








# GP Surgery Website Review Survey Table 1



# Response overview

1. Surgery Details		
	Details:	Response Total
Surgery Name:	100%	29
Postcode:	100%	29
Date Website Accessed	100%	29
Volunteer/Staff Name:	100%	28
Primary Care Network	100%	28
Answered		29
Skipped		7

2. Please indicate which device you used to view the GP surgery website on:				
			Response Percent	Response Total
1	Mobile		53.33%	16
2	Tablet		6.67%	2
3	PC		40.00%	12
			Answered	30
			Skipped	6

3. Does the surgery have a website?				
			Response Percent	Response Total
1	Yes		93.33%	28
2	No		6.67%	2
			Answered	30
			Skipped	6
If no, please give details. E.g No website found, website not working (error code displayed) (2)				
1	10/06/2020 15:02 PM ID: 142922834	Not name differs it is listed on google as East Shore Partnership		
2	02/07/2020 20:22 PM ID: 144253374	No access to website Osborne Practice		



#### 4. Did your initial search for your surgery take you to a group website?

			Response Percent	Response Total
1	Yes		75.00%	18
2	No		25.00%	6
			answered	24
			Skipped	12



#### 5. Are the basic surgery details displayed on the website?

	Yes	No	Response Total	
Address	100.0%	0.0%	28	
Telephone Number	100.0%	0.0%	28	
Email	64.3%	35.7%	28	
Opening Hours	92.6%	7.4%	27	
GP Staff Profiles	84.6%	15.4%	26	
			answered	28
			skipped	8

#### 6. Could you find information on how to register?

			Response Percent	Response Total
1	Yes		92.86%	26
2	No		7.14%	2
			answered	28
			skipped	8

#### 7. Does the surgery request or suggest I.D would be required in order to register?

			Response Percent	Response Total
1	Yes		74.07%	20
2	No		25.93%	7

### 8. Can the registration form be completed:

	Yes	No	Response Total
Online form	46.2%	53.8%	26
Printable copy	61.5%	38.5%	26
Via Email	33.3%	66.7%	24
Via Post	22.7%	77.3%	22
Other	18.8%	81.3%	16
		answered	27
		skipped	9
If Other please specify (13)			
1	26/05/2020 09:57 AM ID: 141921604	Had to contact surgery	
2	28/05/2020 11:15 AM ID: 142082329	Required to attend the surgery with 2x ID including photo ID	
3	28/05/2020 11:38 AM ID: 142086136	required to attend and 2 x photo ID	
4	09/06/2020 15:30 PM ID: 142858112	requires attending with proof of ID	
5	09/06/2020 15:46 PM ID: 142858712	collection in person from the surgery	
6	09/06/2020 15:51 PM ID: 142860472	attend with photo ID	
7	10/06/2020 15:02 PM ID: 142922834	Telephone the practice	
8	10/06/2020 15:18 PM ID: 142928530	collect	
9	02/07/2020 19:05 PM ID: 144246844	Easy access to website	
10	19/08/2020 10:05 AM ID: 146736427	Very difficult to access as a large banner advertising Contact your doctors online dominates ALL the website	
11	19/08/2020 10:22 AM ID: 146737849	Could not access practice specific registration information	
12	19/08/2020 10:31 AM ID: 146739279	Contact reception - no pre-registration tag accessible	
13	19/08/2020 10:38 AM ID: 146739999	Impossible to access website	



### 9. Is there information on how to access medical assistance when the practice is closed (Out of Hours)?

		Response Percent	Response Total
1	Yes		85.19%
			23



**9. Is there information on how to access medical assistance when the practice is closed (Out of Hours)?**

			Response Percent	Response Total
2	No		14.81%	4
			answered	27
			skipped	9

**10. Was there an option for information to be translated into other languages?**

			Response Percent	Response Total
1	Yes		51.85%	14
2	No		48.15%	13
			answered	27
			skipped	9

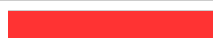

**11. Were links and/or contact details of external specialist services listed?**

			Response Percent	Response Total
1	Yes		88.89%	24
2	No		11.11%	3
			answered	27
			skipped	9

