

# Modality Group

*A Commitment to Care*

## Patient led website workshop

October 2021



**Patients** - New  
community  
pathways  
Diabetes / Digital  
health / MSK/ SMI/  
LD / Dementia  
Vaccination hubs

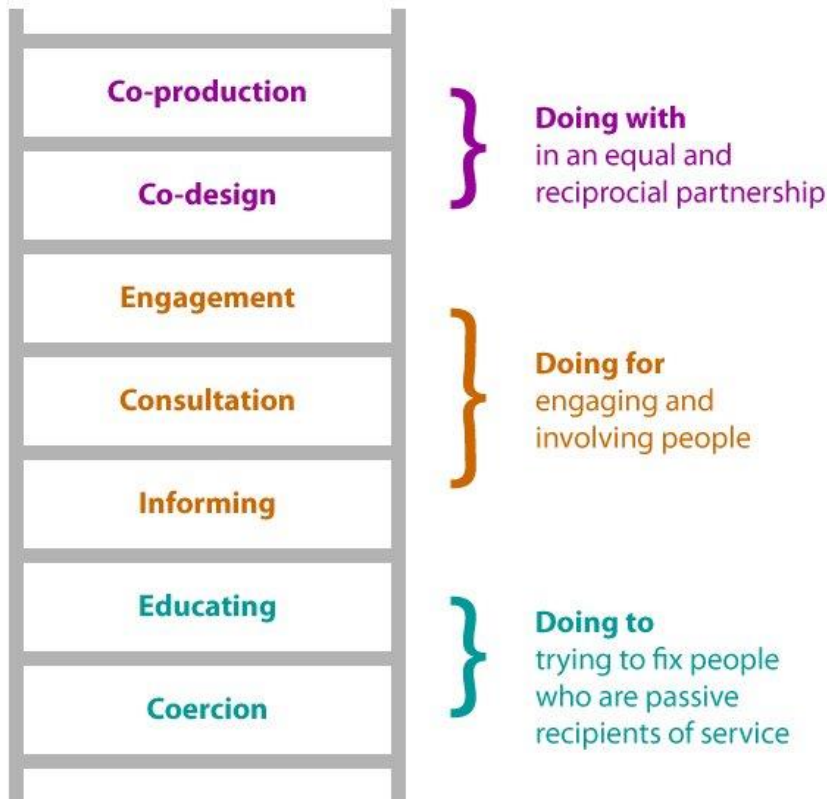
**Engagement** -Getting patients & staff involved  
patient voice and social media/ comms  
Co design of services /Vaccinations

**Strategic**  
Community  
Partnerships  
and PCN  
working and  
networks /  
Funding

## 2021 Objectives

**Workforce** Social  
prescribers Health  
coaches learning and  
sharing, embedding good  
practice Volunteers /  
Vaccination hubs

**Community health** Primary care in  
community spaces  
Health checks /  
Vaccination Hubs / pop up clinics  
Rebuilding trust with communities



Put your health first.

**FREE HEALTH CHECKS AVAILABLE HERE!**

Organized by the Good Shepherd Centre

The Good Shepherd Centre  
West Lane, Keighley,  
West Yorkshire, BD22 6ES  
Tel: 01535 608 639

- Lady doctor.
- Blood pressure and pulse readings
- Urine testing for sugar and protein
- Lifestyle advice
- Plus discussion of any worrying symptoms in complete confidence.

**Every Friday morning between 10 am -1 pm.**

No appointment necessary.

Just ask a staff member at the centre.

[www.thegoodshepherdcentre.org.uk](http://www.thegoodshepherdcentre.org.uk)

## Good websites

- **Dyneley House**
- <https://www.dyneleyhousesurgery.co.uk/covid-2.html>
- **Caritas in Halifax**
- <https://www.caritasgp.co.uk/>
- **Mill barn in Beaconsfield**
- <https://millbarnmedicalcentre.co.uk/>
- **Hedge End in Hampshire**
- <https://www.hedgeendmedicalcentre.co.uk/>

## What's good about them

- Other websites use a white background can be easier to use
- Good access via different font sizes and contrasts
- Simpler landing pages – not as cluttered
- Pictures of practices and teams (personalised)
- Simple to Navigate
- Key messages prominent

## ***Comments from the session and gathered pre session from patients representing different practices and patient groups***

Patients want to know what is happening at their practice

Very corporate could websites be more individual .

Parts of the website suddenly tip you out into an NHS website.

Instructions to access other parts of NHS system

Easy read guides for patients with mixed abilities

The first pages can be very cluttered and difficult to navigate to what is needed

Can appointments be booked via the website ?

Other practice websites can be easier to navigate – can you learn from them?

Is push doctor still available? Could this be available through he website

The website is clearly not kept up to date . The news section goes back to last year,

There is no real info about the members of staff and their clinical specialities at the surgery.

