

Review of information for patients and the public about Coventry GP practices

October 2015



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1. Introduction

Healthwatch is the independent consumer champion for health and social care in Coventry. We give local people a voice - making sure that views and experiences are heard by those who run, plan and regulate health and social care services.

Healthwatch has set a strategic priority regarding primary care quality and ensuring that the views and perspectives of patients and the public are heard in the planning and delivery of GP services.

In February 2015 Healthwatch Coventry published findings of qualitative surveys and focus groups asking people to define good quality GP services¹. Healthwatch made a recommendation that the consistent production of GP practice leaflets should be supported by the development of template information.

It was also recognised that web based information is important and that developments such as the NHS Choices website are designed to support patient information and choices about which service to use or which GP practice to register with.

Healthwatch gathers feedback from the public through outreach and targeted work, and gathers intelligence from its work to provide information to the public via the Healthwatch information line and support to people making an NHS complaint via the Healthwatch Independent Complaints Advocacy Service. Common concerns are not knowing how to raise a concern or complaint; lack of clarity about the complaints process; confusion about services and what to expect from GP services; and not knowing where to find information to help with a particular health issue.

Healthwatch has set a cross cutting theme in its work programme regarding the importance good quality information to inform and empower patients.

Therefore, Healthwatch has undertaken a review of the websites of Coventry GP services and their entries on the NHS choices website www.nhs.uk and gathered copies of GP practice leaflets.

2 Aims of this piece of work

Healthwatch Coventry sits on the primary care quality group of the Coventry Health and Wellbeing Board. Healthwatch undertook this review of patient information about GP services in order to provide evidence regarding the current nature of information provision to inform this group. As with all pieces of work Healthwatch seeks to represent patient interests.

Another aim was to identify good practice, which could be shared and stimulate thinking about solutions to challenges identified.

¹ *GP quality in Coventry: what is important to local people and recommendations for action* (February 2015) <http://www.healthwatchcoventry.co.uk/gp-services>

3. Background

3.1 GP contract requirements on information about services

Requirements around websites depend upon what the practice has agreed to provide and there is no one particular clause or part of the GP practice contract that deals with web based information but the Contract covers some of the following areas (not an exhaustive list):

- Electronic transfer of patient records
- Patient On line Services (repeat prescribing/booking, amending and cancelling patient appointments)
- Publication of earnings information
- Practice website address and content
- NHS e-referral (choose and book service)- optional

We understand that there is a requirement for there to be web based information regarding each practice. This can be via NHS Choices (www.nhs.uk). Every GP practice should be listed on NHS Choices. Locally Coventry and Rugby CCG hold the administration rights and give permissions to staff in local practices so that they can update their own entries on NHS choices.

We also understand that a few years ago there was a financial incentive to encourage/fund GP practices to set up their own websites and therefore many of the current websites in use by Coventry GP surgeries date from this time.

The GP contract requires GP practices to have a practice leaflet and NHS England (the body responsible for the contract) monitors compliance with this in accordance with appendix 1.

Coventry has a larger number of GP practices than might be expected for the population size of 337,000². This means that on average GP practices in Coventry are small in terms of number of GPs and practice list size.

3.2 GP services outside of surgery hours

3.2.1 The Out of Hours GP service (OOH)

This is provided by Coventry and Warwickshire Partnership Trust (CWPT) and operates outside normal surgery hours (18.30 - 08.00 hours on weekdays, 24 hours daily over the weekend and on bank holidays).

² Population estimate for 2014 taken from Coventry City Council
http://www.coventry.gov.uk/downloads/file/16890/coventry_population_estimate_2015

It is based centrally within the City of Coventry Health Centre and is primarily available for those conditions that are unable to wait until a patient's own GP surgery is open.

The OOH service can only be accessed by NHS 111, which uses a clinical decision tool to triage calls. OOH services can offer (dependent on need):

- Telephone Consultation with a GP or Nurse Practitioners
- Appointment at the treatment centre for review by a GP or Advanced Nurse Practitioner
- Home visit performed by a GP

There is a patient transport service for those patients whose medical condition means they cannot get to their appointment in any other way (criteria are applied).

3.2.2 The Walk in Centre

The Walk in Centre is run by Virgin Health Care and is open 365 days a year from 8.00am till 10.00pm. Members of the public can attend and present themselves.

3.2.3 A&E (and 999)

Accident and Emergency at University Hospital Coventry is for people who have experienced an accident or potentially life threatening symptom(s).

4 Our method

4.1 Review of web based information

Using a list of GP practices in Coventry registered with the Care Quality Commission (CQC), supplied by the CQC, we used the Google search engine to search for web based information about individual practices on their own websites and the NHS Choices website, see appendix 2.

We searched using the practice name and looked at the results which came up on the first page of the search results as most people will not look beyond this page when searching on the web.

The Google search usually also brought up the NHS choices listing for each practice, but where this did not happen we searched for the practice within the NHS choices website.

We also followed web links for individual practices displayed on the practice's NHS Choices entry.

There were some anomalies in the GP list and differences with our existing list of Coventry GP practices and issues regarding consistency of naming for some GP practices.

We have not specifically considered accessibility for people who use screen reader software etc and whether websites are compatible with use on Android phones and devices. These are however important considerations as websites can provide a means for some disabled people to access information and use of mobile phones to access websites is very common.

The review was carried out in the week from 19 June 2015 with further website visits on 11, 13 and 14 July.

4.2 GP practice leaflets

We followed this work by visiting the GP practices in Coventry in August/September to collect GP practice leaflets. We carried this out as a mystery shopping exercise either just asking for the leaflet or saying it was for a relative interested in registering. We only identified ourselves as from Healthwatch if challenged by reception staff. Three Healthwatch members also contributed by collecting copies of their practice leaflets.

Some practices were not able to give us the leaflets there and then and so some follow up contact was required from us.

5. Findings

5.1 GP practice websites

5.1.1 Coverage

We did not find websites for 12 Coventry GP practices or practice branches. The remainder had a website on their own URL or a website giving information regarding branches run by the practice.

Some GP practices with more than one location/branch had website information which could be easily found for one but not for other(s).

5.1.2 Website design

17 practice websites used a web template provided by Arden and GEM Commissioning Support (see appendix 3).

13 GP practice websites used a design by PotatoMou.se (see appendix 3). A few practices used a template from my GP website (see appendix 3) and the remainder had bespoke designs.

Some websites were easier to navigate than others. Some had too many web links and a few had duplicate links but going to different content.

5.1.3 Information about what to do in an emergency or out of hours:

There was a mixed picture regarding how clear and user friendly information given on practice websites was regarding what to do when the surgery is closed (out of hours) or in an emergency. The two main website templates contained menu links and standard information, which is out of date.

