



healthwatch
Hackney

Review of Hackney GP surgery websites

October 2021

*Improving online
information about GP
services - saving time
for patients and
surgery staff*

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Introduction

Mission of Healthwatch Hackney ... - Hackney's health and care watchdog

Our aim is to ensure that health and social care is accessible to everyone in the borough. We make recommendations to improve health and social care provision along with ensuring that the services within Hackney maintain high quality standards and meet the needs of the community.

Hackney's GPs websites are an important tool for patients to find up to date and accurate healthcare advice and information instantly, without having to phone or go into the practice.

Access to information about services has been of particular importance over the last 18 months. Face to face access to practices was limited during the pandemic, service delivery was changing, and GP services were under enormous pressure.

To assess information about GP services and to make recommendations on how each GP practice can improve its website to best meet the healthcare needs of Hackney residents, Healthwatch Hackney reviewed the websites of the borough's GPs. The review took place between June and July 2021. This was a repeat of the review done in February 2020. Please click [here](#) to download the 2020 report.

Overall, with the recommendations for website improvements sent to GP practices, we hope to increase the accessibility of practice information and improve patient relations with these practices.

Our review confirmed that all Hackney's GP practice websites currently provide a range of information about GP extended access, health information, clinics and services and other information. Practices have invested thought and effort into putting a range of information about services online in an accessible and clear way, with up to date and useful information.

This review exercise provided an opportunity for Healthwatch Hackney to make recommendations to further improve websites. Improvements would mean that patients can benefit from easy to find, clearly presented, up-to-date information, leading to fewer phone calls and in-person enquires to save already stretched practice staff time and effort.

We would like to thank all the GP practice managers for their time, effort and commitment to improving the quality of information on their websites. The COVID-19 pandemic has created new burdens on GP practices and underlined the importance of publishing information on websites clearly and accessibly, as contact by phone and in person was restricted.

Our aim

The 2021 review of Hackney's GP websites helped us to review the extent to which the recommendations that made in our 2020 report had been adopted.

We wanted to ensure that all patients, no matter which GP practice they were registered with, had access key information. This includes:

- New patient registration process
- Complaints policy and procedure
- Option for general feedback
- Access to Patient Participation Groups, (the forum for dialogue between patients and GP service providers)
- Digital access to services such as online consultation, booking online appointments, ordering repeat prescription online
- Out of hours information

Good practice

Keeping GP practice websites up-to-date and easy to use is a crucial aspect of patient-service interaction. Good practice for websites including GP websites, include:

- Having accessibility tools, such as screen readers and zoom features for the visually impaired, and language translation to assist Hackney's diverse population
- Easy to navigate websites with search engine/ functions
- Placing important patient-led information on the homepage for easy access
- Providing contact details of general practitioners and practice managers

We contacted GP practice managers with recommended changes or additions to their websites. The response was very positive, and we expect to see updates to their websites over the coming months.

Methodology

Collecting the data

The research was carried out between June and July 2021.

A set of criteria were identified according to feedback and requests we have received from Hackney residents about access to online information.

An online data collection sheet was used for all website reviews to ensure as much consistency as possible in the way information was recorded.

Thirty-eight GP practice websites were reviewed (listed overleaf). One practice did not have a dedicated website and information was available as part of another website.

Data collected was reviewed and analysed. This was used to generate a set of recommendations to improve patients' experience of their website, which were sent to the practice managers of the GP surgeries by email on 6th of August 2021. Practice managers were asked to respond within 7 days of the receipt of the letter. These emails also highlighted good practice.

Healthwatch Hackney recognises the pressure practices were under because of the pandemic, and therefore extended the initial deadline and engaged with practice managers over the time scale needed to implement changes.

Criteria reviewed for each GP practice website:

General

- Out of hours information
- Information on getting extended consultation
- Information on requesting an interpreter
- Information on registering as new patient
- Search bar access

Accessibility

- Translate and/or language options
- Zoom feature
- Screen reader compatibility
- Easy to access via mobile
- Full website available via mobile
- Basic reading level using plain English

Patient Participation Group (PPG)

- Information on what a PPG is and who is involved
- Information on how to join the PPG
- Up to date information about meeting dates and times
- Availability of meeting minutes

Complaints

- Complaints policy and procedure
- Easy to make complaints
- Option for general feedback

Digital offering

- Can you book appointments online?
- Can you order repeat prescription online?
- Can you have online GP consultation?

Duty Doctor

- Information on how to access the service

Social prescribing

- Information on what social prescribing is
- Information on how access the service

GP practice websites reviewed divided in the 8 Neighbourhoods in the City and Hackney.

Neighbourhoods have been created to help provide the right care for local residents, that is as close to home as possible. It enables GP practices to join up with hospital, community, mental health, social and voluntary services to improve residents' health and wellbeing.

For more information about Neighbourhoods contact Sabrina Jantuah by emailing sabrina@healthwatchhackney.co.uk

❖ Springfield Park Neighbourhood

- ❖ [Cranwich Road Surgery](#)
- ❖ [Stamford Hill Group Practice](#)
- ❖ [Spring Hill Practice](#)

❖ Hackney Downs Neighbourhood

- ❖ [The Clapton Surgery](#)
- ❖ [The Elm Practice](#)
- ❖ [The Gadhvi Practice](#)
- ❖ [Healy Medical Centre](#)
- ❖ [Nightingale Practice](#)
- ❖ [The Riverside Practice](#)
- ❖ [Rosewood Practice](#)

❖ Hackney Marshes Neighbourhood

- ❖ [Athena Medical Centre](#)
- ❖ [Kingsmead Healthcare](#)
- ❖ [Latimer Health](#)
- ❖ [The Lea Surgery](#)
- ❖ [Lower Clapton Group Practice](#)

❖ Well Street Common Neighbourhood

- ❖ [Elsdale Street Surgery](#)
- ❖ [The Greenhouse Surgery](#)
- ❖ [Trowbridge Practice](#)
- ❖ [Well Street Surgery](#)
- ❖ [The Wick Health Centre](#)

❖ London Fields Neighbourhood

- ❖ [Beechwood Medical Centre](#)
- ❖ [The Dalston Practice](#)
- ❖ [London Fields Medical Centre](#)
- ❖ [Queensbridge Group Practice](#)
- ❖ [Richmond Road Medical Centre](#)
- ❖ [Sandringham Practice](#)

❖ Clissold Park Neighbourhood

- ❖ [Barrett's Grove Surgery](#)
- ❖ [Barton House Health Centre](#)
- ❖ [Brooke Road Surgery](#)
- ❖ [Somersford Grove Practice](#)

❖ Woodberry Wetlands Neighbourhood

- ❖ [Allerton Road Medical Centre](#)
- ❖ [The Cedar Practice](#)
- ❖ [The Heron Practice](#)
- ❖ [The Statham Grove Surgery](#)

❖ Shoreditch Park & The City Neighbourhood

- ❖ [De Beauvoir Surgery](#)
- ❖ [The Hoxton Surgery](#)
- ❖ [Shoreditch Park Surgery](#)
- ❖ [The Lawson Practice](#)
- ❖ [Southgate Road Surgery](#)

Key findings

During the review we identified several common findings across all GP practice websites.

There were nine areas of information that were absent or hard to find from the majority of the GP websites.

- **Information on extended consultations.** Only 3 out of the 38 practices reviewed provided information about the option to have an extended consultation. This includes and how and when patients can book double appointments to have an extended consultation. This information is needed in order to accommodate the needs of patients with learning disabilities, and communication issues, as well as patients with complex needs.
- **Information on how to request an interpreter.** The majority of GP practices (30 out of 38) did not promote information about the right to have an interpreter. Some Hackney residents have little or no English making it difficult for them to explain their symptoms and understand essential information about issues such as medication. Relying on friends and family is often not appropriate for reason of confidentiality as well as an ability to correctly translate complex medical terminology.
- **New patient registration.** Despite our report on [GP registration](#) published in May 2021 and the letter from the Clinical Commissioning Group sent to all GP practices in Hackney, 17 out of 38 practices reviewed were still requesting proof of ID and/or address as a requirement to prove eligibility to register as a patient. The NHS guidance is clear that there is no regulatory requirement to prove identity, address, immigration status or an NHS number in order to register as a patient and no contractual requirement for GPs to request this.
- **Information on how to complain.** *Just over half of all practices (19 out of 38) do not provide information about their complaints policy, or the information was hard to find.*
- **Difficulty making official complaints.** Many of the GP websites did not provide an online form which patients can use to file an official complaint. Providing an online form makes filing complaints easier and more confidential for patients.
- **Patient Participation Group.** The Patient Participation Group is a group of patients, carers and GP practice staff who meet to discuss practice issues and patient experience to improve the service. None of the practices reviewed were promoting meeting dates or providing up to date minutes from previous meetings. This information is important for patients who want to get involved further, have their say or know more about how their practice is run.
- **Social prescribing.** Social prescribing is a way for local agencies to refer people to a link worker. Most practices (25 out of 38) had no information about social prescribing. Three practices provided clear information about services and ten others had the service listed among other services, so further information was needed.
- *Most practices were offering **full online access to services** such as online patient registration, online consultations, and requests for repeat prescriptions.*
- *All practices promote information about **out of hours services**. Some refer to the NHS 111 number, while some highlighted extended opening hours at the practice.*

Recommendations and responses

This section lists the recommendations made to each practice and their respective response back to Healthwatch Hackney.

We received very positive feedback from managers who found our review and recommendations useful and beneficial. We are very grateful to see that most practices took immediate action to implement most or some of our recommendations.

- Seven practices implemented all of our recommendations
- 24 practices implemented most or some of our recommendations
- 4 practices were working on new websites and provided us with a deadline for implementing our recommendation in the new site
- 4 practices did not respond to any of recommendations

Examples of changes made by individual GP practices following our review:

- **Twelve** additional practices have added the following message to their new patient registration information, to ensure that any Hackney resident is given the right to access primary care services regardless of their background and immigration status.
“We may ask to see proof of ID and/or address in order to ensure we register you with the correct details - however, we will always register you even if you do not have these documents”.
- **Thirteen** additional practices adopted complaint policies which were currently not available on their websites
- **Twenty** additional practices are now promoting information about their Complaints Officer, [NHS England](#), [Parliamentary and Health Service Ombudsman](#), [The Advocacy Project](#) - the Independent Health and Care Advocacy Service for Hackney, [Healthwatch Hackney](#) Hackney’s health and care watchdog and [Hackney’s Health and Social Care Complaints Charter](#).
- Information on how to request an interpreting services is now easily available on **twenty** additional practice websites.
- Information about extended consultation/ double appointments is now easily available on **seventeen** additional practice websites.
- **Thirteen** additional practices are now promoting previous meeting minutes and future meeting dates for their Patient Participation Group
- **Twenty-four** additional practices are now promoting the information on Social prescribing service. The lead provider of the service, Family Action, provided us with clear description of the service which we forwarded to all GP practices in Hackney.



