

# New Bank Health Centre

A review of the New Bank Health  
Centre Website

## 1. Introduction

This mini-report aims to present the findings of a review of the New Bank Health 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 - Good information provided**

2. How would you rate the standard of information provided on your GP website regarding Flu jabs?  
**Rating: 4 - I had to use the search bar to find this page and so it loses a mark.**

3. How clear is the GP registration process?  
**Rating: 4 - I had to use the search bar to find this page and so it loses a mark.**

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**

**(Home - Appointments - Request an appointment with a GP - Request an appointment with a GP - I have none of these - Form to fill out)**

6. Are virtual appointments available to patients?

**No. (No rating)**

7. What system does the practice use? (e.g. Patient Access, AskMyGP)

**Patient Access or NHS App (No rating)**

8. How would you rate the guidance on how to use the system?

**Rating: 4 - There is a site map but that is all.**

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 - There is an online form to fill out however this is more than 2 clicks away.**

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

**Rating: 4 - The website provides a 'There for you' test however members of the public do not necessarily know what this is and so it loses a mark for having no other options 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 evidence on website. (No rating)**

c) Font

**Rating: 5**

d) Are there EasyRead versions available?

**Yes - There is an EasyRead options available however you have to wait up to 5 days for this information. (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. Waiting up to 5 days is far too long to wait for EasyRead materials and accessible formats.**

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

**Rating: 4 - There is a detailed form provided however it is more than 2 clicks away. They also offer this through 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: 5 - Good information provided**

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

**Rating: 4 - There is a feedback form available however I had to search for this form and so it loses a mark.**

17. Is there a complaints procedure? If so, is it clearly visible and easy to find?  
**Yes. Rating: 4 - The information provided is good however I had to search for this using the search bar and so it loses a mark.**

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 an online form however it is not clear if this is active or not, for example there no evidence of recent minutes on the page. (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 62/75



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