**12. Was there information on:**

	Yes	No	Response Total
How to give feedback	76.9%	23.1%	26
How to make a complaint	73.1%	26.9%	26
How to join the Patient Participation Group	92.3%	7.7%	26
The Surgery's Care Quality Commission (CQC) report	80.8%	19.2%	26
The GP Patient Survey rating	50.0%	50.0%	26
		answered	26

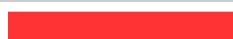

### 13. Was updated COVID-19 information automatically displayed via pop up alerts?

			Response Percent	Response Total
1	Yes		83.33%	20
2	No		16.67%	4
			answered	24
			skipped	12

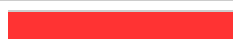

### 14. Regarding face to face appointments was information provided relating to:

	Yes	No	Response Total	
Use of face masks	38.5%	61.5%	26	
Social Distancing requirements	34.6%	65.4%	26	
Being accompanied	30.8%	69.2%	26	
Sanitisation stations	29.2%	70.8%	24	
What to expect when attending	29.2%	70.8%	24	
			answered	26
			skipped	10



### 15. Was information provided on COVID-19 symptoms?

			Response Percent	Response Total
1	Yes		92.00%	23
2	No		8.00%	2
			answered	25
			skipped	11



### 16. Did this include information on what to do if you have symptoms?

			Response Percent	Response Total
1	Yes		92.00%	23
2	No		8.00%	2
			answered	25
			skipped	11



**17. Could you find instructions on how to access health advice during the pandemic?**

			Response Percent	Response Total
1	Yes		75.00%	18
2	No		25.00%	6
			answered	24
			skipped	12



**18. Did the website inform you of changes made to services during the Covid-19 pandemic?**

			Response Percent	Response Total
1	Yes		61.90%	13
2	No		38.10%	8
			answered	21
			skipped	15

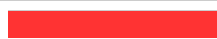

**19. Could you find information on prescription services during the pandemic?**

			Response Percent	Response Total
1	Yes		68.00%	17
2	No		32.00%	8
			answered	25
			skipped	11



**20. Was it possible to book an online consultation (e-consult)?**

			Response Percent	Response Total
1	Yes		88.46%	23
2	No		11.54%	3
			answered	26
			skipped	10



**21. Is there information about how an online consultation (e-consult) works and what to expect?**

			Response Percent	Response Total
1	Yes		84.62%	22
2	No		15.38%	4
			answered	26
			skipped	10

**22. Were either downloads or apps required to access e-consult?**

			Response Percent	Response Total
1	Yes		12.00%	3
2	No		88.00%	22
			answered	25
			skipped	11

**23. Overall with the information provided, did you feel informed and confident to access medical help?**

			Response Percent	Response Total
1	Yes		73.08%	19
2	No		26.92%	7
			answered	26
			skipped	10

If not, please let us know what information you would have liked to have seen (please specify): (11)

1	28/05/2020 11:38 AM ID: 142086136	Bewildered by the mass of detailed information I was required to read
2	09/06/2020 15:46 PM ID: 142858712	There was no information provided regarding procedure for attending appointments in person during COVID 19 or of safety measures in place.
3	10/06/2020 15:02 PM ID: 142922834	I was alarmed at the lack of Covid information, no pop ups no updated info on services, online booking system, when clicks takes you straight to online process with no alternative instruction if unable to book online. information is provided halfway down another page. Telephone number is available on every page at the top but not included in instruction.  On registering -Forms can be printed 23 pages, can be downloaded, and completed online but no email address available. I.D it would be helpful if you can bring a passport along with proof of address included a bank statement or tenancy agreement or utility bill.
4	10/06/2020 15:18 PM ID: 142928530	Very geared towards short term student patients - a popular choice for the homeless and covers a large area. informative and lots of useful resources and links, couldn't find e consult? booking can be completed online but no econsults as far as I could see.



