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| **Priority Area 3** |
| **Description of priority area:**When asked what the VPPG thought was the most important area for improvement within our Practice they ranked ‘improvements to website’ as their third priority area.  |
| **What actions were taken to address this priority?**Since receiving the feedback and agreeing an action plan with our patient participation group we have made several changes to our website in order to offer a better service to our patients online. Firstly, we have updated all information that was already on our website and have added more information in terms of local services and authorisations within the Community. We have sourced our information from other reliable websites such as ‘NHS Choices’ and have obtained several contact numbers and addresses so that our patients can promptly find the telephone numbers for local hospitals and clinics, and provide a direct link for patients to access NHS Choices website.Secondly, we have incorporated a range of new patient orientated pages on our website which provide our patients with a variety of information. These pages include a pregnancy planner; this is useful for our patients who are currently pregnant to gain online advice and support throughout their pregnancy and after giving birth. As well as this, we now have a useful link for carers. After discussions amongst staff and patients we recognised that there was very little information for carers on our website. Carers can now use our website as a central point to navigate their way through useful links and information.We have assigned a member of staff to the maintenance of the website to ensure that it is updated on a regular basis with new notices and patient information so that we are always keeping our patients in the loop in real time via our website.Since the feedback from the VPPG we have explored lots of possibilities for our online presence as a Practice and have added important forms and surveys that can be downloaded from our website and submitted straight to the practice. This way of gaining patient feedback will enable the practice to review and improve its services offered more efficiently.A new feature we have added to our website is called the ‘who should I see?’ page. This allows patients and staff to best delegate a patient with the right member of our healthcare team. We hope that having this information accessible to our patients and staff will in time reduce the strain on doctors’ appointments meaning better service for all our patients. |
| **Result of actions and impact on patients and carers (including how publicised)**Patients now have access to up to date patient information online and knowledge of practice services/community services accessible to them. We have publicised all new information on noticeboards in our practice waiting area and have published it on our website. As well as this, all staff has been made aware of what new information is available online and will be directing patients to our website where appropriate.  |