Allerton Road Medical Centre/ Woodberry Wetlands Neighbourhood/ PCN

Practice's response

1. Information about extended consultation should be available under Our Appointment system page
2. Information about requesting an interpreter to be available under Our Appointment system page.
3. Registration in person (hard copy new patient registration form) should be promoted.
4. Complaints policy should provide clear information about who is the Complaints Officer and information about [NHS England](#), [Parliamentary and Health Service Ombudsman](#), [The Advocacy Project](#), [Healthwatch Hackney](#) and [Hackney's Health and Social Care Complaints Charter](#).
5. Online complaints form to be considered for better accessibility and included in How do I... page with link to the Complaints policy.
6. Patient Participation Group: Future dates and up to date meeting minutes to be promoted.
7. Social Prescribing: Further information with links to be made available under Clinics and Services page.

1. Implemented.
2. Implemented.
3. Implemented.
4. Partially implemented, clear information about Healthwatch Hackney and Hackney's Health and Care Complaints Charter still missing.
5. Implemented.
6. Yet to be implemented.
7. Implemented.

Athena Medical Centre/ Hackney Marshes Neighbourhood/ PCN

Practice's response

1. Information about extended consultation should be available under Appointments page.
2. Information about requesting an interpreter to be available under Appointments page.
3. Search bar feature to be considered for better navigation through the website.
4. Complaints Policy should provide information about [NHS England](#), [Parliamentary and Health Service Ombudsman](#), [The Advocacy Project](#), [Healthwatch Hackney](#) and [Hackney's Health and Social Care Complaints Charter](#).
5. Link to the Complaints Procedure to be made available under Practice Policies/ Complaints for quicker navigation.
6. The online complaints form to be reviewed.
7. Patient Participation Group: Future dates and up to date meeting minutes to be promoted.
8. Social Prescribing: - Further information with links to be made available under Clinics and Services page.

"We are planning a full re design of our website which should be ready in October. I appreciate the review which is most helpful, and we will aim to incorporate all the suggested changes."

Barretts Grove Surgery/ Clissold Park Neighbourhood/ PCN	Practice's response
<ol style="list-style-type: none"> 1. Information about extended consultation should be available under Appointments page. 2. Information about requesting an interpreter to be available under Appointments page. 3. Patient registration form should be reviewed. New patient registration still implies that proof of ID and address is a requirement. 4. Search bar feature to be considered for better navigation through the website. 5. Complaints and general feedback- The Patient Guide should provide information about NHS England, Parliamentary and Health Service Ombudsman, The Advocacy Project, Healthwatch Hackney and Hackney's Health and Social Care Complaints Charter. 6. Online complaints form to be considered and included in Have your Say page with link to the Complaints Policy/ Patient Guide for easier navigation. 7. Online feedback form to be considered moving under Have your Say page. 8. Patient Participation Group - Future dates and up to date meeting minutes to be promoted. 9. Social Prescribing - Information about the service to be made available under Clinics and Services. 	<ol style="list-style-type: none"> 1. Implemented. 2. Implementation not seen. 3. Implemented. 4. Implemented. 5. Complaint policy under review. Partial implementation in place. 6. Implementation not seen. 7. Implemented. 8. Implementation not seen. 9. Implemented. <p>Note: New tabs will be added around Self help guidance and Learning Disabilities information</p> <p><i>“Thank you for taking the time to help me always useful .”</i></p>

Barton House Group Practice/ Clissold Park Neighbourhood/ PCN	Practice's response
<ol style="list-style-type: none"> 1. Information about extended consultation should be available under Appointments page. 2. Information about requesting an interpreter to be available under Appointments page. 3. New patients online registration form for to be considered. Consider using the https://eastlondonregistergp.nhs.uk. 4. Complaints policy should provide information about NHS England, Parliamentary and Health Service Ombudsman, The Advocacy Project, Healthwatch Hackney and Hackney's Health and Social Care Complaints Charter. 5. Patient Participation Group - Future dates and up to date meeting minutes to be promoted. 6. Social Prescribing - - Information about the service to be made available under Clinics and Services. 	<ol style="list-style-type: none"> 1. Implementation not seen, to be considered in the new website. 2. Implemented. 3. Implemented. 4. Implemented. 5. Implementation not seen, to be considered in the new website. 6. Implemented. <p><i>“Barton House is in the process of changing the Practice website. We are currently setting up the new website and hopeful it will be up and running by September. As a result, we may not be adding new information to the current website as it will soon be shut down. Once the new website is up and running, we will update it with the information you sent.”</i></p>

Beechwood Medical Centre/ London Fields Neighbourhood/ PCN

Practice's response

1. Information about extended consultation should be available under Appointments page.
2. Information about requesting an interpreter to be available under Appointments page.
3. New patient online registration form to be considered. Consider using the <https://eastlondonregistergp.nhs.uk>.
4. The new patient registration document to be also made available in Word format for easier completion. Currently, PDF form for new patients is the only option.
5. Complaints Policy should be made available providing clear information of who is the Complaints officer, [NHS England](#), [Parliamentary and Health Service Ombudsman](#), [The Advocacy Project](#), [Healthwatch Hackney](#) and [Hackney's Health and Social Care Complaints Charter](#).
6. Patient Participation Group:- Future dates and up to date meeting minutes to be promoted.
7. Social Prescribing: Information about the service to be made available under Services.

1. Implemented.
2. Implemented.
3. Implemented.
4. Implemented.
5. Implemented.
6. Implemented.
7. Implemented.

“Thank you for your feedback, which is always appreciated and well-received. We can confirm that the practice website has been updated to reflect recommendations.”

Brooke road surgery/ Clissold Park Neighbourhood/ PCN

Practice's response

1. Information about extended consultation should be available under Appointments page.
2. Information about requesting an interpreter to be available under Appointments page.
3. Patient registration form to be reviewed. New patient registration still implies that proof of ID and address is a requirement.
4. Online New patient registration form to be considered. Consider using the <https://eastlondonregistergp.nhs.uk>
5. The New patient registration form to be also made available in Word format for easier completion.
6. Search bar feature to be considered for better navigation through the website.
7. Text translation feature to be considered to support non-English speakers.
8. Complaints page should provide information about [NHS England](#), [Parliamentary and Health Service Ombudsman](#), [The Advocacy Project](#), [Healthwatch Hackney](#) and [Hackney's Health and Social Care Complaints Charter](#).
9. Online complaint form to be considered. Currently PDF is shown as the only option.
10. Online general feedback form to be considered.
11. Patient Participation Group: Online application form to be considered.
- b) Future dates and up to date meeting minutes to be promoted.
12. Social Prescribing: Information about the service to be made available under Special Services.

“Thank you for your review. We have begun discussions with our website designer about potential updates and will incorporate your suggestions. Given further pandemic related changes, we also need to make a number of other updates and so it is likely that the final version, with your suggestions, may not be ready for another 8-12 weeks.”

De Beauvoir Surgery/ Shoreditch Park & City Neighbourhood/ PCN

Practice's response

1. Information about extended consultation should be available under **Appointments**.
2. Information about requesting an interpreter to be available under **Appointments**.
3. Patient registration form to be reviewed.
New patient registration still implies that proof of ID and address is a requirement to prove eligibility.
4. The Patient Guide to be updated with contact details about [NHS England](#), [Parliamentary and Health Service Ombudsman](#), [The Advocacy Project](#), [Healthwatch Hackney](#) and [Hackney's Health and Social Care Complaints Charter](#).
5. The Patient Guide to be linked to the **Practice policy / Complaints** page.
6. Online complaints form to be considered and linked to the **Patient Guide** for better accessibility.
7. Online general feedback form to be considered and included in **Contact us** page or on the footer.
8. Patient Participation Group: Future dates and up to date meeting minutes to be promoted.
9. Social Prescribing:- Information about the service to be made available under Clinics and Services.

1. Implementation not seen.
2. Implemented.
3. Implemented.
4. Implementation not seen.
5. Implementation not seen.
6. Implementation not seen.
7. Implementation not seen.
8. Implementation not seen.
9. Implemented.

Elsdale Street Clinic/ Well Street Common Neighbourhood/ PCN

Practice's response

1. Information about extended consultation should be added under **Book a GP appointment** page.
2. Information about requesting an interpreter to be added under **Book a GP appointment** page.
3. Information about booking a GP appointment should be reviewed. Current information on the **Book a GP appointment** states: *All our GP appointments are booked by completing an **Engage Consult**.* Other ways of booking an appointment such as calling in or walking in should be promote to ensure better accessibility.
4. Complaints Policy should be made available providing information about the Complaints Officer, [NHS England](#), [Parliamentary and Health Service Ombudsman](#), [The Advocacy Project](#), [Healthwatch Hackney](#) and [Hackney's Health and Social Care Complaints Charter](#).
5. Participation Group: Future dates and up to date meeting minutes to be promoted.
6. Social Prescribing: Information on the service to be made available under **Our Services** page.

1. Implementation not seen.
2. Implementation not seen.
3. Implementation not seen.
4. Implementation not seen.
5. Implementation not seen.
6. Implemented.

“Thank you for your email and this report is very helpful.”

<ol style="list-style-type: none"> 1. Information about extended consultation should be available under Appointments page. 2. Information about requesting an interpreter to be available under Appointments page. 3. Patient registration form should be reviewed. New patient registration still implies that proof of ID and address is a requirement to prove eligibility. 4. Complaints Policy should be reviewed and the text simplified. 5. Complaints Policy should be made available providing information about the Complaints Officer, NHS England, Parliamentary and Health Service Ombudsman, The Advocacy Project, Healthwatch Hackney and Hackney's Health and Social Care Complaints Charter. 6. Online complaints form to be considered and included in Have your Say page with link to the Complaints Policy. 7. General feedback form to be considered including in Have your say page. We would recommend that the form includes contact details for Healthwatch Hackney. 8. Patient Participation Group: Future dates and up to date meeting minutes to be promoted. 9. Social Prescribing: Information about the service to be made available under Clinics and Services. 	<p><i>“Multiple Appointments: If you want an appointment for more than one person, please tell the receptionist when booking the appointment so that you are given enough time with the doctor.”</i></p> <ol style="list-style-type: none"> 2. Implemented. 3. Implemented. 4. Implemented. 5. Implemented. 6. <i>“We have a complaint sections and don't wish to add any extra link to encourage complaints. Things are dealt with it on the day. Our patients are very close to the surgery and most complaints are dealt face to face or on telephone. Rest are e-mailed and we are happy to stick to that for time being.”</i> 7. <i>“We have care opinion on the web page and that is enough for the patient feedback as contract is being renewed.”</i> 8. Implementation not seen. <i>“We will not be taking this recommendation on board but thank you for suggesting.”</i> 9. <i>“All other additional service as well as social prescribing are listed. With PCN the roles are increasing with similar benefit. Every practitioner will need a description not just a social prescriber if we were to add that. We will probably add a brief description once we get the description from the practitioners themselves.”</i> <p><i>“Once again thank you for reviewing our website and prompting changes and recommendations. I really do appreciate the work you do and feedback. It's been beneficial so Thank you.”</i></p>
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Healy Medical Centre/ Hackney Downs Neighbourhood/PCN

Practice's response

1. Information about extended consultation should be available under **Appointments** page.
2. Information about requesting an interpreter to be available under **Appointments** page.
3. Patient registration process to be reviewed. Current message in the new patient registration page can be confusing.
4. Search bar to be considered for better navigation through the website.
5. Complaints Policy should be made available providing information about the Complaints Officer, [NHS England](#), [Parliamentary and Health Service Ombudsman](#), [The Advocacy Project](#), [Healthwatch Hackney](#) and [Hackney's Health and Social Care Complaints Charter](#).
6. Online complaints form to be considered providing link to the Complaint Policy for better accessibility and included in **Have your Say** page.
7. **Comments and Suggestions** form to be considered under **Have your Say** page for better navigation. We suggest that the form also includes contact details for Healthwatch Hackney.
8. Patient Participation Group: Future dates and up to date meeting minutes to be promoted.
9. Social Prescribing: Information on the service to be made available under Clinics and Services.