The PotatoMou.se websites contains information about NHS 111 from a home page link 'out of hours' and has out of date information regarding NHS Direct, a service which is now closed, on a page from a menu link 'get help in an emergency'.

This issue was also found on other websites. In total we found 27 websites with out of date information regarding NHS Direct services on them.

This standard information within the website information had been updated by a small number of GP practices, showing that it is possible to do this.

31 websites had reference to NHS 111 somewhere in their content. Not all were clear about what this service was and when people should use it.

Some websites list an '0845' number for use out of hours whilst others only listed 111, others said to use the practice phone number which will then be diverted. Usually information about out of hours was not given on the opening hour's page, which was one place where our testers intuitively looked for it.

The Walk in Centre at the City of Coventry Health Centre was frequently mentioned along with its phone number. However information about what service it provided, opening hours and how to find it was less common. See appendix 4 for some positive examples of explanations of service out of hours.

5.1.4 PALS (Patient Advice and Liaison Services)

Prior to April 2012 there was a service called the Patient Advice and Liaison Service which operated for primary care service including GPs at the now abolished Primary Care Trust. The information and signposting functions of primary care PALS went to local Healthwatch but the other functions ceased.

PALS services for the local NHS provider trusts: University Hospitals Coventry and Warwickshire (UHCW), Coventry and Warwickshire Partnership Trust (CWPT) and West Midlands Ambulance Service remain.

22 GP practice websites (using more than one of the web templates) had out of date pages regarding Patient Advice and Liaison (PALS) services and broken links to external PALS web content which no longer exists following the changes to NHS structures in 2012.

Other websites gave contact details for UHCW PALS but did not explain this and its remit. We did not see any explanation of PALS at Coventry and Warwickshire Partnership Trust (CWPT) or West Midlands Ambulance Service (WMAS).

For example

In WEBSITE HOW TO SECTION:

PALS is a confidential listening service for patients. They can help resolve concerns or queries you have as a patient. They offer support, information and advice on NHS Services you receive in your home, at health centres, clinics and hospital. Their contact Tel No. 024 7696 6063 [this is UHCW PALS service but not explained. UHCW PALS provide help regarding UHCW service only].

There is an opportunity to write updated information to replace this page within the website templates with information about the PALS services which do still exist and the role of Healthwatch. Clear links regarding making an NHS complaint would also sit here. [See suggested text in appendix 5]

5.1.5 External contacts

13 GP websites had content listing external phone numbers or web links or using the NHS choices widget. It was unclear how contacts had been prioritised and some information was out of date or incorrect on most sites. For example, listing Coventry PCT; NHS Direct or other bodies that no longer exist. References to the PCT were frequently found on practice websites. Healthwatch was only listed in this section on one website. See appendix 6 for a quick guide to out of date and current key contacts produced by Healthwatch.

5.1.6 Information about Healthwatch:

Just 4 websites mention Healthwatch: 2 give incorrect contact details (one being for CWPT).

We found no references to the Independent Complaints Advocacy Service (ICAS), a support service for people making NHS complaints run by Healthwatch Coventry.

Healthwatch also has an important role as independent champion for patients and the public. As such as Healthwatch can answer information questions and help people navigate the NHS and raise any concerns.

We have created template information about Healthwatch for use on GP websites and practice leaflets see appendix 5.

5.1.7 Staff and services

Information about staff and services provided by practices was generally clear. However websites for Virgin provided services did not contain information about staff.

5.1.8 Good practice

There were also many examples of good practice either in structure, design or well written clear content:

- Practice charters containing a balance between practice and patient commitments (see appendix 7 for an example)
- Clear information about what to do out of hours
- Clear information on what the walk in centre is, when it is open and how to get there
- Information about how to make a complaint and give feedback
- Maps showing practice boundaries
- Mechanisms (or links) to do things online as a patient

5.2 NHS Choices website

NHS Choices (www.nhs.uk) is promoted as the go to place for information about local NHS services and as having a role in supporting patient and public information and choice.

We visited all of the entries for each GP practice/branch in Coventry. Results appeared high up the Google search result list.

We found a mixed picture regarding GP practice information on the site:

- 8 practices do not have the URL for the practice's own website listed on the NHS choices entry.
- The amount of information given per practice varies
- Information about practice boundaries is not very understandable or obviously located. Some practices do not have any information about their boundaries.
- Some information is not the same as that given on the practice website eg staffing, and opening times.

Each page has a last updated date on it. This is potentially an issue as the pages can look as if they have not been updated for a long time, but of course this may be because no information has changed. For example 12 websites showed last updated dates in 2012 and 3 of 2013.

5.3 GP practice leaflets

5.3.1 Requirements on practices under their contract

The GP practice contract says that GP practices must produce a practice leaflet; review its practice leaflet at least once in every period of 12 months and make any amendments necessary to maintain its accuracy; and make available a copy of the leaflet, and any subsequent updates, to its patients and prospective patients. (See appendix 1).

5.3.2 Coverage

Through our visits we found that 7 GP practices told us they did not have a practice leaflet. A further 8 practices were not able to give us a copy because they had run out; it was being updated; or they could not find a copy.

11 practice websites had a GP practice leaflet available for download. One had a 2010 version available on its NHS choices page.

5.3.4 Content of leaflets

Schedule 3 of the GP practice contract contains a sizeable list of 28 topics, which should be covered in a GP practice leaflet. In laymen's terms this includes:

- The name of the practice partner(s) or name and address of the company running the service
- The names of practice staff along with the qualifications of Drs and nurses etc
- Whether the Contractor undertakes the teaching or training of health care professionals or persons intending to become health care professionals.
- The practice boundary
- Contact details and addresses of each practice premises

- Information about disabled access and/or alternative arrangements for providing service to disabled patients
- How to register as a new patient
- Services provided
- Opening hours and contact details
- Information about how visits and how to get one
- The arrangements for services in the *out of hours period* and how the patient may contact such services
- Repeat prescription ordering
- Details of the process for making complaints or comments about the service
- The rights and responsibilities of the patient, including keeping appointments.
- Violent or abusive conduct by the patient
- Details of who has access to patient information and rights of access to information
- Information about the assignment of an accountable GP to patient including those over 75

Healthwatch believes that the intention behind the inclusion of this schedule in the contract is to convey the importance of information for patients and to set a framework giving consistency to the information produced by different GP practices. However the list of topics has become very long, and this presents significant challenges in terms of producing useful and easily readable information for patients.

The leaflets we have collected show that there is a lack of consistency in the information provided. Not all cover all of these topics and some contain additional information for example information about vaccinations; advice in treating common ailments, practice histories, sick notes, appointment systems/types of appointment, and patient panels etc. Some of this additional information will be useful for patients.

