

# Conran Medical Centre

A review of the Conran Medical  
Centre website

## 1. Introduction

This mini-report aims to present the findings of a review of the Conran Medical Centre website conducted by Healthwatch Manchester staff and volunteers.

Healthwatch Manchester is the local citizens' champion for health and care. Part of its remit is to review the standard of provision of health and care information and access to health and care services from the lay-person's perspective. This report should therefore be approached by the reader as a bespoke review of your practice website produced by Healthwatch as your critical friend.

The findings from this report will be combined with those from all Manchester GP practice websites and presented in a full report later in 2023. For this reason, there are no recommendations in this report.

As part of Manchester Integrated Care's on-going improvement work GP practices have been invited this year to a full website audit, using a tool developed by NHS England. This will allow practices to complete a project to ensure that their website is accessible and user friendly for patients and carers. This work is due to be completed by March 2024.

## 2. Background & Rationale

Work of this nature has been previously undertaken by Healthwatch Manchester and other Healthwatch groups in other parts of the country in 2021. This was due to the large volume of complaints and concerns from local people regarding access around GP practice websites.

The report produced by Healthwatch Manchester in 2021: 'Good Practice?' presented the findings and recommendations from the reviews of all GP practices in Manchester. The report was well received locally by system leaders and gained an audience from NHS England and the Equality and Human Rights Commission.

At the February 2023 Health Scrutiny Committee for Manchester City Council, Healthwatch Manchester was requested to repeat this review by the elected members. This was approved by the Healthwatch Manchester board and became an immediate area of focus for the 2023-2024 year plan of activity.

As this report is purely informational and makes no recommendations, the standard requirement by Healthwatch for response from the provider does not apply. This report is to support practices on their ongoing journey in making improvements to their websites and Healthwatch Manchester plans to continue that dialogue with practices and with Manchester Integrated Care.

## 3. Methodology

Staff and volunteers conducted a review of your GP practice website using a series of agreed criteria within a survey. Three people conducted each survey to enable objectivity in the assessment of each GP practice website. As with the 2021 reviews, three devices were used simultaneously: a personal computer, a laptop and a smart phone.

Various assessment criteria were used to provide a score between 1 and 5 for 15 elements of the survey including ease of navigation and accessibility around sensory impairment.

The findings from the review are presented in this report, the audience of which includes GP practice staff and any associated patient group. As this report is purely informational and makes no recommendations, the standard requirement by Healthwatch for response from the provider does not apply.

If it took more than 2 clicks to get to a desired location on the website, a practice could not score a 5 on the question. Moreover, we based our overall scores on the phone score as it is the most common method used by Manchester residents.

## 4. Findings

The following questions were used to conduct the assessment and their results are below. Where there is a rating this is represented as a rating between 1 and 5, where 1 is poor and 5 is very good.

1. How would you rate the standard of information provided on your GP website regarding Covid-19 (including vaccination)?  
**Rating: 1 - No information available**

2. How would you rate the standard of information provided on your GP website regarding Flu jabs?  
**Rating: 3 - A generalized word document is given to the user with information about how to get a flu vaccine, the practice website doesn't offer bookings**

3. How clear is the GP registration process?  
**Rating: 5 - Online form with multiple language options available**

4. How clear is the basic practice information for the following?  
a) Opening hours: 5  
b) Address: 5  
c) Staff information: 5

**Overall rating: 5**

5. How easy is it to make an appointment?  
**Rating: 3 - Not thorough enough o alternative to patient access i.e. telephone**

**(Home - Appointments - Access the online appointment system - patient access)**

6. Are virtual appointments available to patients?

**No. (No rating)**

7. What system does the practice use? (e.g. Patient Access, AskMyGP)

**Patient Access (No rating)**

8. How would you rate the guidance on how to use the system?

**Rating: 1 - No evidence of this**

9. Is there contact information for patients who can't access the internet? (e.g. telephone number)

**Yes (No rating)**

10. How easy is it to cancel an appointment?

**Rating: 1 - Just tells the user to 'Please let us know' without offering a telephone number or online link**

11. How easy is it to access out of hours' service information?

**Rating: 1 - Only offers NHS 111 and 999 information nothing else**

12. How accessible is the website, for the following criteria?

a) Colour scheme

**Rating: 5**

b) Are there other language options available?

**Yes. (No rating)**

c) Font

**Rating: 5**

d) Are there EasyRead versions available?

**No. (No rating)**

e) Is there extra audio and visual support available? (explanatory videos, audio assistance)

**No. (No rating)**

Any comments regarding the previous five questions? **Similar to many other practices, the website suggests users use the AbilityNet website (Via the accessibility page on the bottom of the home page) instead of the practice website. No EasyRead, extra audio and visual support is woeful.**

**Language change options is very good to see.**

13. How easy is it for patients to order repeat prescriptions?

**Rating: 4 - They have many options however the form takes you to Register Service Logon page which people may not have an account with**

14. How easy is it for patients to access their medical records?

**Rating: 1 - No evidence of this on the website**

15. How would you rate the self-care advice provided on the website?

**Rating: 2 - Very scattered around the website, information to a decent standard but overall hard to find.**

16. How would you rate the feedback process on the practice website?  
**Rating: 3 - Feedback function very hard to find and small on the home page, almost as if it was hidden. The form is good once accessed.**
17. Is there a complaints procedure? If so, is it clearly visible and easy to find?  
**Yes, Rating: 3 - Had to search for this via the search bar. They have a complaints procedure along with email and a contact number giving the option of either verbal complaints or written complaints.**
18. Are there BSL translations of content?  
**Yes. (No rating)**
- Any comments on the previous three questions? - **Silent Sounds BSL Translation Service is very good to see.**
19. Is there access to a patient participation group? If so, is the contact information provided?  
**Yes. (No rating) - Last meeting notes were from 2021 so it is unclear if this practice has a current PPG however there is a registration form.**
20. Is there a clear link to the support webpage for Young Carers on the Manchester City Council website?  
**No. (No rating) There is a young Carers page however it takes you to the NHS website not the Manchester City Council Website.**
21. Is there any mention of Healthwatch Manchester?  
**No. (No rating)**

**Overall rating 43/75**



Railway Cottage  
Behind Bass Warehouse  
Castle Street  
Manchester  
M3 4LZ

0161 078 0669

[info@healthwatchmanchester.co.uk](mailto:info@healthwatchmanchester.co.uk)

[www.healthwatchmanchester.co.uk](http://www.healthwatchmanchester.co.uk)

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