

# An Audit of GP websites in Bolton

July 2018

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

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

The report is based on observations made by Healthwatch Bolton engagement officers of freely available websites related to local GP surgeries.

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

With a number of key changes being introduced in General Practice locally, Healthwatch Bolton believe that it is important that patients are made aware and kept informed of their options.

Healthwatch Bolton decided to review Bolton GP websites to see to what extent these key communication tools are helping patients to keep informed about local developments in health and to engage with health services digitally.

We used the following criteria when checking Bolton GP websites:

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

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

There was some inconsistency in the use of terms and clarity of information present.

Most of the websites did not mention the new primary care roles. There was also variation as to how the Bolton care record was referred to (often called the summary care record).

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

The following practices comprise the members of the Bolton GP federation. Their websites were checked according to a set of criteria, for clarity, and information content.

Neighbourhood	GP practices
Horwich & Blackrod	5
Turton	4
Chorley Roads	5
Brightmet & Little Lever	7
Bolton Central/Great Lever	8
Halliwell/Crompton	8
Westhoughton	2
Rumworth	11
Farnworth & Kearsley	4



Taken from Bolton GP Federation 'neighbourhoods'  
 Webpage: [www.boltongpfederation.co.uk](http://www.boltongpfederation.co.uk) (July, 2018)

## Criteria

This is the set of criteria used to check clarity and information content across the GP websites in Bolton:

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

## Analysis

The results of the check against our criteria have been coded using three colours, as follows;

**Green** - The information required is present

**Yellow** – Partial information found

**Orange** – No information found

Practice name	Website	Easy to navigate	Shared care record	New primary care roles	Online booking	OOH information	Extended hours	Multiple formats
Bolton Community Practice	www.boltoncommunitypractice.nhs.uk	Green	Green	Orange	Green	Green	Yellow	Green
The Market Surgery	www.boltoncommunitypractice.nhs.uk	Green	Green	Orange	Green	Green	Yellow	Green
Bolton Community Practice (Ladybridge)	www.boltoncommunitypractice.nhs.uk	Green	Green	Orange	Green	Green	Yellow	Green
Kildonan House Medical Practice	www.kildonanhousemedicalpractice.nhs.uk	Green	Green	Orange	Green	Green	Yellow	Green
Pike View Medical Centre	www.pikeviewmedicalcentre.co.uk	Green	Orange	Orange	Green	Green	Yellow	Orange

Practice name	Website	Easy to navigate	Shared care record	New primary care roles	Online booking	OOH information	Extended hours	Multiple formats
Harwood Group Practice	<a href="http://www.harwoodmedicalcentre.co.uk">www.harwoodmedicalcentre.co.uk</a>	Green	Orange	Orange	Green	Green	Yellow	Orange
Liversedge McCurdie Wong & Yoxall	<a href="http://www.egertonanddunscarhealthcentre.nhs.uk/index.aspx">www.egertonanddunscarhealthcentre.nhs.uk/index.aspx</a>	Green	Green	Orange	Green	Green	Yellow	Green
Edgworth Medical Centre	<a href="http://www.edgworthmedicalcentre.co.uk">www.edgworthmedicalcentre.co.uk</a>	Green	Green	Orange	Green	Green	Yellow	Green
Mandalay Medical Centre	<a href="http://www.mandalaymedicalcentre.nhs.uk">www.mandalaymedicalcentre.nhs.uk</a>	Green	Green	Orange	Green	Green	Yellow	Green



Practice name	Website	Easy to navigate	Shared care record	New primary care roles	Online booking	OOH information	Extended hours	Multiple formats
Cornerstone Surgery	<a href="http://www.cornerstonesurgery.nhs.uk">www.cornerstonesurgery.nhs.uk</a>	Green	Green	Orange	Green	Green	Green	Green
Dalefield Surgery	<a href="http://www.dalefieldsurgery.nhs.uk">www.dalefieldsurgery.nhs.uk</a>	Green	Green	Orange	Green	Green	Orange	Green
Heaton Medical Centre	<a href="http://www.boltongp.co.uk">www.boltongp.co.uk</a>	Green	Green	Orange	Green	Green	Green	Green
Karim & James-Authe	<a href="http://www.drkarimandjamesauthe.nhs.uk">www.drkarimandjamesauthe.nhs.uk</a>	Green	Green	Orange	Green	Green	Green	Green
Spring House Surgery	<a href="http://www.springhousesurgery.nhs.uk/index.aspx">www.springhousesurgery.nhs.uk/index.aspx</a>	Green	Green	Orange	Green	Green	Orange	Green