There was no consensus about how much information about each topic should be provided.

For ease of use and reading some practices have broken down the leaflet topics into separate leaflets/information sheets on themes such as making a complaint; practice charter etc.

For example Mansfield Medical Centre produces 5 separate DL leaflets covering the topics in the practice leaflet schedule. This has the benefit of giving some of the topics the space they require eg the Practice Charter; Complaints and compliments; and How we use Health records. This series of leaflets is generally written in plain English, are well set out and clear.

5.3.5 Out of date information

Some practice leaflets contain a list of contact details of external organisations. As with website information we found that some practice leaflets contained out of

date contact details for NHS Direct (11 leaflets) and Coventry PCT (8 leaflets). Also 2 gave contact details for Coventry and Warwickshire hospital, which is now closed and demolished.

As with practice web information the lists of external organisations vary. They sometimes contain information related to the local geographical area. We were surprised however that key contacts for mental health related matters including the Mental Health information line did not feature more widely.

See appendix 6 for a quick guide to out of date and current key contacts produced by Healthwatch.

5.3.6 Healthwatch and ICAS

8 practice leaflets made mention of Healthwatch Coventry and /or the Independent Complaints Advocacy Service (ICAS), but four contained incorrect information or the information that should be updated.

This means there is more reference to Healthwatch and ICAS in practice leaflets than on practice websites.

See appendix 5 for standard text regarding Healthwatch Coventry and ICAS.

5.3.7 Good practice

Format

There were a variety of formats used from 2 sides of A4 in the format of DL leaflets; A5 booklets; and to large A4 booklets. The longest leaflet was that of Edgewick Medical Centre at 24 A4 pages. Some practice booklets contain advertisements for external companies/services.

Readability

- Some leaflets had issues with the production ie it seemed that they had been photocopied multiple times reducing the print quality and readability.
- Print size was an issue in others with the font used being very small and text densely packed on the pages.
- Some leaflets would be difficult to read by some people due to the use of Italic text or lots of upper case text.

There are established standards and tests for readability of text in public documents. It is general rule that the average reading age of the population is 9 years of age. The Reading Agency states 1 in 6 adults struggle to read. Capital letters are reputed to be 13-18% harder for users to read. Guidance is available about constructing shorter sentences and using Plain English.

These are important considerations when producing any paper or web based information for the public. This is especially relevant as some of the ideas and information, which needs to be put across about GP services can be complicated.

Examples of practice leaflet content which is written clearly

FREEPHONE NHS 111 (Dial 111 only from any phone)

This is a free national telephone advice line where a team of qualified staff can talk to you over the phone. Available 24 hours a day all year round.³

You can call 111 when you need medical help fast but it is not a 999 emergency⁴

All our records are kept on computer. We can assure patients of complete confidentiality. Your notes are accessed by staff on a 'need to know' basis. Your rights to confidentiality are also protected by the Data Protection Act. Any concerns regarding the data on computer should be discussed with the practice manager.⁵

Your comments and suggestions

We are keen to provide a high standard of service. Please help us to do so. Comments on any aspect of the practice good or otherwise, will be received with interest. Please pass any comments to the staff or doctors. In case of a complaint or grievance please complete the complaints form, which can be obtained from reception. This will be passed directly for the attention of the practice manager. The practice has an active patient participation group. Contact the practice manager for further information.⁶

Patients wishing to see their medical records are entitled to do so. They should complete a form available from reception or by download from the website and return it to the practice secretary. A charge may be payable for this service.⁷

Well person checks

Patients registered with the practice and aged between 16 and 75 who have not had a consultation or attended a clinic at the surgery for 3 or more years and patients over 75 who have not seen one for 1 year or more may request a medical check up. Please contact reception to arrange this appointment with the nurse.⁸

Named Accountable GP

All patients are allocated a named GP who is responsible for your overall care at the practice. The named GP is shown on the counterfoil for ordering repeat prescriptions. Alternatively a member of the Practice team will be able to let you know who your GP is. You are free to see any GP you choose.⁹

³ Allesley Park Medical Centre leaflet

⁴ Copsewood Medical Centre

⁵ Paradise Medical Centre

⁶ Paradise Medical Centre

⁷ Park Leys Medical Practice

⁸ Springfield Medical practice

⁹ Torcross Medical Centre

6. Conclusions

Up to date and accessible information about NHS and care services is essential to help people navigate services, which can seem very complicated to patients and the public. In order to achieve this, a variety of approaches is required as different people access information in different ways.

Patients who do not use their GP service often will not be as familiar with services as those who have regular contact, and changes to process and service should be explained. A practice leaflet may be something that patient chooses to keep at home on a notice board or in a drawer to refer to.

Websites offer the opportunity to inform new patients and potential patients and means for existing patients to look up information they need. Appendix 8 provides details about the level of Internet use in the country and shows how much this has increased, for example finding information about goods and services was the second most common Internet activity in 2014, undertaken by almost three quarters of all adults (73%).¹⁰ Internet usage is also much more spread across different population age groups now.

The out of date contact details and information we found on websites and in leaflets will add to the confusion in the population about how to navigate local services. A clear description of services such as NHS 111 and the Coventry Walk in Centre would be beneficial and this information could and should be the same across different GP practices.

Our review of GP practice websites highlights that whilst there has previously been work to ensure that most Coventry GP practices have their own websites there appears to have been insufficient thought given to how these will be kept up to date on an ongoing basis. Websites are only useful if they are maintained and information is up to date.

The smaller nature of Coventry GP practices means there is less technical knowledge and capacity within individual practices to update web content. This is an issue which needs to be overcome locally. Maintaining web content can be seen as a back office function, which could be brought together across a number of GP practices, so that individual NHS choices entries and practice website are maintained.

We found practice leaflets were more up to date than web content and varied greatly in style and content. Leaflets were not available at every local GP practice. In some instances they were not easily available or there was a lack of awareness amongst reception staff about the leaflet or where to find it. These are indicators that on a day to day basis the practice leaflet is not valued as a useful information tool.

¹⁰ Internet Access - Households and Individuals 2014; Office of National Statistics

Of the leaflets Healthwatch collected, those which were shorter and more concise were the easiest to read. Good practice is to achieve a balance between providing useful information and keeping this succinct, whilst providing details of how to find out more.

Producing more than one leaflet in order to focus on different information topics in enough depth is also a good approach for ensuring the accessibility of information.

The GP contract contains requirements regarding patient information in an attempt to ensure that information is available and there is consistency in the information provided by different practices. However the Contract both lacks clarity regarding web information and creates a very long list of topics to be covered in practice leaflets. The Contract does not really adequately reflect the digital age in which most people now live.

