

**South Yorkshire Integrated Care Board**

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9 February 2023

Healthwatch Sheffield  
The Circle,  
33 Rockingham Lane  
Sheffield  
S14FW

By Email

Dear Healthwatch Sheffield Team,

Thank you for your email dated 11 January that included a copy of your recent report '*GP website health check: An overview of GP practice websites in Sheffield*' and accompanying letter.

I would like to acknowledge the value of the audit you have undertaken and the helpful recommendations you have made, these align closely with the independent conclusions of the work that has been undertaken by the Sheffield Place Team.

GP practice websites may be the first point of contact digitally enabled patients have with their practice and it has been evidenced that they can play a significant part in supporting patients to access appropriate and timely care as well as forming an essential part in effective communications between a practice and its registered patients.

In this context, the variability in the accuracy and quality of content you clearly describe in your report is not acceptable.

We have therefore approved plans to provide practices with support to improve their websites, starting with a full in-depth audit of content and accessibility, as well as core content this looks at accessibility of websites, reading age, access to features such as translation, on-line and self-service opportunities such as on-line registration and consultation provision.

We intend to use this, and your feedback, to support practices with the:

- Creation of individual pages of content that can be created once and used on all practice websites.
- Creation of pages of suggested content that can be shared to all practices for practices to customise as they wish.
- Creation of unique pages for individual practices.
- Collection of analytics at practice, PCN or ICS (formerly CCG) or GP federation level showing how patients use the site and what services or content they use most and what is not used.

We would welcome your involvement in this project and our Primary Care Team will be in contact with you to discuss your findings and how you would like to be involved in this work.

Yours sincerely,

A handwritten signature in black ink, appearing to read 'G. Boyle', enclosed within a thin black rectangular border.

Gavin Boyle  
Chief Executive,  
NHS South Yorkshire