1. Implementation not seen.
2. Implemented.
3. Implemented.
4. Implemented.
5. Implemented.
6. Not implemented, wait for the new website.
7. Not implemented, wait for the new website.
8. *"This is to be confirmed as the surgery main priority was the Vaccination Campaign as we had to cancel our PPG date from February. Once we confirm the date, the website will be upgraded."*
9. Implemented.

Kingsmead Healthcare/ Hackney Marshes Neighbourhood/ PCN

Practice's response

1. Information about extended consultation should be available under **Appointments** page.
2. Information about requesting an interpreter should be available under **Appointments** page.
3. Patient registration form to be reviewed. New patient registration still implies that proof of ID and address is a requirement to prove eligibility.
4. Online services not well promoted. No clear information on how to access the online services
5. Complaints Policy should be made available providing information about the Complaints Officer, [NHS England](#), [Parliamentary and Health Service Ombudsman](#), [The Advocacy Project](#), [Healthwatch Hackney](#) and [Hackney's Health and Social Care Complaints Charter](#).
6. Online complaints form to be considered included in **Have your Say** page providing link to the Complaints policy for better accessibility.
7. The general feedback form to be considered under **Have your Say** page for better navigation
8. Patient Participation Group: Future dates and up to date meeting minutes to be promoted.
9. Social Prescribing: Information on the service to be made available under **Your Health** page.

1. Implementation not seen.
2. Implemented.
3. Implemented.
4. Added under appointments. Due to limitations no more extra pages can be added as at full capacity already.
5. Implemented.
6. Implementation not seen.
7. Implementation not seen.
8. Implemented.
9. Partially implemented.

Latimer Health Centre/ Hackney Marshes Neighbourhood/ PCN

Practice's response

1. Information about extended consultation should be available under **Appointments** page.
2. Information about requesting an interpreter should be available under **Appointments** page.
3. Patient registration process to be reviewed. New patient registration still implies that proof of ID and address is a requirement to prove eligibility.
4. Complaints Policy should be made available providing information about the Complaints Officer, [NHS England](#), [Parliamentary and Health Service Ombudsman](#), [The Advocacy Project](#), [Healthwatch Hackney](#) and [Hackney's Health and Social Care Complaints Charter](#)
5. Online complaints form to be considered providing link to the Complaints policy for better accessibility and included in **Have your Say** page.
6. Patient Participation Group: Future dates and up to date meeting minutes to be promoted.
7. Social Prescribing: Information on the service to be made available under **Services** page.

1. Implemented.
2. Implemented.
3. Implementation not seen.
4. Implementation not seen.
5. Implementation not seen.
6. Implementation not seen.
7. Available under Appointments.

“Thank you for your e mail.

We have done what we can do. Rest we will have to wait for the practice manager to come back in 6 months from Maternity leave.”

London Fields Medical Centre/ London Fields Neighbourhood/ PCN

1. Information about extended consultation should be available under **Appointments** page.
2. Information about requesting an interpreter to be reviewed.
Currently requesting interpreter is limited to Turkish, Vietnamese and Chinese.
3. Patient registration process to be reviewed.
New patient registration still implies that proof of ID and address is a requirement to prove eligibility.
4. Text translation feature to be considered to support non-English speakers.
5. Search bar feature to be considered for better navigation through the website.
6. Complaints Policy should be made available providing information about the Complaints Officer, [NHS England](#), [Parliamentary and Health Service Ombudsman](#), [The Advocacy Project](#), [Healthwatch Hackney](#) and [Hackney's Health and Social Care Complaints Charter](#).
7. Online complaints form to be considered.
8. General feedback and suggestions form should be also made available under **General info or Contact us** pages.
9. Patient Participation Group: Future dates and up to date meeting minutes to be promoted
10. Social Prescribing: Further information with links to be made available under **Clinics and Services** page.

Reminders sent on 20/08/21 and 14/09/2021
None of the recommendations have been implemented as of a review on 14 September 2021.

Lower Clapton Group Practice/ Hackney Marshes Neighbourhood/ PCN00	Practice's response
<ol style="list-style-type: none"> 1. Complaints Policy to be updated with information about the Parliamentary and Health Service Ombudsman, The Advocacy Project - the Independent Health and Care Advocacy Services for Hackney and Healthwatch Hackney - Hackney's health and care watchdog and Hackney's Health and Social Care Complaints Charter. 2. Patient Participation Group: Future dates and up to date meeting minutes to be promoted. 3. Social Prescribing: Further information with links to be made available under Clinics and Services page. 	<ol style="list-style-type: none"> 1. Implemented. 2. Implemented. 3. Implemented. <p><i>"Thank you for the Healthwatch Hackney GP website review report you sent through to me with recommendations for improvement."</i></p>
Queensbridge Group Practice/ London Fields Neighbourhood/ PCN	Practice's response
<ol style="list-style-type: none"> 1. Information about extended consultation should be available under Appointments. 2. Information about requesting an interpreter should be available under Appointments. 3. Complaints policy to be updated with information about NHS England, Parliamentary and Health Service Ombudsman, The Advocacy Project, Healthwatch Hackney and Hackney's Health and Social Care Complaints Charter 4. Patient Participation Group <ol style="list-style-type: none"> a) The location of the information to be reviewed and considered included in the Home page. Currently it can only to be found using the search bar. b) Clear information about the purpose of the Patient Participation Group to be made available. c) Online application form to be reviewed. Currently the link to the application form is not working, d) Future dates and up to date meeting minutes to be promoted 5. Social Prescribing: Further information with links to be made available under Clinics and Services page 	<p>Last recommendation sent on 14th of September. No response received. None of the recommendations have been implemented.</p>
Richmond Road Medical Centre/ London Fields Neighbourhood/ PCN	Practice's response
<ol style="list-style-type: none"> 1. Information about extended consultation should be available under Appointments page. 2. Information about requesting an interpreter to be available under Appointments page. 3. Search bar to be considered for better navigation through the website. 4. Complaints policy should be made available providing clear information of who is the Complaint officer. Very brief information under Practice policies. 5. Complaints policy should provide information about NHS England, Parliamentary and Health Service Ombudsman, The Advocacy Project, Healthwatch Hackney and Hackney's Health and Social Care Complaints Charter 6. Online complaint form to considered under the Have your say page. 7. Patient Participation Group <ol style="list-style-type: none"> a) Information from Have your say page and the Patient Participation Group information on the footer to be updated ensuring consistency of information. b) Future dates and up to date meeting minutes to be promoted 8. Social Prescribing: Further information with links to be made available under Clinics and Services page 	<ol style="list-style-type: none"> 1. Implemented. 2. Implemented. 3. Implementation not seen. 4. Guidance leaflet available. 5. Implemented. 6. Implemented. 7. Patient Participation Group <ol style="list-style-type: none"> a) Implementation not seen. b) Next meeting date available, however previous meeting minutes were not found. 8. Implemented.

Rosewood Practice/ Hackney Downs Neighbourhood/ PCN

Practice's response

1. Information about extended consultation should be available under Appointments.
2. Information about requesting an interpreter to be available under Appointments.
3. Search bar feature to be considered for better navigation through the website.
4. Complaints Policy should be made available providing information about the Complaints officer, [NHS England](#), [Parliamentary and Health Service Ombudsman](#), [The Advocacy Project](#), [Healthwatch Hackney](#) and [Hackney's Health and Social Care Complaints Charter](#).
5. Online complaints form to be considered.
6. Patient Participation Group: Future dates and up to date meeting minutes to be promoted.

1. Implemented.
2. Implemented.
3. In discussion with the website provider. HWH to support the communication.
4. Implemented.
5. Implemented.
6. Implemented.

Sandringham Practice/ London Fields Neighbourhood/ PCN

1. Information about extended consultation should be available under Appointments.
2. Information about requesting an interpreter to be available under Appointments.
3. Patient registration process to be reviewed. New patient registration still implies that proof of ID and address is a requirement to prove eligibility.
4. Complaints Policy should be made available providing information about the Complaints Officer, [NHS England](#), [Parliamentary and Health Service Ombudsman](#), [The Advocacy Project](#), [Healthwatch Hackney](#) and [Hackney's Health and Social Care Complaints Charter](#).
5. Online complaints form to be considered under Have your say page providing link to the Complaints Policy.
6. General feedback form to be considered under Have your say page.
7. Patient Participation Group - Future dates and up to date meeting minutes to be promoted.
8. Social Prescribing -Information on the service to be made available under Clinics and Services.

1. Implemented.
2. Implemented.
3. Implemented.
4. No clear policy is available; however the Practice Policies/ Complaints page is updated with the suggested information.
5. In discussion with the web designer.
6. In discussion with the web designer.
7. Implementation not seen.
8. Implemented.

"We have updated our website as you suggested in your email."

Shoreditch Park Surgery/ Shoreditch Park & City Neighbourhood/ PCN	Practice's response
<ol style="list-style-type: none"> 1. Information about extended consultation should be available under Appointments. 2. Information about requesting an interpreter to be available under Appointments. 3. Patient registration form should be reviewed. New patient registration still implies that proof of ID and address is a requirement to prove eligibility. 4. In person registration (hard copy of new patient registration form) should be offered. Current information implies that registration can only happen online. 5. Complaints Policy should be made available providing information about the Complaints Officer, NHS England, Parliamentary and Health Service Ombudsman, The Advocacy Project, Healthwatch Hackney and Hackney's Health and Social Care Complaints Charter. 6. Online complaint form to be considered and included in How do I... page for better navigation. 7. Suggestions and Complaints could be added to the How do I... page for better navigation. 8. Patient Participation Group - Future dates and up to date meeting minutes to be promoted. 9. Social Prescribing: Information on the service to be made available under Clinics and Services. 	<ol style="list-style-type: none"> 1. Implemented. 2. Implemented. 3. Implemented. 4. Implemented. 5. Implemented. 6. Implemented. 7. Implemented. 8. Not implemented. <i>“Due to the pandemic we had to suspend the PPG meetings . Unfortunately, the members that we previously had have either moved away, passed away or no longer wish to participate so virtual meetings was not possible.”</i> 9. Implemented, under Self-care page.

Somersford Grove Practice/ Clissold Park Neighbourhood/ PCN	Practice's response
<ol style="list-style-type: none"> 1. Information about extended consultation should be available under Appointments page. 2. Information about requesting an interpreter to be available under Appointments page. 3. Fact sheets for Non-English speakers to be reviewed. None of the links are currently working. 4. Complaints Policy should be made available providing information about the Complaints Officer, NHS England, Parliamentary and Health Service Ombudsman, The Advocacy Project, Healthwatch Hackney and Hackney's Health and Social Care Complaints Charter There is some information on how to complain, however, we recommend a full Complaints Policy is made available. 5. Patient Participation Group: Future dates and up to date meeting minutes to be promoted. 	<ol style="list-style-type: none"> 1. Implemented. 2. Implemented. 3. Implemented. 4. Implemented. 5. Implemented.

