surgery             | Yes, 13/06/20                                 | FootFall © Silicon Practice 2020 | Y                     | Y                         | N                     | Y                                 | N                          | N                      | Y          | Y                            | Y         | N               | N              |
| Oakley Surgery                   | Yes - 13/06/20                                | FootFall Silicon Practice 2020   | Y                     | Y                         | N                     | Y                                 | N                          | N                      | Y          | Y                            | N         | N               | N              |
| Pastures Way Surgery             | Unsure  | Systemonline                     | Y                     | Y                         | N                     | N                                 | N                          | N                      | Y          | Y                            | Y         | N               | N              |
| Stopsley Village Practice        | Yes - date unknown                            | FootFall © Silicon Practice 2020 | Y                     | Y                         | Y                     | Y                                 | Y                          | Y                      | Y          | Y                            | Y         | N               | N              |
| Sundon Medical Centre            | Yes - 10/04/20                                | Footfall silicon practice 2020   | Y                     | N                         | Y - Blood cancer      | Y                                 | Y                          | Y - Blood cancer       | Y          | Y                            | Y         | N               | N              |
| The Ashcroft Practice            | Yes - 17/06/20                                | GPSurgery.net                    | Y                     | Y                         | N                     | Y                                 | N                          | N                      | Y          | Y                            | Y         | N               | N              |
| Town Centre GP Practice          | Yes - 13/06/20                                | FootFall © Silicon Practice 2020 | Y                     | Y                         | N                     | Y                                 | N                          | N                      | Y          | Y                            | Y         | N               | N              |
| Wenlock Surgery                  | Yes -12/06/20                                 | WordPress                        | N                     | N                         | N                     | N                                 | N                          | N                      | N          | N                            | N         | Y               | N              |
| Woodland Avenue practice         | Yes - 15/05/2020                              | Footfall Silicon Practice        | Y                     | Y                         | Y                     | Y                                 | Y                          | Y                      | Y          | Y                            | Y         | N               | N              |

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