## Top 12 recommendations

- **Access for patients with mixed abilities or impairments**
- The basic starting point - could the website be Black on white – easier to read
- We would like the ability to increase/ decrease font size and the contrast
- Could we have the ability for Audio as well
- A section on there with easy read guides – for key conditions (to be supplied)
- **Access for patients whose first language is not English**
- Can we have a function for different languages
- **Access to information**
- Within the search bar can we have broader search criteria ( Tagging of key words)
- Can we make it much clearer on website how to book an appointment and explain why this is so difficult just now (anything the website can do to manage patient expectations)
- **Personalisation of websites**
- The practice page on the website – could it be less cluttered as an opening page
- A picture of the surgery on the home page for each surgery
- Adding in each member of the clinical team and an explanation of what members of the clinical team do (or a video)
- **Functionality of website for easier navigation**
- I would suggest simple drop down lists that isn't sexy I know but puts the information in a manageable easily accessible format. The website isn't there to entertain it's there to do a job
- Could links clearly state you are going to another website when linking to a different site
- More explanation of other digital health options such as Systemonline, NHS App, Air Mid, Econsult, Accuryx

- I access by googling the surgery name direct
- The Home page – The text contrast is difficult for some people to read
- Could there be an option to change font size / or font type
- Could there be an option for audio ? Where audio reads out what's on the page – see the Bradford council website – useful for patients with visual impairments
- Option for different languages
- The home page can be messy
- Navigation of the site can be difficult – its not always clear what to search for
- Some links don't work – especially to health conditions
- Community care for example takes you to another site – can be confusing
- Can we make links bigger for patients with visual impairments
- The Some good feedback – the website is generally easy to read and the information on vaccines is good , Our values bit – the words used are good , Likes different colours for the CARE values , the services is really informative, The video is good but needs to be updated , Contact us form is provided and good , Good to see NHS told us to postpone non urgent blood tests, Everything is fine on the website its really good, Could there be signing or a video for deaf people,
- Make sure conditions and key words are linked up – so you can have more general searches.
- Contrary to the idea to produce a unified website for Modality practice – could the websites be more individualised – might be possible to have a compromise and have some individuality for the new websites.
- Patients like the photographs – especially of the local teams –
- Could there be more information on the new practice roles on the website
- Can the website also be a tool to educate patients about what happens in General practice and learn about all the new roles in practice and what care navigation is
- Maybe have videos on the site explaining what people do – and why you can see other people apart from a GP e.g. Pharmacist / Social prescribers / ANPs

- Could information go on about the numbers of patients being seen today / number of phone calls – e.g. a live dashboard ....
- A positive spin on what is happening – perhaps the website can better explain what will happen and manage patient expectations better
- Somewhere explaining this is why phone lines are busy or why GPs are busy just now – this is on there but difficult to find!
- I find on the phone the website is more difficult to use then when I'm on the desktop
- The information on how to book an appointment should be in your face at the start as it's the main reason patients will visit the site
- The Caritas website is a good example clearer and simpler – Download the NHS app is on the home page with a video of how to use and join the NHS website – some negatives lots of flashing and moving items
- The DYNELEY house website has the ability to change font size and colours / contrasts really helpful for people with disabilities
- Other good websites are listed above
- From the group taking part only 1 person (active patients) has used Systemonline – was good for booking appointments
- How to join Systemonline it is linked to the NHS app – this would make sense to explain system online better for patients
- Sometimes the 'contact the practice' response – It is a struggle in itself to phone the practice
- What's happening with Push Doctor – could this be a website option
- More information on why access is the way it is
- Explain how planned care appointments work – how to get one - why receptionists don't book into appointments but triage first (can possibly book into nursing appointments )
- Clickable link into easy read guides – where can we get the guides from

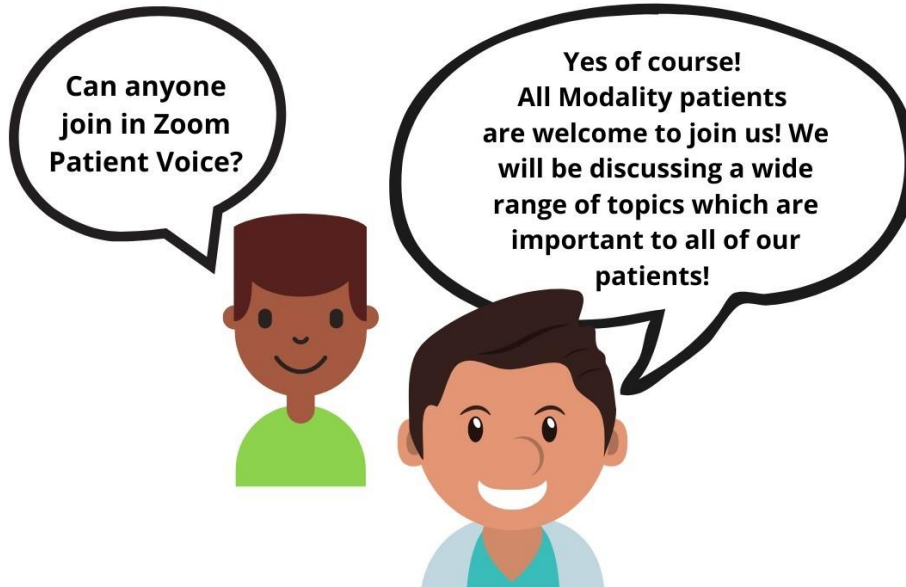


Thank you for your time!



modality  
Partnership

**“effective patient involvement and co production at a PCN level”**



**3 Facebook live events**  
**6 Patient Voice events**  
**Lots of voices seldom heard LD, BAME, Younger**  
**Flexible approach & community led**

There are 2 meetings available. Thursday 5th November **1pm -2.30pm** and Wednesday 11th November **6pm -7.30pm**

**You can register your interest by e-mailing;**

rose.hadlow@bradford.nhs.uk

Please include: D.O.B, Full Name and Practice you are registered with.



- **Social media use-**
- **Press coverage - up**
- **Patient engagement - up**