Southgate Road Surgery/ Shoreditch Park & City Neighbourhood/ PCN

Practice's response

1. Information about extended consultation should be available under Appointments.
2. Information about requesting an interpreter should be available under Appointments.
3. New patient registration process to be reviewed.
Current information implies that registration can only happen online.
In person registration (hard copy of new patient registration form) should be offered.
Downloadable registration form (ideally in Word format) to be considered.
4. Search bar feature to be considered for better navigation through the website.
5. Complaints Policy should be made available providing information about the Complaints Officer, [NHS England](#), [Parliamentary and Health Service Ombudsman](#), [The Advocacy Project](#), [Healthwatch Hackney](#) and [Hackney's Health and Social Care Complaints Charter](#).
6. Online complaints form to be considered and added to the Have your Say page with links to the Complaints Procedure.
7. General feedback and suggestions form to be considered under Have your say page for better navigation.
8. Patient Participation Group: Future dates and up to date meeting minutes to be promoted
9. Social Prescribing: Information about the service to be made available under Clinics and Services.

“Thank you for the information. We have taken step to implement your recommendations and hope to complete by the end of September.”

Springhill Practice/ Springfield Park Neighbourhood PCN

Practice's response

1. Information about extended consultation should be available under Appointments page.
2. Information about requesting an interpreter to be available under Appointments page.
3. Patient registration process to be reviewed.
New patient registration still implies that proof of ID and address is a requirement to prove eligibility.
4. Complaints Policy should provide information about the Complaints Officer, [NHS England](#), [Parliamentary and Health Service Ombudsman](#), [The Advocacy Project](#), [Healthwatch Hackney](#) and [Hackney's Health and Social Care Complaints Charter](#).
5. Online Complaints form to be considered and included in Have your say page for quicker navigation.
6. General feedback form to be considered under the Have your say page.
7. Patient Participation Group: Future dates and up to date meeting minutes to be promoted .
8. Social Prescribing: Further information with links to be made available under Clinics and Services page.

1. Implemented.
2. Implemented.
3. Implemented.
4. Implemented.
5. Partial, Contact us form added to 'have your say' section.
6. Partial, Unable to edit the comments suggestion form.
7. Implemented.
8. Implemented.

NOTE: New website will be launched in the beginning of October.

Stamford Hill Group Practice/ Springfield Park Neighbourhood PCN
A great example of promoting interpreting services

Practice's response

1. Information about requesting an interpreter should be also available under Appointments page.
2. Search bar feature to be considered for better navigation through the website.
3. Complaints Policy should be made available providing information about the Complaints Officer, [NHS England](#), [Parliamentary and Health Service Ombudsman](#), [The Advocacy Project](#), [Healthwatch Hackney](#) and [Hackney's Health and Social Care Complaints Charter](#)
4. Online form to be considered and added to the Have your Say Page with links to the Complaints Procedure.
5. General feedback and suggestions form to be considered under Have your say page.
5. Patient Participation Group
 - a) Further information about the purpose of the group to be made available.
 - b) Online application form to be considered.
 - c) Future dates and up to date meeting minutes to be promoted.
7. Social Prescribing - Further information with links to be made available under Clinics and Services page.

1. Implemented.
2. Implemented.
3. Implemented.
4. *“Given that the majority of our patients do not access the internet they have plenty of options to get in touch with us via phone, email, in person and in writing and for those that do want to use the internet we have the Care Opinion Website option.”*
5. NHS Overview feedback centre is available.
6. Patient Participation Group.
 - a) Implemented.
 - b) *“the patients can email us, an email link is provided”.*
 - c) Implemented.
7. Implemented.

Statham Grove Surgery/ Woodberry Wetlands Neighbourhood/ PCN

Practice's response

1. Appointments page and cover extended consultation for people with additional needs
2. Information about requesting an interpreter should be available under Appointments page.
3. Patient registration information to be reviewed. Confusing information about the reason why proof of ID and address is required.
4. Complaints Policy should provide information about [NHS England](#), [Parliamentary and Health Service Ombudsman](#), [The Advocacy Project](#), [Healthwatch Hackney](#) and [Hackney's Health and Social Care Complaints Charter](#).
5. Online Complaints form to be considered under How Do I... page, providing links to the Complaints Procedure Patient.
6. General feedback form to be considered under How Do I... page.
7. Patient Participation Group: Future dates and up to date meeting minutes to be promoted.
8. Social Prescribing: Information on the services to be made available under Clinics and Services page.

1. Implementation not seen.
2. Implementation not seen.
3. Implemented.
4. Implemented, however, information about [Hackney's Health and Social Care Complaints Charter](#) still missing.
5. Implementation not seen.
6. Implementation not seen.
7. Implemented.
8. Implemented.

The Clapton Surgery/ Hackney Downs Neighbourhood/PCN

Practice's response

1. Information about extended consultation should be available under Appointments page.
2. Information about requesting an interpreter to be available under Appointments page.
3. Complaints Policy should be made available providing information about the Complaints Officer, [NHS England](#), [Parliamentary and Health Service Ombudsman](#), [The Advocacy Project](#), [Healthwatch Hackney](#) and [Hackney's Health and Social Care Complaints Charter](#).
4. Online complaints form to be considered and included in Have your Say page with link to the Complaints Policy.
5. General feedback form to be considered including in Have your say page.
6. Further Information page to be reviewed. Currently it does not open at full extend.
7. Patient Participation Group information to be reviewed.
 - a) Information currently available in two different pages.
 - b) Future dates and up to date meeting minutes to be promoted.
8. Social Prescribing: Information about the service to be made available under Clinics and Services.

1. Implementation not seen.
2. Implementation not seen.
3. Implementation not seen.
4. Implementation not seen.
5. Implementation not seen.
6. Implementation not seen.
7. Implemented.

Last reminder sent on 13 September 2021.

“Many thanks for the report on our website. I have made the recommended changes.”

The Elm Practice/ Hackney Downs Neighbourhood/ PCN

Practice's response

1. Information about extended consultation should be added under Book Appointment page.
2. Information about requesting an interpreter to be available under Book Appointment page.
3. Patient registration process to be reviewed. Inconsistent information about registration requirements. Proof of ID and Address is required to prove eligibility when registering at the practice in person but not when registering online.
4. Search bar to be reviewed and set up in a way that browses withing the Elm practice's website. Currently it acts as a regular browser and searches symptoms, but it is not used to navigate the site.
5. Complaints Policy should provide information about the Complaints Officer, [NHS England](#), [Parliamentary and Health Service Ombudsman](#), [The Advocacy Project](#), [Healthwatch Hackney](#) and [Hackney's Health and Social Care Complaints Charter](#).
6. Patient Participation Group:
 - a) Online Patient Participation Group application form to be considered.
 - b) Future dates and up to date meeting minutes to be promoted.
 - c) Information to be reviewed. Currently the page refers to Patient Participation Group and Carers and provides supporting information for carers rather than the purpose of the group.

1. Implemented.
2. Implemented.
3. Implemented.
4. In discussion with the website provider. HWH to support the communication.
5. Implemented.
6. Implemented.

“Elm Practice is currently working on a full upgrade of our practice website and will ensure all outstanding recommendations are implemented in the new version.”

The Cedar Practice/ Woodberry Wetlands Neighbourhood/ PCN

Practice's response

1. Information about extended consultation should be available under Appointments page.
2. Information about requesting an interpreter to be available under Appointments page.
3. Search bar feature to be considered for better navigation through the website.
4. Complaints Policy should be made available providing information about the Complaints Officer, [NHS England](#), [Parliamentary and Health Service Ombudsman](#), [The Advocacy Project](#), [Healthwatch Hackney](#) and [Hackney's Health and Social Care Complaints Charter](#).
5. Online complaints form to be considered and included in Have your Say page with link to the Complaints Policy.
6. General feedback form to be considered including in Have your say page.
7. Patient Participation Group:
 - a) More information about the purpose of the group to be provided.
 - b) Future dates and up to date meeting minutes to be promoted.
8. Social Prescribing: Information about the service to be made available under Services.

1. Implemented.
2. Implemented.
3. In discussion with the website provider.
4. Implemented.
5. Complaint policy available under Have your say page. *“Due to limitations by our website provider, we are unable add any additional text or forms.”*
6. *“Feedback forms can be found under "Have Your Say" > "Contact Us" and also under our "Contact Details" page..”*
7. Implemented.
8. Implemented.
“We have taken onboard your recommendations regarding our website and will implement these today. We endeavour to publish helpful and useful information as clearly as possible regarding the care of our patients.”

The Dalston Practice/ London Fields Neighbourhood/ PCN

Practice's response

1. Information about extended consultation should be available under **Appointments**.
2. Information about requesting an interpreter to be available under **Appointments**.
3. Patient registration process to be reviewed.
Inconsistent information about registration requirements. Proof of ID and Address is required to prove eligibility when registering at the practice in person but not when registering online.
4. Complaints Policy should be made available providing information about the Complaints Officer, [NHS England](#), [Parliamentary and Health Service Ombudsman](#), [The Advocacy Project](#), [Healthwatch Hackney](#) and [Hackney's Health and Social Care Complaints Charter](#).
5. Online complaints form to be considered and included in **How do I...** page with link to the **Complaints policy**.
6. General feedback form to be considered including in **How do I...** page.
7. Patient Participation Group:
 - a) Future dates and up to date meeting minutes to be promoted.
 - b) Online application form to be considered.
1. Social Prescribing: Information about the service to be added under **Clinics and Services**.

“We thank Healthwatch Hackney for taking the time to produce a detailed and helpful report with recommendations on how the practice's website can be improved to better meet the healthcare needs of our patients. We will look at the suggestions made in the report in detail and will work with our website provider to implement the changes, where possible, by the end of October 2021.”

The Gadhvi Practice/ Hackney Downs Neighbourhood/ PCN

Two different pages for Gadhvi practice available

- O N M Gadhvi-The Gadhvi Practice and The Gadhvi Practice.
- Both sites link to the same website, however, the website under the name of The Gadhvi Practice does not give an option to leave a Google review. This to be reviewed.

Practice's response

1. Information about extended consultation should be available under Book Appointments page.
2. Information about requesting an interpreter to be available under Book Appointment page.
3. Search bar to be reviewed and set up in a way that browses withing the Gadhvi practice's website. Currently it acts as a regular browser and searches symptoms, but it is not used to navigate the site.
4. Complaints Policy should be made available providing information about the Complaints Officer, [NHS England](#), [Parliamentary and Health Service Ombudsman](#), [The Advocacy Project](#), [Healthwatch Hackney](#) and [Hackney's Health and Social Care Complaints Charter](#).
5. Online complaints form to be considered for better accessibility and included in The Practice/ Complaints and Suggestions.
6. Online general feedback form to be considered.
Current general feedback option consists of the Friends and Family test with option for written explanation to the response. However, a proper feedback form to be considered.
7. Patient participation group - Future dates and up to date meeting minutes to be promoted.
8. Social Prescribing: Information about the service to be made available under Clinics and Services.