Practice name	Website	Easy to navigate	Shared care record	New primary care roles	Online booking	OOH information	Extended hours	Multiple formats
Alastair Ross Medical Practice	<a href="http://www.alastairross.nhs.uk/index.aspx">www.alastairross.nhs.uk/index.aspx</a>	Green	Green	Orange	Green	Green	Green	Green
Bolton Community Practice (Little Lever)	<a href="http://www.boltoncommunitypractice.nhs.uk/index.aspx">www.boltoncommunitypractice.nhs.uk/index.aspx</a>	Green	Green	Orange	Green	Green	Yellow	Green
Dunstan Partnership	<a href="http://www.thedunstanpartnership.co.uk">www.thedunstanpartnership.co.uk</a>	Green	Green	Orange	Green	Green	Orange	Orange
Hallikeri & Partners	<a href="http://www.littleleverdoctors.co.uk/index.aspx">www.littleleverdoctors.co.uk/index.aspx</a>	Green	Green	Orange	Green	Green	Green	Green
Jain & Subramanian	<a href="http://www.drjainanddrsubramanian.nhs.uk/contact1.aspx">www.drjainanddrsubramanian.nhs.uk/contact1.aspx</a>	Green	Green	Orange	Green	Green	Green	Green
Dr Lowe & Partners	<a href="http://www.mysurgerywebsite.co.uk/contact1.aspx?p=P82011">www.mysurgerywebsite.co.uk/contact1.aspx?p=P82011</a>	Green	Green	Orange	Orange	Green	Green	Green
Spring View Medical Centre	<a href="http://www.springviewmedicalcentre.nhs.uk">www.springviewmedicalcentre.nhs.uk</a>	Green	Green	Orange	Green	Green	Yellow	Green

Practice name	Website	Easy to navigate	Shared care record	New primary care roles	Online booking	OOH information	Extended hours	Multiple formats
Beehive Surgery	<a href="http://www.beehivesurgery.com">www.beehivesurgery.com</a>	Green	Green	Orange	Green	Green	Green	Orange
SSP Great Lever Rupert Street	<a href="http://www.ssphealth.com/our-practices/bolton-medical-centre#survey">www.ssphealth.com/our-practices/bolton-medical-centre#survey</a>	Orange	Green	Orange	Orange	Green	Orange	Orange
SSP Bolton General Practice	<a href="http://www.ssphealth.com/our-practices/bolton-general-practice#ppg">www.ssphealth.com/our-practices/bolton-general-practice#ppg</a>	Orange	Green	Orange	Orange	Green	Orange	Orange
Bradford Street Surgery	<a href="http://www.thesurgerybradfordstreet.nhs.uk">www.thesurgerybradfordstreet.nhs.uk</a>	Green	Green	Orange	Green	Green	Orange	Green
Dr Loomba	<a href="http://www.drloombabolton.nhs.uk">www.drloombabolton.nhs.uk</a>	Green	Orange	Orange	Orange	Green	Green	Orange
Great Lever One	<a href="http://www.greatleverone.com">www.greatleverone.com</a>	Green	Orange	Orange	Orange	Green	Green	Orange
Lyon & Partner	<a href="http://www.boltondoctors.co.uk">www.boltondoctors.co.uk</a>	Green	Green	Orange	Green	Green	Green	Green
SSP Bolton Medical Centre	<a href="http://www.ssphealth.com/our-practices/bolton-general-practice#survey">www.ssphealth.com/our-practices/bolton-general-practice#survey</a>	Orange	Green	Orange	Orange	Green	Orange	Orange

