



GP Website Review

An observational review of the GP
websites within Luton:
A Revisit October 2021

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Introduction

In Luton there are 26 GP practices, serving a population of 213,052 people ([Local Health - Public Health England - Reports: get a dashboard on a custom area](#)). In the last year, there have been changes locally to the Integrated Care System (ICS) and as such, there is now a Commissioning Collaborative for Bedfordshire, Luton and Milton Keynes, BLMK. However, GP practices are still commissioned locally by the Place based team. The GP practices in Luton have begun working towards having Primary Care Networks (PCNs), however due to the ongoing pandemic, there has been less advancement of these as expected. There are five PCNs in Luton: Eden, Hatter's Health, Medics, Oasis and Phoenix.

In the last CQC inspections, one was rated 'Outstanding, 20 of the surgeries were rated as 'Good', and four 'Requires Improvement'. The final website reviewed was that of Medina, which is no longer registered with the CQC and no longer rated.

With a focus on virtual access and less physical services for primary care via GPs, it is important that the public are able to access information via their GP surgery's website. This is something that Healthwatch Luton reviewed last year as part of a region wide project, looking at the information available on websites and in particular for those living with, or survivors of, cancer.

Healthwatch Luton have received 34 pieces of feedback in the last quarter (Oct – Dec 2021) in relation to 13 different GP practices and the treatment and care they have received.

Healthwatch Luton have begun desk research to understand what is available locally for residents about their PPGs (People Participation Groups) at the practices which will be reported on separately.



Methodology

Healthwatch Luton previously carried out a review on all local GP practice websites in June 2020. This was an observational review and was carried out in a non-invasive way – by visiting the websites online and looking at the accessibility of the information within the checklist.

All the information is in the public domain and all data collected remains in the public domain. Because of this, no explicit consent was required from the surgeries for Healthwatch Luton to carry these out.

After the previous observational reviews in 2020, it was decided to review the questions on the checklist and remove the focus of cancer information as this was specifically for the East of England work. The aim was to make this a more ‘place based’ review. A full list of the questions on the checklist can be found within the appendix of this report.

Previous recommendations were also considered when reviewing the websites. It should be noted the previous recommendations were only a guide for the practice managers and there was consideration taken for these based on capacity and the current ongoing pandemic.

Healthwatch Luton representatives were briefed before completing the reviews, which were to be completed in one sitting per surgery, with no returning to the website once completed. These were saved and all analysed and reported on collectively. For quality assurance purposes, three of the surgeries were randomly chosen and they were reviewed independently and then compared to the review carried out.

To ensure there was no conflict of interest, those carrying out the reviews were not able to do the surgery they belonged to, or any they had close relatives or friends as patients.



Results

Healthwatch Luton reviewed 26 surgery websites in October 2021. Nearly all of the websites were found to be up to date as it was dated on the bottom of the main page, or contained information that was up to date indicating that this was the case. The surgeries used a variety of different hosts/providers, including Accurx, SystemOnline, 365 Practice and GP Surgery.net. The most common used was Sillicon/Footfall with almost 60% (15) of practices using it.

All surgeries, except one, had current coronavirus information available, although it did have a link to the NHS coronavirus page. All except a different surgery, had a link to the NHS Coronavirus webpage.

Of the 26 websites, there was the option to book appointments online for 22 of them. One required a log in before being able to advance any further and three suggested registering for online log in information. All websites had a link to further advice before booking an appointment, with the exception of one which suggested contacting the reception for further log in information.

All websites, except one, had information about how to make a complaint, with this varying between a link to click, to the complaints process or the NHS Friends and Family link.

Six of the websites did not have any information about the PPGs. Some had a brief mention of it, whereas others had 'lots' of information about it. Six websites had links to the PPG meeting minutes also.

Fourteen of the websites outlined specialist services that were available, such as diabetic clinics or clinical pharmacists. Some (nine) did not specify if they were able to support specialist services. 50% of the websites mentioned self referral or had links to self management of conditions or services.

38% (10) of the websites mentioned PCNs, but this was in a variety of different ways – some was in relation to their Privacy Policy, another in relation to GDPR and another in relation to 'links with another practice'.

None of the websites had any information about Healthwatch Luton.

It is worth noting, where there was one website that did not have something online, it was not always the same website. Also, where some information was harder to find, Healthwatch Luton representatives had to trawl through the websites and it was not obvious to see.



Results

Comparison to last (2020) review

There was little change in the websites from the last website observational reviews. There did seem to be a few more who had the information more easily accessible.

When reviewing the websites and looking at how they differ from last year, it was noted that despite Healthwatch Luton sending the reports out last year, post review, there were still not one website with Healthwatch Luton's details on. Healthwatch Luton would also like to note, that legally, NHS providers are meant to display Healthwatch information as part of their contract:

Section 16 of the Standard NHS Contract 2019/20:

" SC16 Complaints 16.1 The Commissioners and the Provider must each publish, maintain and operate a complaints procedure in compliance with the Fundamental Standards and other Law and Guidance.

" All 16.2 The Provider must: .

16.2.1 provide clear information to Service Users, their Carers and representatives, and to the public, **displayed prominently** in the Services Environment as appropriate, on how to make a complaint or to provide other feedback and on **how to contact Local Healthwatch**"

As the independent champion for people who use health and social care services, the purpose of Healthwatch Luton is to make sure that those running the services are able to understand the needs, experiences and concerns of those who use the services.

There was an improvement that most websites were up to date with the information they were sharing and there were more who had information about the PPGs on their website.



Recommendations

Based on the results from the reviews of the websites this year, as previously, Healthwatch Luton would still 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 choose 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. This would be shared 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 CCG (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 ensured any recommendations were shared with BLMK CCG and the local GP practices.

Data Information

The data will remain the property of Healthwatch Luton and any use of it should be referenced.

Evaluation

Healthwatch Luton reviewed the report from the last year, to see if there were many changes. This was a useful activity to carry out and it was positive to see some changes to the websites.

Healthwatch Luton will continue to review experiences for the patients in Luton in how they are accessing their GPs and how they are finding the information they need for the GP services in Luton. Healthwatch Luton will also further understand about the PPGs (People Participation Group) at local surgeries and ensure where possible to share this information with the general public.

Healthwatch Luton would be happy to share feedback and information on a more individual level with GP practices and this would be further improved with the sharing of Healthwatch Luton within the GP websites.

It should be noted, that whilst it is useful to have information online and up to date, not everyone accesses the digital and online world and the information in the public domain needs to also be available and updated regularly for those not online.



Appendix

I Checklist



Appendix I



Questions	Yes/No	Notes
1. Is the website up to date? (<u>date</u> last updated where possible-You can check the copyright date at the bottom of the page.)		
2. Who is the web host provider? (Web and host provider can sometimes be same for some websites)		
3. Is Covid19 information up to date?		
4. Is there a link to the current NHS Covid19 guidance?		
5. Is there a link for online booking? (Please check if the process works or does it <u>goes</u> to a phone number)		
6. Are there links or advice to make an appointment?		
7. Is the information/procedure to make compliments/complaints available?		
8. What is the CQC rating? When was the last CQC inspection?		
9. Is there information about PPG for the practice?		
10. Is there a link to PPG minutes?		
11. Does the GP practice provide specialised services such as diabetic nurse/clinical pharmacist etc? (<u>not</u> medical appts or health checks)		
12. Is self-referral mentioned on the website?		
13. Does the website mention PCNs?		
14. Is there information/links to local Healthwatch?		



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