From the evidence we have gathered the Contract is not acting as an incentive to produce good quality information for patients and use information accessibility standards. It appears that the list of topics is there to ensure the practices demonstrate they are doing certain things rather than to think about information from the patient's point of view. The list of practice leaflet topics in the schedule needs to be shorter and more relevant to the needs of patients.

For some practices it seems that having a patient leaflet or a website is a requirement to be ticked off rather than something which is seen as essential and valuable as part of providing services for a population. The out of date information we found showed that leaflets may not be updated annually and we wonder if practices fulfil the other requirement to make patients aware of update.

Written information is important, but it is equally important the patients can talk to practice staff and doctors in order to obtain information they need. For example if someone is being put on repeat medication for the first time the GP should explain the process for getting a repeat prescription. Or if tests have been organised, the process for getting the results.

7. Recommendations for action

- 7.1 GP practices should invest in information provision as this will help them to carry out their role by informing and empowering patients.
- 7.2 A programme of work is required in Coventry to ensure that GP practice websites are up to date and there is a mechanism in place to continue to update these. Smaller practices should consider paying for the cost of this work via a shared approach across a number of GP practices rather than seeking to attempt it themselves. With the current split responsibilities regarding commissioning primary care it is difficult to identify which organisation should lead on this, but local people must not miss out because of this and a partnership approach should be taken to improving web based information. The emerging GP Federation could be a good place for shared functions to sit in the future.
- 7.3 Patient and public input regarding navigation and content must be facilitated in the development of local GP practice web information - for example here there is a potential role for patient reference groups and Healthwatch which has provided feedback on the City Council website in previous work
- 7.4 There should be a local commitment to adopting plain English and/or NHS information standard registration, or a local charter mark for easy to use and understand paper and website information resources.
- 7.5 Local good practice examples should be used to produce clear information which can be used by different GP practices on website or in leaflets. This must include a standard description of which NHS service to use, when and for what (Out of Hours; Walk in Centre; 111, 999). There is also scope for shared resources such as an up to date list of key external contacts.
- 7.6 As Schedule 3 of the GP contract includes a requirement for information regarding the rights and responsibilities of patients this should be taken forward locally by GP practices by using current Good Practice examples of practice charters. This would also address a previous Healthwatch Coventry recommendation:

“I. Coventry should adopt a statement of what a good quality GP service is (as there is no publically recognisable statement of good quality GP care). The following should be included because it is based on the evidence we have gathered...”¹¹
- 7.7 The good practice examples of GP practices which are giving information about Healthwatch Coventry and the Independent Complaints Advocacy Service (ICAS) should be built on by all GP practices committing to provide

¹¹ GP quality in Coventry: what is important to local people and recommendations for action (February 2015) <http://www.healthwatchcoventry.co.uk/gp-services>

information to potential complainants regarding ICAS and patients regarding Healthwatch (see appendix 5 for standard text).

- 7.8 The content of the GP contract regarding information provision needs updating and list of practice leaflet topics in schedule 3 of the GP contract should be reviewed in conjunction with piece of work to identify what information different groups of patients think is most useful. The Contract is not something there is local control over, but the Primary Care Task Group of the Health and Wellbeing Board should lobby on this point and Healthwatch Coventry will raise this point via Healthwatch England.

8. Further work

It would be useful if the Area Team and /or Coventry and Rugby CCG GP localities team could find out:

- How many GP practices have the ability, skills and time to update their own website and how many rely on an external web company to make changes for them
- Who is responsible for web content within GP practices
- Undertake skills analysis

The NHS accessible information standard

From 31 July 2016, all organisations providing NHS or adult social care will have to comply with the accessible information standard.

The aim of the standard is to make sure that people who have a disability, impairment or sensory loss get information that they can access and understand, and any communication support that they need.

This includes making sure that people get information in different formats if they need it, for example in large print, Braille, easy read or via email. It also includes appropriate support to help individuals communicate, for example, support from a British Sign Language (BSL) interpreter, deafblind manual interpreter or an advocate.

By 1 April 2016 all organisations that provide NHS or publicly funded adult social care must identify and record information and communication needs with service users:

- At the first interaction or registration with their service
- As part of on-going routine interaction with the service by existing service users.

Further work is need to support and enable GP practice to be able to implement this standard.

9. Acknowledgements

Thank you to the Healthwatch members and volunteers who contributed to this piece of work and the local GP practices for their time.

10. Appendices

Appendix 1: GP practice contract

16.7. Practice leaflet

16.7.1. The Contractor shall-

(a) compile a practice leaflet which shall include the information specified in Schedule 3;

(b) review its practice leaflet at least once in every period of 12 months and make any amendments necessary to maintain its accuracy; and

(c) make available a copy of the leaflet, and any subsequent updates, to its patients and prospective patients.

SCHEDULE 3 Information to be included in Practice Leaflets

A *practice leaflet* shall include—

1. The name of the Contractor.

2. In the case of a Contract with a partnership—

(a) whether or not it is a *limited partnership*; and

(b) the names of all the partners and, in the case of a *limited partnership*, their status as a general or limited partner.

3. In the case of a Contract with a company—

(a) the names of the directors, the company secretary and the shareholders of that company; and

(b) the address of the company's registered office.

4. The full name of each person performing services under the Contract.

5. In the case of each *health care professional* performing services under the Contract his professional qualifications.

6. Whether the Contractor undertakes the teaching or training of *health care professionals* or persons intending to become *health care professionals*.

7. The Contractor's *practice area*, including the area known as the outer boundary area, by reference to a sketch diagram, plan or postcode.

8. The address of each of the *practice premises*.

9. The Contractor's telephone and fax numbers and the address of its website (if any).
10. Whether the *practice premises* have suitable access for all disabled patients and, if not, the alternative arrangements for providing services to such patients.
11. How to register as a patient.
12. The right of patients to express a preference of practitioner in accordance with clause 13.8 and the means of expressing such a preference.
13. The services available under the Contract.
14. The opening hours of the *practice premises* and the method of obtaining access to services throughout the *core hours*.
15. The criteria for home visits and the method of obtaining such a visit.
16. The consultations available to patients under clauses 7.8.1 and 7.8.2, and 7.9.1 and 7.9.2.
17. The arrangements for services in the *out of hours period* and how the patient may contact such services.
18. If the services in paragraph 17 are not provided by the Contractor, the fact that the Board referred to in paragraph 26 is responsible for commissioning the services.
19. The method by which patients are to obtain repeat prescriptions.
20. If the Contractor offers *repeatable prescribing services*, the arrangements for providing such services.
21. If the Contractor is a dispensing contractor the arrangements for dispensing prescriptions.
22. How patients may make a complaint or comment on the provision of service.
23. The rights and responsibilities of the patient, including keeping appointments.
24. The action that may be taken where a patient is violent or abusive to the Contractor, its staff or other persons present on the *practice premises* or in the place where treatment is provided under the Contract or other persons specified in clause 13.11.2.
25. Details of who has access to patient information (including information from which the identity of the individual can be ascertained) and the patient's rights in relation to disclosure of such information.
26. The full name, postal and email address and telephone number of the Board.
27. Information about the assignment by the Contractor to its new and existing patients of an *accountable GP* in accordance with clause 7.7B.