Practice name	Website	Easy to navigate	Shared care record	New primary care roles	Online booking	OOH information	Extended hours	Multiple formats
Bolton Community Practice	<a href="http://www.boltoncommunitypractice.nhs.uk">www.boltoncommunitypractice.nhs.uk</a>	Green	Green	Orange	Green	Green	Yellow	Green
Burnside Surgery	<a href="http://www.burnsidesurgery.nhs.uk">www.burnsidesurgery.nhs.uk</a>	Green	Green	Orange	Green	Green	Orange	Green
Crompton View Surgery	<a href="http://www.cromptonviewsurgery.co.uk">www.cromptonviewsurgery.co.uk</a>	Green	Green	Orange	Green	Green	Green	Green
Hendy & Rizwan	<a href="http://www.drshendyanrizwan.co.uk">www.drshendyanrizwan.co.uk</a>	Green	Orange	Orange	Green	Green	Orange	Green
Jeyam & Jesudas	<a href="http://www.halliwellssurgery.co.uk">www.halliwellssurgery.co.uk</a>	Green	Green	Green	Green	Green	Green	Green
Kirby & Partners	<a href="http://www.drkirbyandpartners.co.uk/index.aspx">www.drkirbyandpartners.co.uk/index.aspx</a>	Green	Green	Orange	Green	Green	Green	Green
Sidda Surgery	<a href="http://www.siddafamilypractice.nhs.uk/index.aspx">www.siddafamilypractice.nhs.uk/index.aspx</a>	Green	Green	Orange	Green	Green	Green	Green
Uddin, Anwar & Munawar	<a href="http://www.halliwellssurgery.nhs.uk">www.halliwellssurgery.nhs.uk</a>	Green	Green	Orange	Green	Green	Green	Green

Practice name	Website	Easy to navigate	Shared care record	New primary care roles	Online booking	OOH information	Extended hours	Multiple formats
Stable Fold Surgery	<a href="http://www.stablefoldsurgery.co.uk/index.aspx">www.stablefoldsurgery.co.uk/index.aspx</a>	Green	Green	Orange	Green	Green	Orange	Green
Unsworth Group	<a href="http://www.unsworthgroup.com/index.aspx">www.unsworthgroup.com/index.aspx</a>	Green	Green	Orange	Green	Green	Yellow	Green

Practice name	Website	Easy to navigate	Shared care record	New primary care roles	Online booking	OOH information	Extended hours	Multiple formats
3D Medical Centre	<a href="http://www.ssphealth.com/our-practices/3d-medical-centre#survey">www.ssphealth.com/our-practices/3d-medical-centre#survey</a>	Yellow	Green	Orange	Green	Green	Orange	Orange
Al-Fal Medical Group	<a href="http://www.alfalmedicalgroup.co.uk">www.alfalmedicalgroup.co.uk</a>	Green	Green	Orange	Green	Green	Yellow	Green
Counsell & Partners	<a href="http://www.drlittlewoodandpartners.co.uk">www.drlittlewoodandpartners.co.uk</a>	Green	Green	Green	Green	Green	Orange	Green
Dakshina-Murthi	Only found via - NHS choices - <a href="http://drmurthi.wordpress.com">drmurthi.wordpress.com</a>	Green	Orange	Green	Green	Green	Green	Orange
Deane Clinic	<a href="http://www.deaneclinic.co.uk">www.deaneclinic.co.uk</a>	Green	Orange	Orange	Green	Green	Yellow	Green