1. Implementation not seen.
2. Implemented.
3. "Web team are looking into how to change the search bar so it navigates the site not only symptoms"
4. Implemented.
5. "Practice will create a general feedback and suggestion form for patient, which is now being work on."
6. Patient participation Group (Friend of Gadhvi) will be update with future dates and minutes of meeting will be uploaded.
7. Implemented.
8. Implemented.

*"The Gadhvi Practice appreciates Healthwatch Hackney review of the Practice Website.
With the recommendation suggested and some implemented we hope patients are able to navigate more easily on the Practice Website."*

The Greenhouse Surgery/ Well Street Common Neighbourhood/ PCN

Practice's response

Greenhouse surgery is run by East London Foundation Trust and its website (<https://www.elft.nhs.uk/service/440/Greenhouse-GP-Primary-Care-Practice>) is linked into the Trust website.

We did not find any information to cover any of the criteria listed on page 5.

We have requested feedback from the service and will update the report once this is received.

Last reminder sent on 20 October 2021.

The Heron Practice/ Woodberry Wetlands Neighbourhood/ PCN	Practice's response
<ol style="list-style-type: none"> 1. Information about extended consultation should be available under Appointments page. 2. Complaints Policy to be linked to the Practice policies. 3. Complaints Policy should provide information about NHS England, Parliamentary and Health Service Ombudsman, The Advocacy Project, Healthwatch Hackney and Hackney's Health and Social Care Complaints Charter. 4. Complaints Policy's location should be reviewed. The policy is currently under Appointments. However, for better navigation we suggest this information is made available under Have your say page. 5. Suggestion and complaints form to be considered under Have your Say page for better navigation. 6. Patient Participation Group: Future dates and up to date meeting minutes to be promoted. 	<ol style="list-style-type: none"> 1. Implemented. 2. Implemented. 3. Implemented. 4. Implemented. Designated page on Complaints is now available on the Home tab. 5. Implemented. Due to technical limitation this is not possible. However, a designated page on Comments and Suggestions is now available on the Home tab. 6. Patient Participation Group - <i>“Our Patient Forum members have been reluctant to meet in person and the majority were also not keen to do so virtually therefore we have not had a meeting since November last year; we are in the process of discussing a date.”</i>

The Hoxton Surgery/ Shoreditch Park & City Neighbourhood/ PCN	Practice's response
<ol style="list-style-type: none"> 1. <u>Information about extended consultation should be available under Appointments page.</u> 2. Information about requesting an interpreter to be also available under Appointments page. Currently the information is under Clinics and Services. 3. A message about patients bringing their own interpreters in an emergency should be reviewed. It should be possible for the practice to access telephone interpreting services as needed and at no cost to the practice. 4. Patient registration process to be reviewed. New patient registration still implies that proof of ID and address is a requirement to prove eligibility. 5. Complaints Policy should be made available providing information about the Complaints Officer, NHS England, Parliamentary and Health Service Ombudsman, The Advocacy Project, Healthwatch Hackney and Hackney's Health and Social Care Complaints Charter. 6. Patient Participation Group: Future dates and up to date meeting minutes to be promoted. 7. Social Prescribing: Information on the service to be made available under Clinics and Services. 	<ol style="list-style-type: none"> 1. Implemented. 2. Implemented. 3. Implemented. 4. Implemented. 5. Implemented, however, the name of the Complaint Officer is still missing. 6. <i>“This is in progress and will be liaising with the group's members to arrange a date to have this done.”</i> 7. Implemented.

The Lawson Practice/ Shoreditch Park & City Neighbourhood/ PCN	Practice's response
<ol style="list-style-type: none"> 1. Information about extended consultation should be available under Appointments page. 2. Information about requesting an interpreter should be available under Appointments page. 3. Patient registration process to be reviewed. New patient registration still implies that proof of ID and address is a requirement to prove eligibility. 4. Complaints Policy should provide information about NHS England, Parliamentary and Health Service Ombudsman, The Advocacy Project, Healthwatch Hackney and Hackney's Health and Social Care Complaints Charter. 5. The general feedback form (Send us your comments or suggestions) to be considered under Have your Say page for better. 6. Patient Participation Group: Future dates and up to date meeting minutes to be promoted 7. Social Prescribing: Information on the services to be made available under Clinics and Services page. 	<ol style="list-style-type: none"> 1. Implemented. 2. Implemented. Also added in FAQ. 3. Implemented. 4. Implemented. 5. Implemented. 6. Implemented. 7. Implemented. <p>NOTE: New website to be launched by the beginning of October 2021.</p>

The Lea Surgery/ Hackney Marshes Neighbourhood/PCN	Practice's response
<ol style="list-style-type: none"> 1. Information about extended consultation should be available. 2. Information about requesting an interpreter should be available. 3. Patient registration information should be available. 4. Complaints policy should be made available providing with information about NHS England, Parliamentary and Health Service Ombudsman, The Advocacy Project, Healthwatch Hackney and Hackney's Health and Social Care Complaints Charter. 5. Patient Participation Group: Future dates and up to date meeting minutes to be promoted. 6. Social Prescribing: Further information with links to be made available under Healthy living page. 	<ol style="list-style-type: none"> 1. <i>We offer extended appointment times depending on the type/nature of the appointment (telephone, dressing, immunisation, time to talk)</i> 2. Implemented. 3. Implemented. 4. Partially implemented. <i>"We have yet to make the suggested amendments to the complaints procedure but expect to reflect this on the website until the end of October"</i> 5. Implementation not seen. 6. Implemented.

The Nightingale Practice/ Hackney Downs Neighbourhood/ PCN	Practice's response
<ol style="list-style-type: none"> 1. Information about extended consultation should be available under Appointments. 2. Information about requesting an interpreter should be available under Appointments. 3. Homepage has a lot of useful information, but the tabs could be better organised. 4. Information under Practice policies to be linked with the Making a complaint page. 5. Complaints Policy to be updated with information about the Parliamentary and Health Service Ombudsman, The Advocacy Project, Healthwatch Hackney and Hackney's Health and Social Care Complaints Charter. 6. Patient Participation Group: <ol style="list-style-type: none"> a) Future dates and up to date meeting minutes to be promoted. b) Online application form to be considered. c) Contact details for joining the group to be provided. 7. Social Prescribing: Further information with links to be made available under Health Advice page. 	<ol style="list-style-type: none"> 1. <i>“Our appointment system AskMYGP advises patients how to contact the practice - it is with discussion with a clinician that extended appointments are arranged”</i> 2. <i>“AskMYGP allows patient to express a need for advocate - Feedback has been very positive.”</i> 3. <i>“Our re-designed website was tested out by Friends of the Nightingale PPG before we went live. The group approved the website. Comments were that it was easy to navigate and find information easily. We won't change this at the moment but will continue to work with the group and our patient population and make changes were necessary.”</i> 4. Implementation not seen. 5. Implemented. 6. Patient Participation Group <ol style="list-style-type: none"> a) <i>Will add dates although we do text and tweet.</i> b) <i>Will consider although we text all patients regarding meeting dates and times.</i> c) <i>We will consider adding generic email address. The new Friends of Nightingale is more of a drop-in where patients don't feel they need to commit but can join in where they are able to</i> 7. Implemented.

The Riverside Practice/ Hackney Downs Neighbourhood/PCN	Practice's response
<ol style="list-style-type: none"> 1. Information about extended consultation should be available under Appointments. 2. Complaints Policy should be updated with information NHS England, Parliamentary and Health Service Ombudsman, The Advocacy Project, Healthwatch Hackney and Hackney's Health and Social Care Complaints Charter. 3. Online complaints form to be considered. Currently PDF is shown as an only option which makes it difficult to complete. This means the form needs to be downloaded, printed, completed and returned. 4. Patient Participation Group: Future dates and up to date meeting minutes to be promoted. 5. Social Prescribing: Further information with links to be made available under Clinics and Services page. 	<ol style="list-style-type: none"> 1. Implementation not seen. 2. Implemented. 3. Implemented. 4. Implemented. 5. Implemented.

The Wick Health Centre / Well Street Common Neighbourhood/ PCN
Great example of promoting interpreting services.

Practice's response

1. Information about extended consultation should be also available under Appointments page. Currently available under Making the most of your Practice page.
2. Information about requesting an interpreter should be also available under Appointments page. Currently available under Making the most of your Practice page.
3. Patient registration process to be reviewed.
New patient registration still implies that proof of ID and address is a requirement to prove eligibility.
4. Complaints Procedure should be updated with information about [NHS England](#), [Parliamentary and Health Service Ombudsman](#), [The Advocacy Project](#), [Healthwatch Hackney](#) and [Hackney's Health and Social Care Complaints Charter](#).
5. Online complaints form to be considered and added to the Have your Say Page with links to the Complaints Procedure.
6. Patient Participation Group: Future dates and up to date meeting minutes to be promoted.
7. Social Prescribing: Information on the service to be made available under Clinics and Services.

Last reminder sent on 20th August. No response as of 14th September 2021. None of the recommendations have been implemented.

Trowbridge Practice/ Well Street Common Neighbourhood/ PCN

Practice's response

1. Information about extended consultation should be available under Appointments
2. Information about requesting an interpreter to be considered also under the Appointments/HOW YOU CAN HELP US page.
3. In person registration (hard copy of new patient registration form) should be offered. Current information implies that registration can only happen online.
4. Complaints/ Getting help page to be updated with information about [NHS England](#), [Parliamentary and Health Service Ombudsman](#), [The Advocacy Project](#), [Healthwatch Hackney](#) and [Hackney's Health and Social Care Complaints Charter](#).
5. Patient Participation Group: Future dates and up to date meeting minutes to be promoted.
6. Social Prescribing: Information on the service to be made available under About us/ Our Specialist Services and Clinics page

*"Thank You for your email.
I am currently reviewing our website and the feedback you have given in your report. I will get back to you shortly with any changes that have been made."*

Well Street Surgery/ Well Street Common Neighbourhood/ PCN

Practice's response

1. Information about extended consultation should be available under Appointments .
2. Information about the availability of interpreting services to be reviewed.
Current message is *Telephone interpreters are available via Language Shop but should only be used in emergencies.* The telephone interpreting service should be made available regardless of patient's needs to ensure accurate communication between the patient and the health professionals.
Patients are welcome to bring their own interpreters. Encouraging patients to bring their own interpreters can limit the confidentiality and the autonomy of patient. We suggest the following statement is added *We do not allow children to act as interpreters during your treatment or appointments to ensure no children are not placed under inappropriate pressure.*
3. Search bar to be considered for better navigation through the website.
4. Complaints Policy should be made available providing information about the Complaints Officer, [NHS England](#), [Parliamentary and Health Service Ombudsman](#), [The Advocacy Project](#), [Healthwatch Hackney](#) and [Hackney's Health and Social Care Complaints Charter](#).
5. Online complaints form to be considered under the Have your say page and linked to the Complaints policy.
6. General feedback and suggestions form to be considered under Have your say page.
7. Patient Participation Group:
 - a) Information about the purpose of the PPG to be made available.
 - b) Online application form to be considered.
 - c) Future dates and up to date meeting minutes to be promoted.
8. Social Prescribing: Information on the service to be made available under Clinics and services page.