28. Information about the assignment by the Contractor to its patients aged 75 and over of an *accountable GP* under clause 7.9.

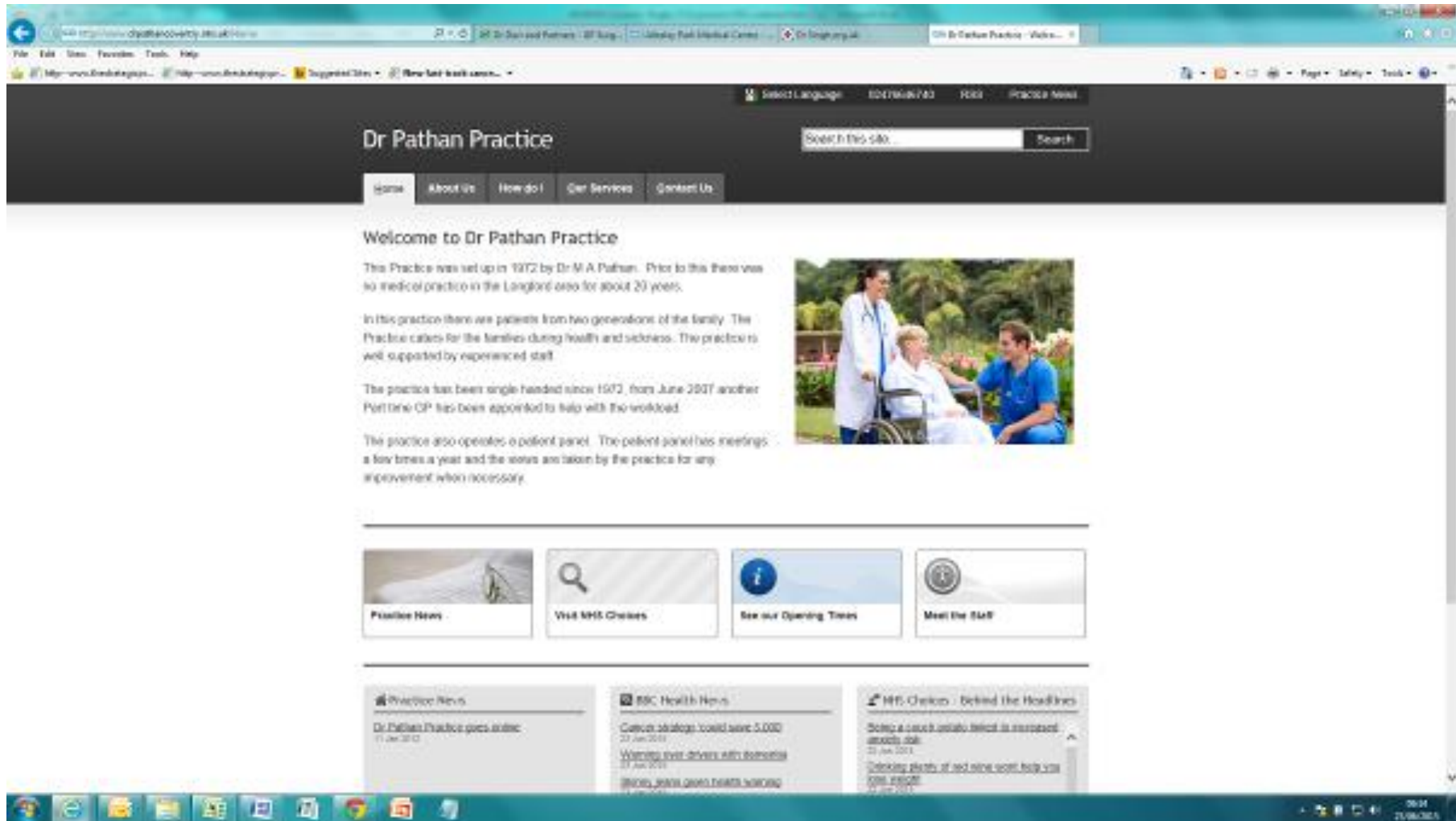
Appendix 2 List of Coventry GP practices

Practice ODS Code	CQC Practice Identifier	Practice Name	Practice 'Also Known As'
M86039	1-549155942	Allesley Village Surgery	Dr Wheatley
Y00060	1-679851397	Anchor Centre GP Practice	
M86028	1-501130150	Dr Arshad Khan	Central Medical Centre, Foleshill
M86023	1-569560347	Balliol Road Surgery	Dr WEAVER & partners
M86002	1-569653589	Bell Green Health Centre	Dr Lyall & Partners (Branch)
M86624	1-542182735	Broad Street Surgery	CoventryGP.Com Group of Medical Practices (Jubilee Health Centre and Broad Street Surgery)
M86022	1-1263177523	Dr A O Imoru, Clay Lane Medical Centre	Dr AO Imoru
M86046	1-581668728	Copsewood Medical Centre	
	1-2008279716	Coventry GP and Walk In Centre	City of Coventry Healthcare Centre; Virgin
M86029	1-544704021	Dr Durr and Partners	Broomfield Park Medical Centre
M86004	1-549995480	Dr E Cowan and Partners	Allesley Park Medical Centre
Y00140	1-503100504	Dr Joseph Martin Booker	Torcross Medical Centre
M86016	1-495254903	Dr Kantilal Kakad	Stoney Stanton Medical Centre
M86630	1-517347413	Dr Koppa Ramachandra Rao Madhu	
M86612	1-493936431	Dr Manmohan Singh	George Eliot Medical Centre
M86610	1-497265906	Dr Mathurdas Dadhania	St Georges Road Surgery
M86607	1-510305166	Dr Mohammed Aslam Pathan	Dr Pathan Practice
M86627	1-494055142	Dr Parveen Aggarwal	Stoke Aldermoor Medical Centre
M86629	1-500806379	Dr Pravin Sadrani	
M86617	1-507903388	Dr Raquia Bano	Drs Bano and Agarwal
M86037	1-498015107	Dr Rashpal Dosanj	Quinton Park Medical Centre
M86038	1-498876458	Dr Rashpal Dosanj	Bredon Avenue Surgery
M86605	1-503814955	Dr Surjit Dhillon	Limbrick Wood Surgery
M86633	1-567789833	Edgewick Medical Centre	Dr Mishra; Dr Misra
M86009	1-545518554	Engleton House Surgery	
M86010	1-551088989	Forrest Medical Centre	
M86613	1-1302021690	Gosford Green Surgery	In Clay Lane Health Centre
M86622	1-545418532	Govind Health Centre	
M86035	1-550910398	Henley Green Medical Centre	
M86005	1-534851402	Hillfields Health Centre - 1	Dr Garba Sani Gusau
M86032	1-547340018	Holbrooks Health Team	
M86013	1-545504421	Holyhead Surgery	Drs McAlpine and Sharma
M86006	1-543007994	Jubilee Healthcare	Westminster Road Surgery
M86006	1-543007994	Jubilee Healthcare	Tile Hill Surgery
M86030	1-544631773	Kensington Road Surgery	
M86015	1-581971249	Kenyon Medical Centres	Chace Avenue