Practice name	Website	Easy to navigate	Shared care record	New primary care roles	Online booking	OOH information	Extended hours	Multiple formats
Deane Medical Centre	<a href="http://www.deanemedicalcentre.co.uk">www.deanemedicalcentre.co.uk</a>	Green	Green	Orange	Green	Green	Yellow	Green
Garnet Fold Practice	<a href="http://www.garnetfoldpractice.nhs.uk/index.aspx">www.garnetfoldpractice.nhs.uk/index.aspx</a>	Green	Green	Orange	Green	Green	Green	Green
The Olive Family Practice	<a href="http://www.theolivefamilypractice.nhs.uk">www.theolivefamilypractice.nhs.uk</a>	Green	Green	Orange	Green	Green	Orange	Green
Orient House Medical Centre	<a href="http://www.drnaseef.co.uk">www.drnaseef.co.uk</a>	Green	Green	Orange	Green	Green	Yellow	Green
Shanti Medical Centre	<a href="http://www.shantimedicalcentre.nhs.uk">www.shantimedicalcentre.nhs.uk</a>	Green	Green	Orange	Green	Green	Orange	Green
Swan Lane Medical Centre	<a href="http://www.swanlanemedicalcentre.nhs.uk/index.aspx">www.swanlanemedicalcentre.nhs.uk/index.aspx</a>	Green	Green	Orange	Green	Green	Green	Green

Practice name	Website	Easy to navigate	Shared care record	New primary care roles	Online booking	OOH information	Extended hours	Multiple formats
Agarwal & Partners	<a href="http://www.farnworthhealthcentre.nhs.uk/index.aspx">www.farnworthhealthcentre.nhs.uk/index.aspx</a>	Green	Green	Orange	Green	Green	Green	Green
Barua & Partners	<a href="http://www.drbaruaandpartners.nhs.uk">www.drbaruaandpartners.nhs.uk</a>	Green	Green	Orange	Green	Green	Yellow	Green
Kearsley Medical Centre	<a href="http://www.kearsleymedicalcentre.nhs.uk">www.kearsleymedicalcentre.nhs.uk</a>	Green	Green	Orange	Green	Green	Orange	Green
Stonehill Medical Centre	<a href="http://www.stonehillmedicalcentre.nhs.uk">www.stonehillmedicalcentre.nhs.uk</a>	Green	Green	Orange	Green	Green	Green	Green



## Bolton GP Federation

Organisation name	Website	Easy to navigate	Shared care record	New primary care roles
Bolton GP federation	<a href="http://www.boltongpfederation.co.uk">www.boltongpfederation.co.uk</a>	Green	Orange	Yellow

## General website usability and availability

- It would be preferable for all surgeries to have a similar website layout - many *are* similar or have similar tabs and that makes it much easier to navigate.
- All surgeries need to have a mechanism for checking that their website tabs are all populated and that the information is up to date.
- Pictures for staff as well as their names is useful.
- Terminology used should be the same throughout the website, across the neighbourhood and across Bolton e.g. OOH (out of hours), BARDOC (people might not know what this is). If using SCR (shared care record) on websites that's what it should be on publicity information too.

## Information on the shared care record (SCR) and new primary care roles (PCR)

- Lots of the websites currently use the same video and information regarding the SCR. Ideally this would be a generic page used on all websites.
- Only about 4 had any information about the new roles in primary care. Whilst it is recognised that the programme is not yet fully operational It would be useful to have some generic information on all GP practice websites providing background information regarding the new PCR and, as the new roles become embedded, information about what they do and how to access them.

## Accessing services digitally

- Online booking should be highlighted and well promoted on all sites and should ideally include information about the benefits of using online booking and 'how to' information about how to access the online service. A screen shot of the log in page/patient access view is good and may help alleviate patient concerns about using this system .

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

- The information about out of hours and extended hours is the most inconsistent with different practices using different terminology and making different recommendations to patients. Some provide information about commissioned extended hours and out of hours services, some only provide information about their own extended opening. Different sites variously promote NHS direct, 999 services and even contacts for Accident and Emergency. In some cases the information is readily available and easy to find in others this information is only found on running a in site search. Considering the health system's drive to promote 'Think GP first' messages it would clearly be beneficial for GP practices to publish clear and consistent information and messages about who to contact when the surgery is closed.

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

- Use of pictures and text is useful to ensure easy ready for all.
- Many of the Bolton websites have fact sheets available in different language fact sheets and the functionality to do on page translation.

## To the CCG

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

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

## To the GP Neighbourhood Leads and Bolton GP Federation

The GP Neighbourhood Leads could usefully;

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

