

# Levenshulme Medical Centre

A review of the Levenshulme Medical  
Centre website

## 1. Introduction

This mini-report aims to present the findings of a review of the Levenshulme 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 - The information is there however it is out of date - it is information about the December 2021 Booster jab**

2. How would you rate the standard of information provided on your GP website regarding Flu jabs?  
**Rating: 2 - There is a small Flu vaccination paragraph however this is not detailed enough and doesn't offer it via the practice or practice website**

3. How clear is the GP registration process?  
**Rating: 3 - The practice asks you to register via the NHS website and not on its own website, it is also more than 2 clicks to register even once on the NHS website**

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 page wasn't hard to find however it has to be done via Patient Access. There is no other visible method to do this**

**(Homepage - appointments - If you have details from the surgery for this facility click here)**

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 - Other than a site map there is no information**

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 - No evidence on website, it is assumed this is to be done via Patient Access but there is no way of knowing this via the website**

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

**Rating: 5 - There is a 'There for you' link as well as advice informing the user of the GoToDoc phone number to be used in emergency's**

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

a) Color scheme

**Rating: 5**

b) Are there other language options available?

**Yes. (No rating)**

c) Font

**Rating: 5 Yes - Have the option to increase or decrease the size as well**

d) Are there EasyRead versions available?

**Yes - This is available after 7 days however as previously mentioned, the website allows you to increase the font size. (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. 7 days is far too long to wait for EasyRead materials. The website offering the ability to increase or reduce the text size is very good.**

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

**Rating: 3 - The webpage has information about prescription changes from 2015 and the only way to order prescriptions from the website is via patient access.**

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 is a 'Live Well' page however this doesn't have information about particular illnesses.**
16. How would you rate the feedback process on the practice website?  
**Rating: 5 - There is a friends and family test available on the website and a comments box underneath.**
17. Is there a complaints procedure? If so, is it clearly visible and easy to find?  
**No Rating: 1 - No evidence of a clearly defined complaints process, only way of giving feedback/complaints is via the friends and family test.**
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 - There is a form to fill in however the only evidence that it has even been active is via a report from 2014/2015. (No rating)**
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 46/75**



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