

Review of GP websites: the follow up audit

Purpose

1. This report informs the Board on about the follow up review of the project undertaken in 2020.

Background

2. 'Giving GP websites a check-up' was published in September 2020¹. This report described how our volunteers reviewed all of the GP websites in Cambridgeshire and Peterborough and assessed from a good practice perspective. The report clearly showed that there was much improvement required. We produced a checklist to help practices with making improvements. The Board requested that we do a follow up audit in 2021.
3. Our volunteers have looked again at a sample of 23 websites covering 44 practices. Whilst there have been some improvements, there is still a lot of missing information and poor accessibility. The briefing from this follow up audit is attached.
4. Some key points are:
 - Less than two thirds had the latest Covid information.
 - 96% said it was easy to find how to make a phone appointment; however, not as easy to find out about face-to-face appointments.
 - Accessibility – 14 volunteers said no good examples were found. Seven volunteers said they found good examples of accessibility.
 - Complaints – nearly three in four people (74%) could find how to complain; however, this is sometimes buried within other pages.
 - Half the websites had information about Patient Participation Groups; however, most were out of date and did not explain to people what PPGs do.
5. As our next steps to this work we will continue to flag the need for website improvements with the CCG, LMC and the practices themselves. We will also contact NHS X to highlight the position and ask that they explore the possibility of a standard template for GP websites.

¹ [Giving GP Websites a Check-up | Healthwatch Peterborough](#)

Action required by the Board

6. The Board is asked to:
 - Note the report.

Co-authors

Janine Newby-Robson, Project Manager

Sandie Smith, CEO

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