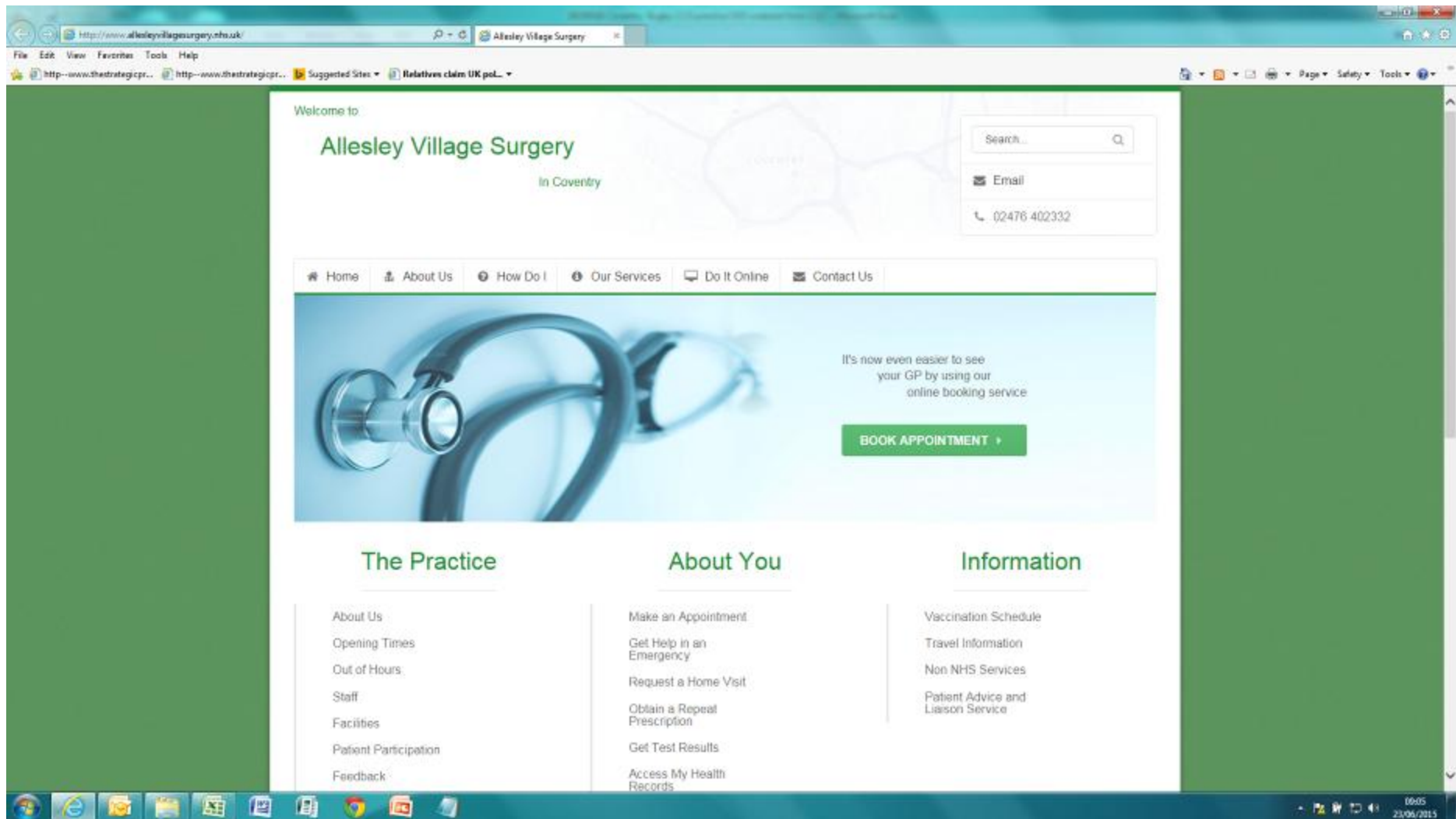
Practice ODS Code	CQC Practice Identifier	Practice Name	Practice 'Also Known As'
M86015	1-581971249	Kenyon Medical Centres	Brandon Road
Y02784	1-498287275	Malling Health @ Foleshill	
Y02612	1-498287257	Malling Health @ Stoke Aldermoor	
M86017	1-560733095	Mansfield Medical Centre	
M86041	1-1112488301	Morris Avenue Surgery	Dr Mohamed El Kashoty
M86018	1-575407261	Moseley Avenue Surgery	Dr Keating and Partners
M86045	1-550248369	Paradise Medical Centre	Dr D Mistry and Partners
M86044	1-547190109	Park House	Dr Patel and partner
M84012	1-556595290	Park Leys Medical Practice	Keresley Green Medical Centre
M86007	1-549228753	Phoenix Family Care	
M86012	1-547319022	Priory Gate Practice	Drs Beaumont & Pai
M86003	1-556043641	Sky Blue Medical Group	Green Lane Medical Centre
M86003	1-556043641	Sky Blue Medical Group	Harnall Lane Medical Centre
M86021	1-541898385	Springfield Medical Practice	Keresley Green Medical Centre
M86621	1-542348097	Swanswell Medical Centre	Dr M M Jones and partners
M86027	1-584148352	The Cheylesmore Surgery	Dr Jaspal & Partner
M86011	1-569070085	The Crossley Practice	
M86014	1-552291046	The Forum Health Centre	
M86008	1-559319905	The Gables Medicentre	
M86040	1-542281863	Walsgrave Health Centre	Dr RAI & partner
M86019	1-545359535	Westwood Medical Health Centre	Dr KUKREJA & partners
M86033	1-543000081	Willenhall Oak Medical Centre	Dr WALLACE & partner
M86026	1-550054250	Willenhall Primary Care Centre	Dr Banerjee
M86001	1-542247318	Willenhall Primary Care Centre - 1	Dr R.A Hogg & Dr P.J Sharma
M86048	1-537788592	Windmill Surgery	Dr Katti
M86020	1-547788341	Woodend Health Centre	
M86034	1-547411918	Woodside Medical Centre	
M86638	1-552434979	Woodway Medical Centre	
M86604	1-1644009742	Wyken Medical Centre	Dr H K Pandya

