

Drs Chiu, Koh & Gan

Medical Practice

A review of the Drs Chiu, Koh & Gan
Medical Practice website

1. Introduction

This mini-report aims to present the findings of a review of the Drs Chiu, Koh & Gan Medical 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: 2 - Minimal and generalized information provided

2. How would you rate the standard of information provided on your GP website regarding Flu jabs?
Rating: 1 - No mention of the Flu on the practice website

3. How clear is the GP registration process?
Rating: 5 - Good information provided

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 - The get medical advice from a doctor page takes you to patient access or there is a phone number to book an appointment. No online form.

(Home - Appointment - Get medical advice and treatment from a doctor -Book an appointment online or use the phone number)

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 - None existent on website.

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: 5 - Good information provided

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

Rating: 1 - Just advises you to call 111 no other signposting available

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

a) Colour scheme

Rating: 5

b) Are there other language options available?

No. (No rating)

c) Font

Rating: 5

d) Are there EasyRead versions available?

Yes. (No rating) - 5-day waiting time

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 is woeful. 5 days is too long to wait. The practice needs more language options as it is based in a very multicultural area of Manchester.

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

Rating: 4 - Took more than 2 clicks to get there however the online form is good

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

Rating: 1 - no evidence on website

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

Rating: 3 - There are a lot of topics of information provided however the information is basic and generalized.

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

Rating: 4 - There is a feedback form however I had to search for this to find it in the search bar. They also have a friends and family test.

17. Is there a complaints procedure? If so, is it clearly visible and easy to find?
Yes. Rating: 3 - There is a complaints page with information on how to complain however it signposts you towards the patient services in Salford which no longer exist.
18. Are there BSL translations of content?
No. (No rating)
- Any comments on the previous three question?
19. Is there access to a patient participation group? If so, is the contact information provided?
Yes. (No rating) - The website has the details of how to join but no evidence that it is active i.e. minutes or dates for the next meeting
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 48/75



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