

An Audit of GP websites in Bolton

July 2018

GP website audit - Abstract



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.

GP website audit – Introduction/purpose of research



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

GP website audit – Key findings



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.

GP website audit - Methodology



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
Breightmet & 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 (July, 2018)

GP website audit – Methodology



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

GP website audit – Horwich and Blackrod



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.boltonco mmunitypracti ce.nhs.uk							
The Market Surgery	www.boltonco mmunitypracti ce.nhs.uk							
Bolton Community Practice (Ladybridge)	www.boltonco mmunitypracti ce.nhs.uk							
Kildonan House Medical Practice	www.kildonan housemedical practice.nhs.u k							
Pike View Medical Centre	www.pikeview medicalcentre. co.uk							



Practice name	Website	Easy to navigate	Shared care record	New primary care roles	Online booking	OOH information	Extended hours	Multiple formats
Harwood Group Practice	www.harwood medicalcentre.c o.uk							
Leversedge McCurdie Wong & Yoxall	www.egertonan ddunscarhealth centre.nhs.uk/i ndex.aspx							
Edgworth Medical Centre	www.edgworth medicalcentre.c o.uk							
Mandalay Medical Centre	www.mandalay medicalcentre.n hs.uk							

GP website audit – Chorley Roads



Practice name	Website	Easy to navigate	Shared care record	New primary care roles	Online booking	OOH information	Extended hours	Multiple formats
Cornerstone Surgery	www.cornerston esurgery.nhs.uk							
Dalefield Surgery	www.dalefieldsu rgery.nhs.uk							
Heaton Medical Centre	www.boltongp.c o.uk							
Karim & James- Authe	www.drkariman djames- authe.nhs.uk							
Spring House Surgery	www.springhous esurgery.nhs.uk/ index.aspx							

GP website audit – Breightmet and Little Lever



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	www.alastairross. nhs.uk/index.aspx							
Bolton Community Practice (Little Lever)	www.boltoncom munitypractice.nh s.uk/index.aspx							
Dunstan Partnership	www.thedunstan partnership.co.uk							
Hallikeri & Partners	www.littleleverdo ctors.co.uk/index. aspx							
Jain & Subramanian	www.drjainanddrs ubramanian.nhs.u k/contact1.aspx							
Dr Lowe & Partners	www.mysurgeryw ebsite.co.uk/cont act1.aspx?p=P820 11							
Spring View Medical Centre	www.springview medicalcentre.nh s.uk							

GP website audit – Bolton Central and Great Lever



Practice name	Website	Easy to navigate	Shared care record	New primary care roles	Online booking	OOH information	Extended hours	Multiple formats
Beehive Surgery	www.beehivesurgery.c om							
SSP Great Lever Rupert Street	www.ssphealth.com/o ur-practices/bolton- medical-centre#survey							
SSP Bolton General Practice	www.ssphealth.com/o ur-practices/bolton- general-practice#ppg							
Bradford Street Surgery	www.thesurgerybradfo rdstreet.nhs.uk							
Dr Loomba	www.drloombabolton. nhs.uk							
Great Lever One	www.greatleverone.co m							
Lyon & Partner	www.boltondoctors.co. uk							
SSP Bolton Medical Centre	www.ssphealth.com/o ur-practices/bolton- general- practice#survey							

GP website audit – Halliwell and Crompton



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.boltoncom munitypractice.nh s.uk							
Burnside Surgery	www.burnsidesur gery.nhs.uk							
Crompton View Surgery	www.cromptonvi ewsurgery.co.uk							
Hendy & Rizwan	www.drshendyan drizwan.co.uk							
Jeyam & Jesudas	www.halliwellsurg ery.co.uk							
Kirby & Partners	www.drkirbyandp artners.co.uk/ind ex.aspx							
Sidda Surgery	www.siddafamily practice.nhs.uk/in dex.aspx							
Uddin, Anwar & Munawar	www.halliwellsurg ery.nhs.uk							



Practice name	Website	Easy to navigate	Shared care record	New primary care roles	Online booking	OOH information	Extended hours	Multiple formats
MINH AIRETZ	www.stablefolds urgery.co.uk/ind ex.aspx							
	www.unsworthg roup.com/index. aspx							

GP website audit – Rumworth (1)