Appendix 3: common GP website templates

Example of website using web template Supplied by [NHS Arden Commissioning Support](#) Site powered by [GP Fusion](#)



Example of website using web template by PotatoMou.se



Example of GP website using my surgery website template

The screenshot shows a web browser displaying the Springfield Medical Practice website. The browser's address bar shows the URL <http://www.springfieldmedical.co.uk/>. The website header features the practice name "Springfield Medical Practice" in a large green font, with the telephone number "Tel: 024 7633 2628" below it. To the right of the text is a photograph of the practice building and the NHS logo. The main content area is divided into three columns. The left column contains a navigation menu with links for Home, Appointments, Prescriptions, The Team, Clinics & Services, New Patients, Your Health, Chronic Conditions, and Contact Us. Below the menu is a "Noticeboard" section with a text update about blood testing services. The middle column features a central announcement: "Come to one of our PAIDs! Patient Advice and Information Day". Below this, it lists events for Thursday 12th March (9:30am to 12:30pm MALF and 2pm to 5pm ORBIT CARE AND REPAIR) and Tuesday 12th May (Primary Care Research Network). A "NEW PARTNERSHIP" section mentions the retirement of Dr Rajakumaran and the joining of Dr Verity Biggs and Dr Hayley Williams. An "EXTENDED OPENING" section is partially visible at the bottom. The right column contains "Quick Links" such as Latest News, Search, Translate Page, and Have your say. A footer at the bottom of the page contains a cookie notice and a "login" button. The browser's taskbar at the bottom shows various application icons and the system clock indicating 10:33 on 23/06/2015.

Appendix 4: example information about 'Out of Hours'

Forum Health Centre website

Outside normal surgery hours you can still phone the surgery on 02476 266370, but you will be directed to the out-of-hours service.

The out-of-hours period is from 6.30pm to 8.00am on weekdays and all day at weekends and on bank holidays.

If you are confronted by a serious medical problem such as severe chest pain or heavy bleeding call an ambulance on 999.

NHS 111

The NHS 111 service is available for medical help or advice in situations when it's urgent but not life-threatening.

NHS 111 is available 24 hours a day, 365 days a year. Calls are free from landlines and mobile phones.

Call 111 if:

- you need medical help fast but it's not a 999 emergency
- you think you need to go to A&E or need another NHS urgent care service
- you don't know who to call or you don't have a GP to call
- you need health information or reassurance about what to do next

For advice on medication, you can visit or phone your local pharmacist.

Copsewood website

When we are Closed

Coventry NHS offers the following services:

NHS Walk-In Centre

Address: Coventry Health Centre, Stoney Stanton Road, Coventry, CV1 4FS

Telephone number: 0300 200 0060

Info: Open to registered and unregistered patients, with or without an appointment, 8am to 10pm, 365 days a year for treatment of minor injuries/illnesses such as:

- Minor cuts and wound care
- Muscle and joint injuries, strains and sprains
- Skin complaints
- Emergency contraception and contraceptive advice

- Bites and stings
- Stomach ache

Directions

The City of Coventry NHS Walk-in and Healthcare Centre is located close to the city centre on Stoney Stanton Road.

By Car

The closest public car park is located outside the centre and operates a 'pay and display' scheme. Follow the signs to the city centre and join the Coventry ring road. Exit the ring road at junction 2 onto Bird Street. Stay in the right hand lane and take the first right turn into the car park on Stoney Stanton Road.

By Bus

Bus numbers 4, 13, 13c, 21, 21c, 16 and 16a will stop outside the centre then a five minute walk. All other bus routes will terminate in Pool Meadow Bus Station or Trinity Street, both of which are approximately five minutes' walk to the centre.

SELF-CARE

A well-stocked medicine cabinet will help you treat many common illnesses such as coughs, colds and sore throats.

Pharmacy

Your local Pharmacy can offer you help and advice on lots on minor illnesses, please drop into your local pharmacy for advice as they may be able to advise on the best course of treatment.

Click on the link to find your nearest pharmacy:

<http://www.nhs.uk/Service-Search/Pharmacy/LocationSearch/10>.

NHS 111 service

NHS 111 is a new service that's being introduced to make it easier for you to access local NHS healthcare services. You can call 111 when you need medical help fast but it's not a 999 emergency. NHS 111 is a fast and easy way to get the right help whatever the time. You should use the NHS 111 service if you urgently need medical help or advice but it's not a life-threatening situation.

Call 111 if:

- You need medical help fast but it's not a 999 emergency
- You think you need to go to A&E or need another NHS urgent care service
- You don't know who to call or you don't have a GP to call
- You need health information or reassurance about what to do next

A&E Department

Call 999 in an EMERGENCY

The nearest A&E:

Address: Clifford Bridge Road, Walsgrave, Coventry, CV2 2DX

Main Switch Board - Tel: 024 7696 4000

Info: A&E departments treat people with critical or life threatening problems, like head injuries, suspected heart attacks, serious illnesses or injuries.

Appendix 5: template website or leaflet text regarding Healthwatch Coventry and ICAS

ICAS support (longer version)

ICAS

The Healthwatch Coventry NHS Complaints Advocacy Service (ICAS) is a free, independent, confidential service that can help you make a complaint through the NHS complaints process.

If you do not feel comfortable making a complaint by yourself or you need information or support at any point during the complaints process, we can help you. Contact Healthwatch Coventry on 024 7625 2011.

Or ICAS text short version

ICAS

The Independent Complaints Advocacy Service (ICAS) provides, free independent advice and support to people wishing to make an NHS complaint. Contact Healthwatch Coventry ICAS 024 7625 2011. Email: info@healthwatchcoventry.co.uk

Website content about Healthwatch Coventry - Longer version

Healthwatch Coventry

Healthwatch Coventry is the local, independent champion for users of health and social care, providing:

- *An information helpline answering questions about local NHS and social care services*
- *Help in making an NHS complaint;*
- *A way to feedback on services and get your voice heard.*

Contact the Healthwatch Information helpline: 024 7625 2011 (Monday to Friday 9.30 - 4.00pm)

Find out more at www.healthwatchcoventry.co.uk.

