



Our easy read report about doctors' websites

September 2020

healthwatch
Cambridgeshire

healthwatch
Peterborough



What this report is about



This report has been written by **Healthwatch Cambridgeshire** and **Healthwatch Peterborough**.



- It is all about information on your doctor's website. And how helpful it is for you.



- You can visit your doctor's website by using a computer, a tablet or a smartphone that is connected to the internet. This is called being online.



- The website should be easy to understand.
- It should help you know how to keep healthy and what to do if you feel ill.

How websites can help you



- Everyone should have good information about keeping healthy.



- Being able to find information online is very important.
- Even more so now because of coronavirus. This is a new type of illness that is making lots of people very poorly.



- Because of the virus, people have not been able to visit their doctor like they usually do.



- Using the doctor's website is a safe way to find information you need.

What we did



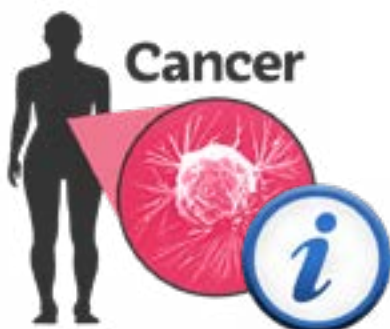
- We looked at all the websites run by doctors' surgeries in **Cambridgeshire** and **Peterborough**.



- We found out if the information was good.



- We checked if information about coronavirus was up to date.

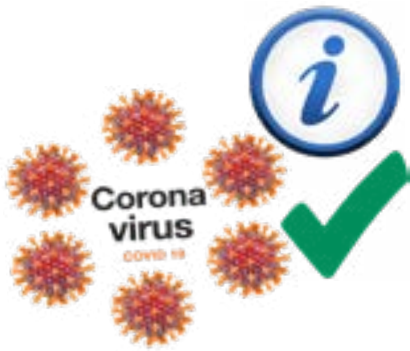


- We looked for information for people who have a disease called cancer.



- We checked if websites were easy to read.

What we found



- Some doctors' websites had good information about coronavirus.



- Some did not explain how the virus can change how things taste or smell.



- It was hard to find information about how to get help if you are not happy about your care at the doctor's.



- Many websites did not give information in a way everyone could understand.



- For example, some people need information in big print. Other people need words read out loud to them.



- It was easy to make an appointment on most of the websites.

What we will do



- Tell doctors what we found.



- Ask them to make their websites easy to understand and use for everyone.



Complain

- Ask them to make it clear how to get help if you are unhappy with your healthcare.



- New laws mean doctors' websites must be easy to use for everyone.



- We will visit some of the websites again next year to see if they have got better.

Tell us about your doctor's website



- You can tell Healthwatch about your doctor's website.



- Is it easy for you to find information that you need?



- Do you need it in a different way?

Or tell us what your health care is like



- You can also tell us about the care you get from the doctors and nurses at your surgery.

About Healthwatch



- We speak up for people who use **NHS health** and **social care** services.



- The **NHS** helps you look after your health. Like seeing your doctor or going to hospital.



- **Social care** is support to help you live independently. Like a carer to help you



- We help people living in **Cambridgeshire** and **Peterborough**.



It is our job to tell **NHS health** and **social care** services:



- What they do well.
- What they need to do better.

How to get in touch



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