1. *“The length of our GP appointments are dependent on the clinical and individual needs of our patients. Double appointments can be made with our nurses and healthcare assistants as required.”*
2. Implemented.
3. Implemented.
4. Implemented.
5. Implemented.
6. Implemented.
7. *Minutes will be uploaded to the website after our next PPG meeting later this year, date to be confirmed.*
8. Implemented.

“Well Street Surgery would like to thank Healthwatch Hackney for their review of our old website in June-July 2021 and the report that followed. The helpful recommendations were integral to the design of our new website which went live on 16 September 2021 along with the launch of our new appointment system for GP appointments. We hope that our patients find the new website altogether more informative. We are grateful for all feedback which enables us to look at ways in which we can improve the services that we provide.”

General overview

This section looks at the quality of information and how accessible the information provided to existing, new and potential patients is with respect to:

- **New patient registration requirements**

According to the NHS guidance, there is no regulatory requirement to prove identity, address, immigration status or an NHS number in order to register as a patient and no contractual requirement for GPs to request this.

- **Extended consultation**

Double appointment options should be promoted for patients with complex needs, learning disabilities, and patients who need interpreters.

- **How to request an interpreter**

It is important that the communication between patient and health professional is clear and that support is provided when needed. The Clinical Commissioning Group commissions a bilingual telephone interpreting/advocacy service for all GP practices as part of the contract with Homerton Hospital. They also subcontract to charities with specific language skills who, prior to the pandemic, carried out face to face sessions in practices.

- **Out of hours information**

What to do when the GP practice is closed?



GP practice name	Out of office hours information listed	Extended consultation	How to requesting an interpreter	New patient registration process
Allerton Road Medical Centre/Woodberry Wetlands/PCN	NHS 111	No	Briefly mentioned in the Accessible Information Standard.	Only online registration option is given. No proof of ID or address is required
Athena Medical Centre/Hackney Marshes/PCN	Yes	No	Only fact sheets	No proof of ID or address is required
Barretts Grove Surgery/Clissold Park/PCN	NHS 111	No	Only fact sheets	Yes, proof of ID and address are required
Barton House Group Practice/Clissold Park/PCN	In contact details	No	Only fact sheets	Proof of ID is required only for access to medical records.
Beechwood Medical Centre/London Fields/PCN	NHS 111	No	No	PDF registration form is the only option which makes it difficult to complete. No proof of ID or address is needed
Broke road surgery/Clissold Park/PCN	Yes	No	None	Proof of ID and address are required. Only PDF registration form available.
De Beauvoir Surgery/Shoreditch Park & The City/PCN	Yes	No	No	Online form, Proof of ID and address are required
Elsdale Street Clinic/Well Street Common/PCN	Yes	No	Only fact sheets	Online form no mention of ID
Granwich Road Surgery/Springfield Park/PCN	NHS 111	No	Only fact sheets	Proof of ID and address are required
Healy Medical Centre/Hackney Downs/PCN	CHUHSE	No	Only fact sheets	Unclear message regarding what documentation is needed.
Kingsmead Healthcare/Hackney Marshes/PCN	Yes	No	Only fact sheets	Proof of address is required. Proof of ID is required for Online Services.
Latimer Health Centre/Hackney Marshes/PCN	Yes NHS 111	No	Only fact sheets	Proof of ID and address are required
London Fields Medical Centre/London Fields/PCN	NHS 111	No	Turkish, Vietnamese & Chinese shown as only option	No proof when registering online but proof is needed when registering at the practice
Lower Clapton Group Practice/Hackney Marshes/PCN	Yes	No	Yes, under Health information/Appointments	NHS app, no ID is required
Queensbridge Group Practice/London Fields/PCN	Yes	No	No	No proof is required
Richmond Road Practice/London Fields/PCN	NHS 111	No	Only fact sheets	Online form, no form of ID needed
Rosewood Practice/Hackney Downs/PCN	NHS 111	No	Yes, under clinics and services	No proof of ID or address is required
Sandringham Practice/London Fields/PCN	NHS 111	No	Only fact sheets	Proof of ID and address is required.
Shoreditch Park Surgery/Shoreditch Park & The City/PCN	NHS 111/999	No	Offer sign language, nothing for non-English speakers	Proof of address is required. Online registration

GP practice name	Out of office hours information listed	Extended consultation	How to requesting an interpreter	New patient registration process
Somerford Grove Practice/Clissold Park/PCN	Under When we are closed	No	No	No proof of ID or address is required
Southgate Road Surgery/Shoreditch Park & The City/PCN	NHS 111	No	Only fact sheets	Only online application is available no proof of ID and/or address is requested.
Spring Hill Practice/Springfield Park/PCN	Under opening times	No	Brief information in the patient leaflet.	Proof of ID and address are required. No pre-registration requirement when registering online during Covid.
Stamford Hill Group Practice/Springfield Park/PCN	Under opening times	Yes	Yes	No proof is required
Statham Grove Surgery/Woodberry Wetlands/PCN	Yes	No	No	Proof of ID and address and NHS number is required.
The Clapton Surgery/Hackney Downs/PCN	NHS 111	No	Only fact sheets	No proof of ID or address is required
The Elm Practice/Hackney Downs/PCN	NHS 111	No	Yes, under Appointments	Proof of ID and address is required when registering at the practice. No proof is required when registering online.
The Cedar Practice/Woodberry Wetlands/PCN	NHS 111	No	Only fact sheets	No proof of ID or address is required
The Dalston Practice/London Fields/PCN	Yes	No	No	No proof when registering online but proof is needed when registering at the practice
The Gadhvi Practice/Hackney Downs/PCN	Yes	No	Only mentioned in the Book appointment page.	No proof of ID or address is required
The Heron Practice/Woodberry Wetlands/PCN	Yes	No	Yes, under New patients	No proof of ID or address is required
Hoxton Surgery/Shoreditch Park & The City/PCN	NHS 111	No	Yes, under Clinics and Services	Proof of ID and address are required
The Lawson Practice/Shoreditch Park & The City/PCN	Yes	Yes	Only fact sheets	Proof of ID and address are required. No pre-registration requirement when registering online during Covid.
The Lea Surgery/Hackney Marshes/PCN	Yes	No	No	Proof of ID and address is required.
Nightingale Practice/Hackney Downs/PCN	NHS 111	No	No	No proof of ID or address is required
The Riverside Practice/Hackney Downs/PCN	Yes	No	No	No proof of ID or address is required
The Wick Health Centre/Well Street Common/PCN	Yes	No	Under About Us/ Making the most of your practice.	Proof of ID and address is required.
Trowbridge Surgery/Well Street Common/PCN	Yes	No	Yes, under ABOUT US page	No proof is required
Well Street Surgery/Well Street Common/PCN	Yes	No	Interpreter can be arranged with reception in advance	No proof is required

Accessibility

This section looks at the availability of tools and technologies designed and developed so that people with disabilities can use them to perceive, understand, navigate, and interact with the website.

- Zoom feature
- Screen reader compatibility
- Mobile friendly
- Basic reading level using plain English

The review also looked at the availability of the following features:

- Translation option
- Search bar



GP practice name	Zoom feature	Screen reader compatibility	Easy to access via mobile	Basic reading level using plain English	Search bar	Translation Options
Allerton Road Medical Centre/Woodberry Wetlands/PCN	Yes	Yes		Yes	Yes	Yes
Athena Medical Centre/Hackney Marshes/PCN	Yes	Yes	Yes	Yes	No	Yes
Barretts Grove Surgery/Clissold Park/PCN	Yes	Yes	Yes	Yes	Yes	Yes
Barton House Group Practice/Clissold Park/PCN	Yes	Yes	Yes	No	Yes	Yes
Beechwood Medical Centre/London Fields/PCN	Yes	Yes	Yes	Yes	Yes	Yes
Broke road surgery/Clissold Park/PCN	Yes	Yes	Yes	Yes	No	No
De Beauvoir Surgery/Shoreditch Park & The City/PCN	Yes	Yes	Yes	Yes	Yes	Yes
Elsdale Street Clinic/Well Street Common/PCN	Yes	Yes	Yes	Yes	Yes	Yes
Cranwich Road Surgery/Springfield Park/PCN	Yes	Yes	Yes	Yes	Yes	Yes
Healy Medical Centre/Hackney Downs/PCN	Yes	Yes	Yes	Yes	No	Yes
Kingsmead Healthcare/Hackney Marshes/PCN	Yes	Yes	Yes	Yes	Yes	Yes
Latimer Health Centre/Hackney Marshes/PCN	Yes	Yes	Yes	Yes	Yes	Yes
London Fields Medical Centre/London Fields/PCN	Yes	Yes	Yes	Yes	No	No
Lower Clapton Group Practice/Hackney Marshes/PCN	Yes	Yes	Yes	Yes	Yes	Yes
Queensbridge Group Practice/London Fields/PCN	Yes	Yes	Yes	Yes	Yes	Yes
Richmond Road Practice/London Fields/PCN	Yes	Yes	Yes	Yes	No	Yes
Rosewood Practice/Hackney Downs/PCN	Yes	Yes	Yes	Yes	No	Yes
Sandringham Practice/London Fields/PCN	Yes	Yes	Yes	Yes	Yes	Yes
Shoreditch Park Surgery/Shoreditch Park & The City/PCN	Yes	Yes	Yes	Yes	Yes	Yes

GP practice name	Zoom feature	Screen reader compatibility	Easy to access via mobile	Basic reading level using plain English	Search bar	Translation Options
Somerford Grove Practice/Clissold Park/PCN	Yes	Yes	Yes	Yes	Yes	Yes
Southgate Road Surgery/Shoreditch Park & The City/PCN	Yes	Yes	Yes	Yes	No	Yes
Spring Hill Practice/Springfield Park/PCN	Yes	Yes	Yes	Yes	Yes	Yes
Stamford Hill Group Practice/Springfield Park/PCN	Yes	Yes	Yes	Yes	Yes	Yes
Statham Grove Surgery/Woodberry Wetlands/PCN	Yes	Yes	Yes	Yes	Yes	Yes
The Clapton Surgery/Hackney Downs/PCN	Yes	Yes	Yes	Yes	Yes	Yes
The Elm Practice/Hackney Downs/PCN	Yes	Yes	Yes	Yes	Yes, but only for symptoms	Yes
The Cedar Practice/Woodberry Wetlands/PCN	Yes	Yes	Yes	Yes	No	Yes
The Dalston Practice/London Fields/PCN	Yes	Yes	Yes	Yes	Yes	Yes
The Gadhvi Practice/Hackney Downs/PCN	Yes	Yes	Yes	Yes	Yes, but only for symptoms	Yes
The Heron Practice/Woodberry Wetlands/PCN	Yes	No	Yes	Yes	No	Yes
The Hoxton Surgery/Shoreditch Park & The City/PCN	Yes	Yes	Yes	Yes	Yes	Yes
The Lawson Practice/Shoreditch Park & The City/PCN	Yes	Yes	Yes	Yes	Yes	Yes
The Lea Surgery/Hackney Marshes/PCN	Yes	Yes	Yes	Yes	Yes	Yes
The Nightingale Practice/Hackney Downs/PCN	Yes	Yes	Yes	Yes	yes	Yes
The Riverside Practice/Hackney Downs/PCN	Yes	Yes	Yes	Yes	Yes	Yes
The Wick Health Centre/Well Street Common/PCN	Yes	Yes	Yes	Yes	Yes	Yes
Trowbridge Surgery/Well Street Common/PCN	Yes	Yes	Yes	Yes	Yes	Yes
Well Street Surgery/Well Street Common/PCN	Yes	Yes	Yes	Yes	No	Yes

Complaints and general feedback

This section looks at the availability of:

- Clear and effective complaints policy and procedure
- The location of the policy on the website
- The accessibility of the information, as described above
- Options for general feedback

“I wanted to make a complaint. The receptionist wouldn't transfer me to speak to the practice manager and instead told me this has to be done online. I looked this up and information online says it's through the mail and asap. I'm self-isolating after traveling so won't be able to do this plus there is lockdown until the end of the month.”