Website/leaflet content about Healthwatch Coventry - short version



Healthwatch Coventry

Help finding your way in health and care services; support in raising issues; and an independent route to give feedback on services. Healthwatch helpline

024 7625 2011 9.30 - 4.00pm Monday - Friday

[For websites add link to www.healthwatchcoventry.co.uk]

Appendix 6: NHS changes and up to date details

NHS services which no longer exist or changed name/role in April 2012	
 Previously/closed	 Now
NHS Direct Website and phone number closed <i>Previously</i> <i>www.nhs.direct</i> <i>08454647</i>	Replaced by NHS Choices Now NHS choices: www.nhs.uk Phone number replaced by NHS 111
Coventry or Coventry and Warwickshire Primary Care Trust - closed	Coventry and Rugby CCG NHS Coventry and Rugby CCG Christchurch House, Greyfriars Lane, Coventry CV1 2GQ Telephone: (024) 7655 3344 Fax: (024) 7622 6280 Email: contactus@coventryrugbyccg.nhs.uk
PALS Primary Care PALS - closed Closed: www.pals.nhs.uk	Up to date information about PALS can be found on the NHS Choices website; see http://www.nhs.uk/chq/pages/1082.aspx Coventry and Rugby CCG website info re PALS: http://www.coventryrugbyccg.nhs.uk/Contact-Us/Where-you-can-get-NHS-information
	Healthwatch Coventry Tel 024 7625 2011 info@healthwatchcoventry.co.uk www.healthwatchcoventry.co.uk
ICAS - Independent Complaints Advocacy Service (for Coventry) Previously provided by POhWER Previous number - 0300 456 2370	ICAS currently provided by Healthwatch Coventry Tel 024 7625 2011 info@healthwatchcoventry.co.uk www.healthwatchcoventry.co.uk

PALS services

NHS Choices website contains the following description of PALS services:

“What is PALS (Patient Advice and Liaison Service)?

The Patient Advice and Liaison Service (PALS) offers confidential advice, support and information on health-related matters. They provide a point of contact for patients, their families and their carers.

You can find officers from PALS in your local hospital¹². [Here Healthwatch Coventry also suggests the following text would make this clearer: *your mental health service; community service or ambulance service*].

How can PALS help?

PALS provides help in many ways. For example, it can:

- help you with health-related questions
- help resolve concerns or problems when you're using the NHS
- tell you how to get more involved in your own healthcare

PALS can give you information about:

- the NHS
- the NHS complaints procedure, including how to get independent help if you want to make a complaint
- support groups outside the NHS
- PALS also helps to improve the NHS by listening to your concerns and suggestions.

How do I contact my nearest PALS?

You can [find your nearest PALS office](#) on the NHS Choices website.¹²

¹² NHS Choices website accessed 30/10/15: <http://www.nhs.uk/chq/pages/1082.aspx>

Appendix 7: examples of practice charters

Jubilee Healthcare and Broad Street Surgery Practice Charter

We aim to provide the best possible service to our patients.

The care of your health is a partnership between yourself and the Primary Health Care Team. The Success of that partnership depends on an understanding of each others [sic] needs and co-operation between us.

Our Responsibility To You:

- You will be greeted courteously.
- You have a right to confidentiality
- You will be informed if there will be a delay of more than 30 minutes for your appointment.
- You will be referred to a consultant when your GP thinks it is necessary.
- You will be given the result of any test or investigation on request or at your next appointment.
- Your repeat prescription will be ready for collection within 24 hours of your request.
- Your suggestions and comments about the services offered will be considered sympathetically and any complaint dealt with quickly.

Your Responsibility To Us:

- Please treat all surgery staff with the same respect - we are all just doing our job.
- Do not ask for information about anyone other than yourself.
- Tell us of any change of name, address and telephone number, so that our records are accurate.
- Only request an urgent appointment if appropriate. Home visits should only be requested if you are really too ill to attend surgery.
- Please cancel your appointment if you are unable to attend.
- Please be punctual, but be prepared to wait if your own consultation is delayed by an unexpected emergency.
- Please allow sufficient time for your consultants [sic] letter or the results of any tests to reach us. You will be advised of the usual length of time to wait.
- Use the tear off slip to request your repeat prescription whenever possible.

Do let us know whenever you feel we have not met our responsibility to you.

We would, of course be pleased to hear when you feel praise is due as well.

Sky Blue Medical Group Practice Charter

What we will do for you

- We are always committed to providing the best possible service.
- We will always offer the treatment and advice we believe is best.
- We will arrange a home visit if you are too ill to attend the Surgery.
- We make every effort to see you promptly.
- We will inform you how to get the results of tests and X-rays.
- We will try to deal at once with any problems or complaints.
- A doctor is on call between 8am-6.30pm for emergencies.
- You have the right to see your health records.

What you can do for us

Please treat staff with courtesy and respect. The practice operates the NHS Zero Tolerance policy. Therefore any patient treating the staff inappropriately will be given warning and possibly removed from the practice.

- Please phone for results after 11am.
- If possible, please phone before 11.00am if you need a home visit.
- Please tell us if you cannot keep your appointment.
- Ask if you are unclear about your treatment.
- Most delays are usually due to emergencies - please be patient.
- Many illnesses can be prevented through healthy living.

Appendix 8: Internet Access, Office of National Statistics

Internet Access - Households and Individuals 2014; Office of National Statistics

- In 2014, 38 million adults (76%) in Great Britain accessed the Internet every day, 21 million more than in 2006, when directly comparable records began.
- Access to the Internet using a mobile phone more than doubled between 2010 and 2014, from 24% to 58%.
- In 2014, 74% of all adults bought goods or services online, up from 53% in 2008. Clothes (49%) were the most popular online purchase in 2014.
- Of all adults in Great Britain, 67% are aware of Internet storage space services, but the take up of these services to store data is much lower at 35%.
- In Great Britain, 22 million households (84%) had Internet access in 2014, up from 57% in 2006.
- Fixed broadband Internet connections were used by 91% of households.

Internet Access - Households and Individuals 2014, Office for national Statistics

Figure 1: Daily computer use by age group, 2006 and 2014

	16-24	25-34	35-44	45-54	55-64	65+	%
2006	63	61	63	56	36	9	45
2014	79	86	86	83	74	42	73

Base: Adults (aged 16+) in Great Britain Source: Office for National Statistics

healthwatch Coventry

29 Warwick Road
Coventry
CV1 2ES
024 76220381

Email: healthwatch@vacoventry.org.uk
www.healthwatchcoventry.co.uk



Healthwatch Coventry is provided by Here2Help