

Maples Medical Centre

A review of the Maples Medical
Centre website

1. Introduction

This mini-report aims to present the findings of a review of the Maples 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: 5- There is an initial 'pop up' page when you load the website which has good Covid 19 information available

2. How would you rate the standard of information provided on your GP website regarding Flu jabs?

Rating: 1 - No evidence on website

3. How clear is the GP registration process?

Rating: 4 - The pages was not hard to find and there is a boundary checker however the only visible way to join is via the downloadable form which would be hard to use for less 'It savvy' people.

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: 4 - Takes you straight to patient access however this lost a marks not everyone has patient access or knows how to use it.

(Homepage - Online Appointment Booking - Patient Access)

6. Are virtual appointments available to patients?

Yes. (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 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: 4 - This is done via phone call to the practice. Lost a mark as there is only one way to do this, there is no online form or email address to cancel an appointment.

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

Rating: 4 - They have a phone number for the GoToDoc service as well as NHS 111. They do not provide information about other practices being open to out of hours' patients and so it lost a mark for that.

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

d) Are there EasyRead versions available?

Yes - They do not specify when this is provided after it is requested. (No rating)

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

Yes - Via User way = Dyslexia friendly writing, Text size changing, text spacing changing, contrast changer, hide images, Contrast changer. (No rating)

Any comments regarding the previous five questions?

It is not good enough that the EasyRead materials are not given a date on when they can be expected however the extra visual support offered by the website is very good and helpful to people. There should be more extra audio support however.

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

Rating: 4 - Takes you straight to patient access however this lost a marks not everyone has patient access or knows how to use

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

Rating: 3 - There is a link Requesting a Medical Report on the website however this takes you to Online Consult. Therefore, you cannot request a medical report on the practice website itself.

15. How would you rate the self-care advice provided on the website?
Rating: 3 - There is some brief self-care advice under the Patient Information dropdown however this is not enough to score more than a 3.
16. How would you rate the feedback process on the practice website?
Rating: 3- Friends and family test provided. Aside from this there is no visible, clearly defined feedback process or form on the website.
17. Is there a complaints procedure? If so, is it clearly visible and easy to find?
No Rating: 1 - No evidence on website of a clearly defined complaints procedure.
18. Are there BSL translations of content?
Yes. (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 an online form however there is no evidence of the group being currently active. (No rating)
20. Is there a clear link to the support webpage for Young Carers on the Manchester City Council website?
No, the page on young carers doesn't link to the council website. (No rating)
21. Is there any mention of Healthwatch Manchester?
No. (No rating)

Overall Score 52/75



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