Practice name	Website	Easy to navigate	Shared care record	New primary care roles	Online booking	OOH information	Extended hours	Multiple formats
3D Medical Centre	www.ssphealth.com /our-practices/3d- medical- centre#survey							
Al-Fal Medical Group	www.alfalmedicalgr oup.co.uk							
Counsell & Partners	www.drlittlewoodan dprtnrs.co.uk							
Dakshina-Murthi	Only found via - NHS choices - drmurthi.wordpress. com							
Deane Clinic	www.deaneclinic.co .uk							

GP website audit – Rumworth (2)



Practice name	Website	Easy to navigate	Shared care record	New primary care roles	Online booking	OOH information	Extended hours	Multiple formats
Deane Medical Centre	www.deanemedical centre.co.uk							
	www.garnetfoldprac tice.nhs.uk/index.as px							
The Olive Family Practice	www.theolivefamily practice.nhs.uk							
Orient House Medical Centre	www.drnaseef.co.uk							
Shanti Medical Centre	www.shantimedical centre.nhs.uk							
SWan Lane Medical	www.swanlanemedi calcentre.nhs.uk/ind ex.aspx							



Practice name	Website	Easy to navigate	Shared care record	New primary care roles	Online booking	OOH information	Extended hours	Multiple formats
Agarwal & Partners	www.farnworth healthcentre.nh s.uk/index.aspx							
Barua & Partners	www.drbaruaan dpartners.nhs.u k							
Kearsley Medical Centre	www.kearsleym edicalcentre.nhs .uk							
Stonehill Medical Centre	www.stonehillm edicalcentre.nhs .uk							



Bolton GP Federation

Organisation name	Website	Easy to navigate	Shared care record	New primary care roles
Bolton GP federation	www.boltongpfederation.co.uk			



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 throughput 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.

GP website audit - Observations



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.

GP website audit - Recommendations



To the CCG

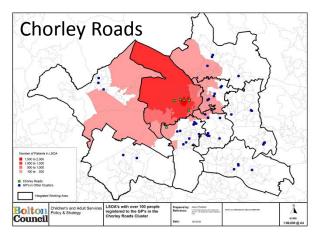
The CCG Communications Team could usefully provide some toolkit type web materials/copy on the following;

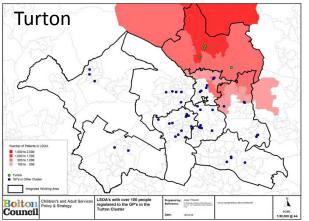
- **Think GP First:** To include key message information plus details of the GP extended hours service, the Out of Hours Service, plus relevant and agreed information /advice about how and when to use NHS Choices, Urgent Care Services, Community Pharmacists, NHS Direct and the Emergency Services.
- **New 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.

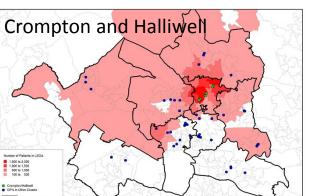
To the GP Neighbourhood Leads and Bolton GP Federation

The GP Neighbourhood Leads could usefully;

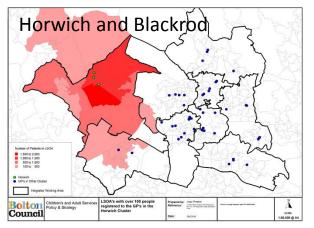
- Collate information on who is in charge of implementing websites in each GP practice in their area.
- Examine the results of this audit in more detail (the full data set is available on request from julie@healthwatchbolton.co.uk) and lead a neighbourhood level discussions looking at sharing good practice/moving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

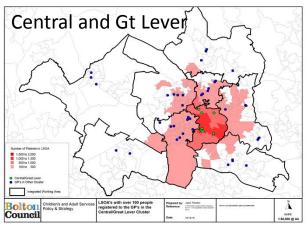


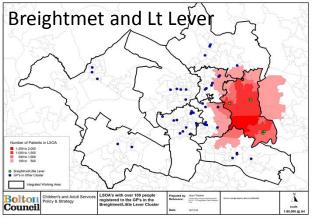












children's and Adult Servic

Bolton Council

> Maps illustrating the 9 local neighbourhoods, taken from Bolton Council's area display of GP catchment areas.

