

Kingsway Medical Practice

A review of the Kingsway Medical
Practice website

1. Introduction

This mini-report aims to present the findings of a review of the Kingsway 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 - There is little to no covid 19 information on the website, instead there is a link to NHS 111 online coronavirus service

2. How would you rate the standard of information provided on your GP website regarding Flu jabs?
Rating: 4 - The page has good information about the flu and how to get a vaccine however this is dated 2021-2022 and we have to use the search bar to find it

3. How clear is the GP registration process?
Rating: 5 - Good registration form and practice boundary page

4. How clear is the basic practice information for the following?
 - a) Opening hours: 5
 - b) Address: 5
 - c) Staff information: 4 - Admin and Reception staff are not named

Overall rating: 4

5. How easy is it to make an appointment?
Rating: 4 - The link takes you to patient access rather than booking an appointment directly via the website however there is also a phone number provided which is good.

(Homepage - Appointments - Consult with a doctor online - book an appointment)

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: 2 - Aside from having a site map there is no guidance on how to use the system

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 - On the 'See Also Page' which is on the 'Appointment' page, it says click that link for cancellations however when you do this there is no cancellation link.

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

Rating: 1 - Could not find any evidence on website

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

a) Color scheme

Rating: 5

b) Are there other language options available?

No. (No rating)

c) Font

Rating: 5

d) Are there EasyRead versions available?

Yes - This is available in 5 working days (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?

No extra audio and visual support is woeful. A 5-day wait period is also far too long for someone to wait for EasyRead materials.

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

Rating: 2 - There is a prescriptions page which has 'repeat prescriptions' in its description box however once this link is clicked, there is no option for repeat prescriptions on the webpage.

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

Rating: 2 - No evidence on website, only way this is seemingly possible is via completing the only form: 'Register for Online Services' however there is no timeframe on when this will be processed

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

Rating: 4 - Good amount of information and not hard to find from the home page. Would score 5 if there were more topics available

16. How would you rate the feedback process on the practice website?
Rating: 4 - They have a friends and family test available on the website. There is also a feedback form however I had to use the search bar for this and so it lost a mark.
17. Is there a complaints procedure? If so, is it clearly visible and easy to find?
Yes. Rating: 3 - Had to use the search bar to find the 'Suggestions, Comments and Complaints' page. No clearly defined complaints procedure, the Contact Us form just links back to the feedback section
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 - There is a PPG webpage however there is no evidence of recent minutes or that it is currently active. (No rating)
20. Is there a clear link to the support webpage for Young Carers on the Manchester City Council website?
Yes. (No rating)
21. Is there any mention of Healthwatch Manchester?
No. (No rating)

Overall Score 49/75



Railway Cottage
Behind Bass Warehouse
Castle Street
Manchester
M3 4LZ

0161 078 0669

info@healthwatchmanchester.co.uk

www.healthwatchmanchester.co.uk

Company Limited by Guarantee registered in England No. 8465025

Charity number 1179089