#SpeakUp

GP practice name	Complaints policy / procedure	Easy to make complaints	Option for general feedback?
Allerton Road Medical Centre/Woodberry Wetlands/PCN	Complaint policy under index, only available through the Search bar.	No	Yes, at the very bottom of Contact us page
Athena Medical Centre/Hackney Marshes/PCN	Yes	Yes	Yes
Barrett's Grove Surgery/Clissold Park/PCN	Yes - Patient Guide	No	Yes, under Contact details but might be better positioned on the Have your say page
Barton House Group Practice/Clissold Park/PCN	Yes	Yes	Yes, under Contact Details
Beechwood Medical Centre/London Fields/PCN	No complaints policy online	Yes	Yes
Broke road surgery/Clissold Park/PCN	Yes	No	No
De Beauvoir Surgery/Shoreditch Park & The City/PCN	A patient guide available on the footer.	No	Only Friends and Family test
Elsdale Street Clinic/Well Street Common/PCN	No complaints policy online	Yes	Yes
Granwich Road Surgery/Springfield Park/PCN	Yes, however the complaint policy refers to Sorsby Medical Practice p 6.1 and p.15.4	No	Yes under contact details
Healy Medical Centre/Hackney Downs/PCN	No complaints policy online	No	Yes, under contact details
Kingsmead Healthcare/Hackney Marshes/PCN	Yes, under Further information.	Yes	Yes
Latimer Health Centre/Hackney Marshes/PCN	No	No	Yes
London Fields Medical Centre/London Fields/PCN	No complaints policy online	No	No
Lower Clapton Group Practice/Hackney Marshes/PCN	Yes, under our practice/ practice policies	Yes	Yes
Queensbridge Group Practice/London Fields/PCN	Yes	Yes	Yes
Richmond Road Practice/London Fields/PCN	Complaints Guidance leaflet available	No	Yes
Rosewood Practice/Hackney Downs/PCN	Yes, under Practice Policies	No	Yes
Sandringham Practice/London Fields/PCN	Very brief information on complaints. Hard and complicated to make a complaint	No	Yes
Shoreditch Park Surgery/Shoreditch Park & The City/PCN	Complaint policy is only available in writing through request at receptionist	Yes	Yes

GP practice name	Complaints policy / procedure	Easy to make complaints	Option for general feedback?
Somerford Grove Practice/Clissold Park/PCN	Yes	No	Yes
Southgate Road Surgery/Shoreditch Park & The City/PCN	No policy available.	No	Yes
Spring Hill Practice/Springfield Park/PCN	Information easily available at the bottom of the page but no policy attached	No	On the front page
Stamford Hill Group Practice/Springfield Park/PCN	Yes	No	On the home page and under contact details
Statham Grove Surgery/Woodberry Wetlands/PCN	Yes, under Practice policies/ Suggestions and complaints	Yes/No	Yes
The Clapton Surgery/Hackney Downs/PCN	No complaint policy on website. Some information on the Patient leaflet is too small to read.	No	Yes, under contact details
The Elm Practice/Hackney Downs/PCN	Yes	Yes	Yes
The Cedar Practice/Woodberry Wetlands/PCN	No complaints policy online	No	Yes comments and suggestions forum under contact details and further down on the home page.
The Dalston Practice/London Fields/PCN	No complaints policy online	No	No
The Gadhvi Practice/Hackney Downs/PCN	Yes	Yes	Yes, there is a family and friends test at the bottom of their home page.
The Heron Practice/Woodberry Wetlands/PCN	Yes, under Appointments	No	Yes, under contact details there is a comments and suggestions forum
The Hoxton Surgery/Shoreditch Park & The City/PCN	No Complaint policy is available. Refers to the reception for more information	No	No
The Lawson Practice/Shoreditch Park & The City/PCN	Yes, on the footer	Yes	Yes
The Lea Surgery/Hackney Marshes/PCN	Yes	Yes	Yes
Nightingale Practice/Hackney Downs/PCN	Available at the bottom of the home page. However, the link from the Practice Policies does not work.	Yes/ No	Yes
The Riverside Practice/Hackney Downs/PCN	Needed to be downloaded to the computer to open.	Yes	Yes
The Wick Health Centre/Well Street Common/PCN	Not a policy but procedure, home page on Have your say.	No	Yes
Trowbridge Surgery/Well Street Common/PCN	Yes	Yes	Yes
Well Street Surgery/Well Street Common/PCN	No policy available.	No	No

Patient Participation Group

Each practice should have their own Patient Participation Group (PPG) where registered patients, carers and GP practice staff meet to discuss practice issues and patient experience to help improve the service.

The group can also draw attention to wider health needs in the area, as well as national NHS issues. The surgery should make the information available, promoting future dates of the meetings and any notes from previous meetings.

This section looks at the availability of the following information:

- Information on the role of the Patient Participation Group
- Information on how to join the Patient Participation Group
- Are dates and times for meetings up-to-date?
- Are meeting minutes up-to-date?



GP practice name	Information on what PPG is	Information on how to join the PPG	Are the meeting dates and times up to date?	Meeting minutes up to date?
Allerton Road Medical Centre/Woodberry Wetlands/PCN	Yes	Yes	No	No
Athena Medical Centre/Hackney Marshes/PCN	Yes	Yes	No, the last meeting is from 2018	No only 2018
Barretts Grove Surgery/Clissold Park/PCN	Yes	Yes, online form	No	No
Barton House Group Practice/Clissold Park/PCN	Yes	Yes	No	No
Beechwood Medical Centre/London Fields/PCN	Yes	Yes	Yes, April 23 2021 last meeting	No, last minutes are from 2019
Broke road surgery/Clissold Park/PCN	Yes	Yes/No	Yes	No
De Beauvoir Surgery/Shoreditch Park & The City/PCN	Yes	Yes, online form	No	No, last minutes are from 01/2019
Elsdale Street Clinic/Well Street Common/PCN	Yes	Yes, online form	No	No
Cranwich Road Surgery/Springfield Park/PCN	Yes	Yes, online form	No	No
Healy Medical Centre/Hackney Downs/PCN	Yes	Yes, online form	No	No
Kingsmead Healthcare/Hackney Marshes/PCN	Yes	Yes	No	No
Latimer Health Centre/Hackney Marshes/PCN	Yes	Yes	No	No
London Fields Medical Centre/London Fields/PCN	Yes	Yes	No	No
Lower Clapton Group Practice/Hackney Marshes/PCN	Yes,	Yes	No	No
Queensbridge Group Practice/London Fields/PCN	No clear information	Online application (link doesn't work) or download the form	No, last meeting is from 2016	No, last minutes are from 2016
Richmond Road Practice/London Fields/PCN	Yes ubder Have your say page	Yes	No	No
Rosewood Practice/Hackney Downs/PCN	Yes, called Friends of Rosewood Practice	Yes	No, last meeting is from 01/2020	No
Sandringham Practice/London Fields/PCN	Yes	Yes, online form	No	No
Shoreditch Park Surgery/Shoreditch Park & The City/PCN	Yes	Yes	No	No

GP practice name	Information on what PPG is	Information on how to join the PPG	Are the meeting dates and times up to date?	Meeting minutes up to date?
Somerford Grove Practice/Clissold Park/PCN	Yes	Yes	Yes	Yes
Southgate Road Surgery/Shoreditch Park & The City/PCN	Yes	Yes, online form	No	No
Spring Hill Practice/Springfield Park/PCN	Yes	Yes	No	No
Stamford Hill Group Practice/Springfield Park/PCN	Limited information	Yes but online form to be considered	Yes	Yes
The Statham Grove Surgery/Woodberry Wetlands/PCN	Yes	Yes	Yes	No
The Clapton Surgery/Hackney Downs/PCN	Yes, but information available in two different pages - Have your say and Patient Participation Group.	Yes, online form	No	No
The Elm Practice/Hackney Downs/PCN	Yes, called Friends of Elm practice group.	Yes, online form	Yes	Yes
The Cedar Practice/Woodberry Wetlands/PCN	Yes under 'have your say'	Yes, online form	No	No
The Dalston Practice/London Fields/PCN	Yes	Only through the reception.	No	No
The Gadhvi Practice/Hackney Downs/PCN	Yes, called Friends of Gadhvi Practice	Yes	Yes	Yes
The Heron Practice/Woodberry Wetlands/PCN	Yes	Yes, online form	Yes	Yes
The Hoxton Surgery/Shoreditch Park & The City/PCN	Yes	Yes, online form	No	No
The Lawson Practice/Shoreditch Park & The City/PCN	Yes	Yes, online form	No	No
The Lea Surgery/Hackney Marshes/PCN	Yes	Yes, online form	No	No
The Nightingale Practice/Hackney Downs/PCN	Yes, called The Friends of Nightingale Practice	No	No	No
The Riverside Practice/Hackney Downs/PCN	Yes	Yes, online form	No	No
The Wick Health Centre/Well Street Common/PCN	Yes	Yes	No	No
Trowbridge Surgery/Well Street Common/PCN	Yes	Yes, online form	No	No
Well Street Surgery/Well Street Common/PCN	Updates coming note	No	No	No

Digital offering

This section is looks at the availability of the following online tools

- Online appointment booking system
- Online consultation
- Ordering repeat prescription online

“I have been using your online query service for a couple of years now for myself and my daughters. It has been extremely useful in helping me gain access to professional help without having to stay on a phone for hours trying to book an appointment. Being able to add photos etc has made it even better.”



