

Healthwatch Portsmouth Follow-up review of GP Surgery Websites March '21

Background

Having considered our original findings in January 2021, Portsmouth Clinical Commissioning Group requested that Healthwatch Portsmouth assess the progress made by GP surgeries on either including extra information or correcting existing information on all of the GP surgery websites that had been previously surveyed. The improvements or changes we had been asked to review related to the recommendations made in our [original findings](#) , published in December 2020.

We assessed the following key factors:

- Basic surgery details displayed
- Surgery Services
- COVID-19 Advice and Information

The '18 GP surgery websites' that we referred to in our original report are included in this report and are referred to in the 'key findings' section as the '18 websites reviewed'. The 18 GP surgery websites which we reviewed in August 2020 were still publicly accessible and so were reviewed again by Healthwatch Portsmouth in March 2021. These 18 websites which we reviewed in March are now included within 13 group practice websites, as listed on Portsmouth Clinical Commissioning Group's website page [About Portsmouth CCG - Portsmouth CCG](#). The reduction in number is due to a series of GP practice mergers that have taken place since our first review of GP surgery websites in August 2020.

13 practice websites included in the review:

- East Shore Partnership (a group practice website)
- Portsdown Group Practice (a group practice website)
- Craneswater Group Practice (a group practice website)
- Derby Road Group Practice (a group practice website)
- North Harbour Medical Group (a group practice website)

- The Lighthouse Group Practice (a group practice website)
- Trafalgar Medical Group (a group practice website)
- The Drayton Surgery
- Guildhall Walk Healthcare Centre
- Kirklands
- Lake Road GP Practice
- Sunnyside Medical Centre
- The University Surgery

Key findings

Basic surgery information

- **14 out of the 18 websites reviewed** now have the basic surgery information listed on their website including their phone number, address, email and opening hours.

Surgery services

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

- **15 out of the 18 websites reviewed still request** new patients to show 2 forms of personal ID in order to complete their registration. The **3 surgeries** that do not state that they require patients to provide personal ID to register, do state that they require new patients to provide their current address.

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

- **16 out of the 18 websites reviewed now have information** regarding how to access medical assistance when the practice is closed (Out of Hours).

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

- **10 out of the 18 websites reviewed now have an option** for information to be translated into other languages.

COVID-19 advice and Information

- **15 out of the 18 websites reviewed now show** the recommended COVID-19 advice and information on their websites.

In summary, there were **17 positive changes** noted by the Healthwatch Portsmouth GP website review team to information displayed now on Portsmouth group practice websites since our first review in August 2020.

Specific details of these changes are available from Healthwatch Portsmouth.

We hope to undertake a full review of information provided for patients on Portsmouth group practice websites later in 2021.

Ends **28.05.21**
Healthwatch Portsmouth

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