
Health and Wellbeing Board
Report of the Manager, Healthwatch York

7 May 2025

Healthwatch York Reports: GP surgeries in York: accessibility audit findings and GP practice websites in York: audit findings

Summary

1. This report is for the attention of Board members, sharing two Healthwatch reports which looks at the results of website and surgery access audits completed by Healthwatch York volunteers.

Background

2. Healthwatch York provides information and advice about health and care services, signposts people to support, and listens to their experiences when accessing health and care services. One of the areas of health and care we hear most about is GP access. We published a report last year providing the findings of our general survey. These audits were completed to further explore some of the accessibility issues raised with us as part of the surgery.

Main/Key Issues to be considered

3. Our report's key findings are:
 - Many GP surgeries already have excellent physical access. This included flat entries, automatic doors, plenty of space to manoeuvre wheelchairs and powerchairs, and friendly, helpful staff.
 - Many websites were also praised for the ease of finding information, good search functions, clear, easy to read text and accessibility features.
 - The main areas for improvement regarding physical access related to signage, such as letting people know how to attract help

if they cannot get into the surgery, that assistance dogs are welcome, and where to find accessible toilets and quiet waiting areas.

- The main areas for improvement regarding website access were making sure information is up to date, providing multiple ways to contact the practice, particularly for those who cannot use the phone, and making sure information about staff and their roles is included.

Consultation

4. In producing this report, our volunteers visited GP practices and practice websites to complete a short, simple survey about access. Where possible, they spoke to staff within practices to confirm what was in place.

Options

5. As these are general reports, we have included general recommendations about how to improve practice accessibility on page 37 of that report, and general recommendations about improving websites on page 22 of that report.

Implications

6. There are no specialist implications from this report.

- **Financial**

There are no financial implications in this report.

- **Human Resources (HR)**

There are no HR implications in this report.

- **Equalities**

There are no equalities implications in this report.

- **Legal**

There are no legal implications in this report.

- **Crime and Disorder**

There are no crime and disorder implications in this report.

- **Information Technology (IT)**

There are no IT implications in this report.

- **Property**

There are no property implications in this report.

- **Other**

There are no other implications in this report.

Risk Management

7. There are no risks associated with this report.

Recommendations

8. The Health and Wellbeing Board are asked to:
- i.* Receive Healthwatch York's reports, GP surgeries in York: accessibility audit findings and GP practice websites in York: audit findings.

Reason: To keep up to date with the work of Healthwatch York and be aware of what members of the public are telling us

Contact Details

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Chief Officer Responsible for the report:

**Report
Approved**

Date 11.09.24

Wards Affected: All

All ☒

For further information please contact the author of the report

Background Papers:

Annex A: GP surgeries in York: accessibility audit findings

Annex B: GP practice websites in York: audit findings.