GP practice name	Booking appointments online	Ordering repeat prescription online	GP consultation online
Allerton Road Medical Centre/Woodberry Wetlands/PCN	Yes	Yes	NHS App
Athena Medical Centre/Hackney Marshes/PCN	Yes	Yes	NHS App
Barretts Grove Surgery/Clissold Park/PCN	Yes	Yes	Patient Access & NHS App
Barton House Group Practice/Clissold Park/PCN	Yes	Yes	Patient Access
Beechwood Medical Centre/London Fields/PCN	Yes	Yes	Patient Access
Broke road surgery/Clissold Park/PCN	Yes	Yes	Patient Access
De Beauvoir Surgery/Shoreditch Park & The City/PCN	Yes	Yes	Patient Access
Elsdale Street Clinic/Well Street Common/PCN	Yes, however the information gives the impression that booking an appointment can only happen online.	Yes	Online Consult
Cranwich Road Surgery/Springfield Park/PCN	Yes	Yes	Patient Access
Healy Medical Centre/Hackney Downs/PCN	Yes	Yes	Online Consult
Kingsmead Healthcare/Hackney Marshes/PCN	Yes	Yes, but not well promoted	askmyGP
Latimer Health Centre/Hackney Marshes/PCN	Yes	Yes	Online Consult
London Fields Medical Centre/London Fields/PCN	Yes	Yes	Patient Access
Lower Clapton Group Practice/Hackney Marshes/PCN	Yes	Yes	askmyGP
Queensbridge Group Practice/London Fields/PCN	Yes	Yes	Patient Access
Richmond Road Practice/London Fields/PCN	Yes	Yes	Patient Access
Rosewood Practice/Hackney Downs/PCN	Yes	Yes	Patient Access
Sandringham Practice/London Fields/PCN	Yes	Yes	Online Consult
Shoreditch Park Surgery/Shoreditch Park & The City/PCN	Yes	Yes	Patient Access

GP practice name	Booking appointments online	Ordering repeat prescription online	GP consultation online
Somerford Grove Practice/Clissold Park/PCN	Yes	Yes	NHS App
Southgate Road Surgery/Shoreditch Park & The City/PCN	Yes	Yes	Online Consult
Spring Hill Practice/Springfield Park/PCN	Yes, direct link to Patient Access	Yes, direct link to Patient Access	Online Consult
Stamford Hill Group Practice/Springfield Park/PCN	Yes	Yes	Online Consult
The Statham Grove Surgery/Woodberry Wetlands/PCN	Yes	Yes	Online consult
The Clapton Surgery/Hackney Downs/PCN	Yes	Yes	Patient Access
The Elm Practice/Hackney Downs/PCN	Yes	Yes	Patient Access
The Cedar Practice/Woodberry Wetlands/PCN	Yes	Yes	Online Consult
The Dalston Practice/London Fields/PCN	Yes	Yes	Patient Access
The Gadhvi Practice/Hackney Downs/PCN	Yes	Yes	Patient Access
The Heron Practice/Woodberry Wetlands/PCN	Yes	Yes	Patient Access
The Hoxton Surgery/Shoreditch Park & The City/PCN	Yes	Yes	Patient Access
The Lawson Practice/Shoreditch Park & The City/PCN	Yes	Yes	Patient Access
The Lea Surgery/Hackney Marshes/PCN	Yes	Yes	Online Consult
The Nightingale Practice/Hackney Downs/PCN	Yes	Yes	askmyGP
The Riverside Practice/Hackney Downs/PCN	Yes	Yes	Online Consult
The Wick Health Centre/Well Street Common/PCN	Yes	Yes	Online Consult
Trowbridge Surgery/Well Street Common/PCN	Yes	Yes	Dr. IQ
Well Street Surgery/Well Street Common/PCN	Yes	Yes	Patient Access

Duty Doctor

provides clinical triage to urgent patient requests, including relevant follow-up.

Urgent Care Board commissions the Duty Doctor service to provide clinical triage to patients across all 40 practices in City and Hackney.

Patients will access the duty doctor via the existing practice number, they will be placed on the triage list and their urgency prioritized, with a maximum call back time of 2 hours.

Patients should call their GP practice (in-hours) or 111 (out-of-hours) as a first port of call, for a telephone assessment.

GP same-day clinical triage of all urgent requests received by patients to include:

- Prioritisation of all requests according to presenting need
- Telephone consultations with each patient / carer
- Subsequent clinical co-ordination of care according to need (e.g. self-management and medication advice, booking face-to-face GP appointments or secondary care referrals)
- The duty doctor will undertake urgent home visits and follow up activities where required

The Duty Doctor also facilitates urgent requests from health and social care professionals.



GP practice name	Duty doctor services provided/ promoted	How to access the service
Allerton Road Medical Centre/Woodberry Wetlands/PCN	Yes	Call the practice on 020 8802 2882
Athena Medical Centre/Hackney Marshes/PCN	Yes	Call the practice on 020 8985 6675
Barrett's Grove Surgery/Clissold Park/PCN	Yes	Call the practice on 020 7254 1661
Barton House Group Practice/Clissold Park/PCN	Yes	Call the practice on 020 7249 5511
Beechwood Medical Centre/London Fields/PCN	Yes	Call the practice on 020 7254 2855
Broke road surgery/Clissold Park/PCN	Yes	Call the practice on 020 7254 5652
De Beauvoir Surgery/Shoreditch Park & The City/PCN	Yes	Call the practice on 020 7923 3684
Elsdale Street Clinic/Well Street Common/PCN	Yes	Call the practice on 020 8525 2980
Granwich Road Surgery/Springfield Park/PCN	Yes	Call the practice on 020 8802 2002
Healy Medical Centre/Hackney Downs/PCN	Yes	Call the practice on 020 8806 1611
Kingsmead Healthcare/Hackney Marshes/PCN	Yes	Call the practice on 020 8985 1930
Latimer Health Centre/Hackney Marshes/PCN	Yes	Call the practice on 020 8985 2249
London Fields Medical Centre/London Fields/PCN	Yes	Call the practice on 020 7923 8100
Lower Clapton Group Practice/Hackney Marshes/PCN	Yes	Call the practice on 020 8986 7111
Queensbridge Group Practice/London Fields/PCN	Yes	Call the practice on 020 7254 1101
Richmond Road Practice/London Fields/PCN	Yes	Call the practice on 020 7254 2298
Rosewood Practice/Hackney Downs/PCN	Yes	Call the practice on 020 3928 0555
Sandringham Practice/London Fields/PCN	Yes	Call the practice on 020 7275 0022
Shoreditch Park Surgery/Shoreditch Park & The City/PCN	Yes	Call the practice on 020 7739 8525

GP practice name	Social Prescribing Service provided/promoted	How to access the service?
Somersford Grove Practice/Clissold Park/PCN	Yes	Call the practice on 020 8049 2549
Southgate Road Surgery/Shoreditch Park & The City/PCN	Yes	Call the practice on 020 7704 2233
Spring Hill Practice/Springfield Park/PCN	None	Call the practice on 020 8806 6993
Stamford Hill Group Practice/Springfield Park/PCN	Yes	Call the practice on 020 8800 1000
Statham Grove Surgery/Woodberry Wetlands/PCN	Yes	Call the practice on 020 7254 4327
The Clapton Surgery/Hackney Downs/PCN	Yes	Call the practice on 020 8806 7735
The Elm Practice/Hackney Downs/PCN	Yes	Call the practice on 020 3928 0999
The Cedar Practice/Woodberry Wetlands/PCN	Yes	Call the practice on 020 8036 6388
The Dalston Practice/London Fields/PCN	Yes	Call the practice on 020 7275 0077
The Gadhvi Practice/Hackney Downs/PCN	None	Call the practice on 0203 928 0777
The Heron Practice/Woodberry Wetlands/PCN	Yes	Call the practice on 020 3994 6900
The Hoxton Surgery/Shoreditch Park & The City/PCN	Yes	Call the practice on 020 3487 0200
The Lawson Practice/Shoreditch Park & The City/PCN	Yes	Call the practice on 0203 538 6044
The Lea Surgery/Hackney Marshes/PCN	Yes	Call the practice on 020 8986 3106
The Nightingale Practice/Hackney Downs/PCN	Yes	Call the practice on 020 8985 8388
The Riverside Practice/Hackney Downs/PCN	Yes	Call the practice on 020 8806 1928
The Wick Health Centre/Well Street Common/PCN	Yes	Call the practice on 020 8986 6341
Trowbridge Surgery/Well Street Common/PCN	Yes	Call the practice on 020 8986 7781
Well Street Surgery/Well Street Common/PCN	None	Call the practice on 020 8985 2050

Social prescribing

This section is looking at the availability of information on the City and Hackney Social Prescribing Service.

Social prescribing is a service aiming to help patients to improve their health, wellbeing and social welfare by connecting them to community services which might be run by the council or a local charity services for practical and emotional support.

Eligibility criteria

Anyone over 18 years old, registered with a GP in the City and Hackney area who is:

- Socially isolated
- A frequent attender to GP/A+E
- Presenting with a social problem
- Mild-moderate mental health problems
- Keen to participate in non-clinical activities but not aware of what's happening locally
- People with any long-term condition



GP practice name	Social Prescribing Service	Observations and recommendations on Social Prescribing Service Notes
Allerton Road Medical Centre/Woodberry Wetlands/PCN	None	Very limited information
Athena Medical Centre/Hackney Marshes/PCN	None	Very limited information
Barrett's Grove Surgery/Clissold Park/PCN	Yes	Very limited information
Barton House Group Practice/Clissold Park/PCN	None	Very limited information
Beechwood Medical Centre/London Fields/PCN	Yes	Very limited information
Broke road surgery/Clissold Park/PCN	None	Very limited information
De Beauvoir Surgery/Shoreditch Park & The City/PCN	Yes	Very limited information
Elsdale Street Clinic/Well Street Common/PCN	None	Very limited information
Granwich Road Surgery/Springfield Park/PCN	None	No information
Healy Medical Centre/Hackney Downs/PCN	None	Very limited information
Kingsmead Healthcare/Hackney Marshes/PCN	Yes	Very limited information
Latimer Health Centre/Hackney Marshes/PCN	Yes	Very limited information
London Fields Medical Centre/London Fields/PCN	None	Very limited information
Lower Clapton Group Practice/Hackney Marshes/PCN	Yes	Very limited information
Queensbridge Group Practice/London Fields/PCN	Yes	Very limited information
Richmond Road Practice/London Fields/PCN	Yes	Very limited information
Rosewood Practice/Hackney Downs/PCN	Yes	Clear information provided
Sandringham Practice/London Fields/PCN	Yes	Very limited information
Shoreditch Park Surgery/Shoreditch Park & The City/PCN	Yes	Very limited information

GP practice name	Social Prescribing Service	Observations and recommendations on Social Prescribing Service Notes
Somersford Grove Practice/Clissold Park/PCN	Yes	Very limited information
Southgate Road Surgery/Shoreditch Park & The City/PCN	Yes	Very limited information
Spring Hill Practice/Springfield Park/PCN	Yes	Very limited information
Stamford Hill Group Practice/Springfield Park/PCN	Yes	Very limited information
Statham Grove Surgery/Woodberry Wetlands/PCN	None	Very limited information
The Clapton Surgery/Hackney Downs/PCN	None	Very limited information
The Elm Practice/Hackney Downs/PCN	Yes	Clear information provided
The Cedar Practice/Woodberry Wetlands/PCN	None	Very limited information
The Dalston Practice/London Fields/PCN	None	No information
The Gadhvi Practice/Hackney Downs/PCN	Yes	Very limited information
The Heron Practice/Woodberry Wetlands/PCN	Yes	Clear information provided
The Hoxton Surgery/Shoreditch Park & The City/PCN	None	No information
The Lawson Practice/Shoreditch Park & The City/PCN	None	Very limited information
The Lea Surgery/Hackney Marshes/PCN	Yes	Very limited information
The Nightingale Practice/Hackney Downs/PCN	None	No information
The Riverside Practice/Hackney Downs/PCN	None	No information
The Wick Health Centre/Well Street Common/PCN	None	Very limited information
Trowbridge Surgery/Well Street Common/PCN	None	Very limited information
Well Street Surgery/Well Street Common/PCN	None	No information



Contact Healthwatch Hackney

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