

PPG Views on Practice Website

Thank you all very much for completing our survey and for your valuable feedback. We are aware it has taken us some time to come back to you – this is because we wanted to try and address as many of the issues raised as possible.

We have listed below some of the key themes from the responses, with a note about how we have tried to address it or why it has not been possible to address the issue directly.

There were several comments about the design of the website and lack of a 'back' button. The website platform we use is one of several nationally available for GP practices to use. Although we have some control over the design and content, in some areas there is limited function and editing ability and a lot is dictated by the website provider.

We now have a Facebook page which we will use to provide updates, along with the 'Latest News' section of the website. There is a link to this on the practice homepage and followers will receive notifications of any new updates.

- Photographs of staff
 - We have now included these on our website along with updated staff information and also plan to display them in the surgery foyer
- Phone line operating times and email address on front page
 - The homepage has been updated to make this information as clear and accessible as possible
- Ability to email e.g. to send copies of letters or paperwork rather than visiting with a hard copy, with quick queries or to pass on information, questions / advice
 - Patients can use the main practice email address for these functions and this is clearly displayed on the homepage
- More info about how to access Patient Access platform / how to sign up in first place and alternatives e.g. Evergreen Life
 - We have added further information regarding use of Online Services to the Online Services page as well as the appointments page to try and provide more clarity regarding these services
- When we are closed section to include urgent treatment centre information
 - This information has been added
- Ability to book nursing appointments online
 - We are trialling a new system with the nurses appointments which hopefully in future should allow online booking – we are currently using this with cervical smear appointments only for the first month.
- Better access to GP appointments - only offers limited appointments
 - As per national guidance over 30% of our GP appointments are available to book online. There is a constant high demand for GP appointments and to help ease this demand we do offer appointments with any GP or various allied healthcare professionals including our Practice Nurses, Advanced Nurse Practitioner, Clinical Pharmacists, Paramedic and Healthcare Assistant. We also offer the option of telephone consultations.

- Appointment delay times, updates regarding lead times for booking appointments
 - We have added a statement regarding this to the appointment section
- Easier access to ordering prescriptions
 - Prescriptions can be ordered via one of the online services platforms, via email or by dropping in a written request to the surgery. We have tried to make this process more clear on the website.
- Information re: local pharmacies
 - We have added information and a link regarding this to the 'Prescriptions' section of our website
- Better access to test results, records of consultations, medications etc.
 - Access to these is via one of the national online service provider platforms and therefore down to the individual provider chosen. If patients are unhappy with the access and layout of information with one provider they could consider switching to an alternative provider – we have put links to a list of these in the online services section.
- Information on accessing other services e.g. District nurses, social services
 - We have added this information to the 'Services' section of our website
- Information re: parking
 - Information regarding this has been added to the 'Patient Information' section of the website as well as 'Latest News'
- Options for those with little access to IT wanting to know same information i.e. in practice booklet
 - We have paper copies of our Practice Information Leaflet, Patient Charter and Compliments and Complaints leaflet. These are all available from our practice reception. We have made this clear on our website and copies of these leaflets can also be found in 'Patient Information' and printed off if required.
- Patient education articles, vaccination, what can be self-managed, weight control / obesity (LWSW)
 - We added relevant information regarding these to the 'Health Advice' section.
- Name of consultants in various specialities and links to their feedback forum, best hospitals for various conditions, recommend physios
 - It is too complicated to make generic recommendations as it is patient and condition specific and dependent on the insurance company so this information is not included on our website.
- Link to the homepage from each page
 - This already exists – clicking on 'NHS The Hall Practice' at the top of each page takes you back to the homepage

If you would like to give any further feedback, please get in touch via the PPG email address.

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