### 23. Overall with the information provided, did you feel informed and confident to access medical help?

			Response Percent	Response Total
		No ID requested or suggested for registration online booking completed and submitted very easy and straightforward.		
5	30/06/2020 16:29 PM ID: 144078454			
6	02/07/2020 19:05 PM ID: 144246844	Easy access to the website		
7	11/08/2020 14:41 PM ID: 146373116	e-consult is very misleading. As a patient the process tells you that the information you are submitting, at some length, will go to your GP. You can name your GP, this adds to the expectation that your GP will look at your symptoms as described. This does not happen as a blanket " seek medical advice" alert kicks in and you are not advised how to do this- what, where, when.  The new extended access services to Lake Rd routine appointments at evenings and weekends is difficult to locate and when found does not tell you how to access these appointments. nothing just a dead end this is unacceptable		
8	19/08/2020 10:05 AM ID: 146736427	The search facility did not work making accessing anything other than the titles provided impossible		
9	19/08/2020 10:22 AM ID: 146737849	Very disjointed promoting merger with Lake Road and poor search facility		
10	19/08/2020 10:31 AM ID: 146739279	No search facility		
11	19/08/2020 10:38 AM ID: 146739999	Website impossible to access		

### 24. Additional Comments

			Response Percent	Response Total
1	Open-Ended Question		100.00%	21
1	26/05/2020 09:57 AM ID: 141921604	good		
2	27/05/2020 10:33 AM ID: 142012153	I found there was a lot of close type information. Not easy to read. Some of the navigation links were not clear to find or follow. I had to delve quite deeply at times- this could not have been done easily without good IT skills and being fully literate in English		
3	09/06/2020 15:46 PM ID: 142858712	. Helpful lots of numbers provided for local services; however I did have to search for a lot of the information and the complaints procedure was not straightforward and requires a lot of clicks and navigating.		
4	10/06/2020 15:02 PM ID: 142922834	Poor		
5	10/06/2020 15:18 PM ID: 142928530	Overall good lacking COVID updates and procedures		
6	11/06/2020 11:00 AM ID: 142964048	Language option button on front page with a full choice of translations.		

## 24. Additional Comments

			Response Percent	Response Total
7	30/06/2020 16:29 PM ID: 144078454	The website is clear.		
8	02/07/2020 19:05 PM ID: 144246844	Looking at the website easy to aim full info		
9	02/07/2020 19:41 PM ID: 144250459	Not easy to follow info on website		
10	06/07/2020 18:25 PM ID: 144473931	Clear information on services provided. Could not find option to display information in another language.		
11	06/07/2020 19:44 PM ID: 144479247	Clear categories and easy to find information.		
12	07/07/2020 17:13 PM ID: 144541747	Good clear instructions and headings about what is available.		
13	07/07/2020 17:40 PM ID: 144544079	I viewed this Surgery on my mobile - whilst navigating around the site it was irritating that the pop-up notice 'would you like to submit this form - cancel or submit' kept coming up. In order to go back to the menu, you had to click on submit ...		
14	07/07/2020 17:58 PM ID: 144545640	Difficult to find what to do if you want to leave feedback or make a complaint - eventually found this under 'Patient Policies' section.		
15	09/07/2020 18:57 PM ID: 144706145	Excellent website - easy to negotiate, in particular translation option at top of page; so easy to use.		
16	11/08/2020 14:41 PM ID: 146373116	E- consult is entirely misleading- the wording states, in fact opens with " Want advice from your Doctor...." this is an algorithm programme and does not go to "YOUR GP." in fact kicks you out saying " seek medical advice....really helpful...maybe just turn up at ED??  How do you get a routine evening and weekend appointment at Lake Rd Health centre the Extended Access service funded by PCCG?		
17	18/08/2020 10:20 AM ID: 146670783	Whilst information was available, the website was not intuitive, had to search for individual things rather than linked items		
18	19/08/2020 10:05 AM ID: 146736427	Not good. As previously stated, search facility did not work - only to direct me to an alternative language!		
19	19/08/2020 10:22 AM ID: 146737849	Search facility poor - main home page informative		
20	19/08/2020 10:31 AM ID: 146739279	Lack of search facility meant a long-winded physical search but overall a good website		
21	19/08/2020 10:38 AM ID: 146739999	Could not access website only basic information on single page not good		
			answered	21
			skipped	15

# Surgery breakdown

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Surgeries listed

University Practice Portsmouth	
The Drayton surgery	
Devonshire Practice	
East Shore partnership	
Guildhall walk	
Cosham Park House	
Craneswater Group	
Eastney Health centre	
Osbourne road surgery	
Kirklands	
Southsea Medical Centre	
Sunnyside Medical Centre	
Hanway Road	
Lake Road Practice	
John Pounds Medical Centre	
Derby Road	
Stubbington Avenue Surgery	
Baffins Surgery	