

Cornerstone Family Practice

A review of the Cornerstone Family
Practice website

1. Introduction

This mini-report aims to present the findings of a review of the Cornerstone Family Practice 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 - Information very poor and hard to find in the first place
2. How would you rate the standard of information provided on your GP website regarding Flu jabs?
Rating: 1 - Information very poor and doesn't show how to get one at the practice
3. How clear is the GP registration process?
Rating: 3 - Took more than 2 clicks to get there, forms look good but are out of date - The Eligibility Information is out of date 'visiting from another EU country'
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: 2 - Tells you to call them or visit, no online form. Its off-putting for people to read 'Try not to bring lots of problems to one appointment'
(Homepage - appointments - 'please telephone the surgery or call in person during opening times to make any appointments')
6. Are virtual appointments available to patients?
No. (No rating)
7. What system does the practice use? (e.g. Patient Access, AskMyGP)
Neither were evident (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: 2 - No online support for this function, website just says to inform them as soon as possible without providing the phone number for the practice on that page

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

Rating: 2 - They provide information on walk in centers and NHS 111/999 that is it.

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

a) Colour scheme

Rating: 3 - hard to read, text could be made darker, website is hard to see on the phone/ not user friendly

b) Are there other language options available?

Yes. (No rating) – This works find on mobile and laptop but not on PC

c) Font

Rating: 3 - too small to read the text, multiple different types of font on the same page - inconsistent

d) Are there EasyRead versions available?

Yes. (No rating) There is an option however the support for this service takes 10 days

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

No. (No rating)

Any comments regarding the previous five questions?

No Extra audio and visual support versions available is woeful. Easy read takes far too long to be provided to a person. Text and font is hard to read and inconsistent.

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

Rating: 5 - Online form is good, not hard to find

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

Rating: 2 - It takes roughly a month for the response to be given regarding medical records. This information was also hard to find.

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

Rating: 4 - This page is hard to find however the information provided is good

16. How would you rate the feedback process on the practice website?

Rating: 1 - No evidence of this on website

17. Is there a complaints procedure? If so, is it clearly visible and easy to find?

Yes/No Rating: 3 - The complaint form wasn't hard to find however this had to be downloaded which could be stopped by a firewall. The document on the phone was very small and hard to read.

18. Are there BSL translations of content?

No. (No rating)

Any comments on the previous three questions?

19. Is there access to a patient participation group? If so, is the contact information provided?

Yes. (No rating) - There is a sign up form however no indication that it is up and running / currently active

20. Is there a clear link to the support webpage for Young Carers on the Manchester City Council website?

No. (No rating)

21. Is there any mention of Healthwatch Manchester?

No. (No rating)

Overall score 38/75



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