


Agenda Item
Meeting: Berkshire West ICP Primary Care Programme Board

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| Date of Meeting | 9 th December 2020 |
| Title of Paper | Healthwatch Wokingham Borough Report: <i>GP Web Sites How easy is it to find information?</i> |
| Lead Director | Katie Summers, NHS Berkshire West CCG Director of Operations/ Chief Information Officer |
| Author(s) | Andrew Price, Locality Manager Kamal Bahia, Digital Transformation and Digital First |
| Paper Type | For discussion |
| Action Required | Agreement of an Action Plan |

Executive Summary

Healthwatch Wokingham Borough has reviewed the web sites of the 13 general practices in Wokingham. The report makes six main recommendations covering web site review, guidance on visiting practices, the sharing of good practice, signposting Patient Survey results, information about feedback, and information about patient registration.

The CCG and practices across Berkshire West have made significant progress in migrating to a new web platform, bringing a common format to practice websites for the first time. This has taken considerable effort, and only now are we able to put sufficient focus on “benefits realisation,” taking advantage common functionality, and the opportunity to deliver system-wide communication to patients. This will take the form of a partnership approach between the CCG, practices and the web site platform. It will form an integrated part of the development of PCN/practice communication strategy, alongside other media and channels.

As such, the publication of the Healthwatch Wokingham Borough report *GP Web Sites How easy is it to find information?* Is both timely and relevant. The CCG will incorporate the report’s recommendations into its wider benefits realisation work stream. An Action Plan is set out as an appendix.

This report will also be shared with the GP IT Committee on 10th December 2020.

Detailed Report

Healthwatch Wokingham Borough's report has been issued as an agenda paper.

Appendix

ACTION PLAN

| | Recommendation | CCG Response | Action | Timescale | Lead |
|---|---|---------------------|---|-------------------|------------------------------|
| 1 | Websites to be regularly reviewed by members of Patient Participation Groups | Support | To include this within the proposed approach for future web site development and review | Quarter 1 2021/22 | Kamal Bahia |
| 2 | Information about the environment in the surgery and safety measures should be easily available | Support | To work in partnership with practices and Silicon Practice on the best way forward for surgery information to be shared | Quarter 1 2021/22 | Kamal Bahia |
| 3 | Sharing of best practice within the Clinical Commissioning Group and Primary Care Networks should be undertaken | Support | To take forward recommendations on a Berkshire West basis, including consideration at clinical director and practice manager forums | From Dec 20 | Kamal Bahia and Andrew Price |
| 4 | Websites signpost to the latest patient survey results | Support | To work in partnership with practices and Silicon Practice to consider how best to reflect patient feedback on web sites | Quarter 1 2021/22 | Kamal Bahia |
| 5 | Share a full range of options for people to provide feedback and complaints and labelling them appropriately | Support | To work in partnership with practices and Silicon Practice to consider this, and how it fits in with the broader feedback loop between patients and practices | Quarter 1 2021/22 | Kamal Bahia and Andrew Price |
| 6 | Clearer information needs to be provided about the new patient registration process in terms of patient's rights and more information about individual's rights when asked for proof of ID. | Support | To work in partnership with practices and Silicon Practice to consider opportunities for a more standardised approach to registration | Quarter 1 2021/22 | Kamal Bahia |

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