

Healthwatch Cornwall conducts accessibility and design review of all 58 GP websites in Cornwall

Wednesday 23 March

In March 2021 towards the end of the third national lockdown, our volunteers were supported by staff to conduct a detailed review of all GP websites in Cornwall. At this point in time, there were still significant restrictions in place, making easily accessible healthcare information vital for people in need of support.

This report is now being launched as part of our national #YourCareYourWay campaign, raising awareness about the Accessible Information Standard, and highlighting the legal rights of people with an impairment or disability to healthcare information in a format they can understand.

Mario Dunn, CEO, Healthwatch Cornwall, said:

"We hope this report will become essential reading for anyone responsible for updating GP websites in Cornwall and the Isles of Scilly. The Good Practise Guide section includes ideas, recommendations, and suggestions that can easily be adopted across the county to improve website accessibility and navigation. We look forward to working with NHS Kernow Clinical Commissioning Group to help implement as much of the report recommendations as possible, raising the standards for our GP websites in Cornwall, and improving digital accessibility for residents in the future."

"GPs are often peoples' first point of contact when seeking support, and we need to ensure that those with an impairment or disability do not suffer from digital exclusion when seeking information online. Agreed standards for accessibility across all GP digital properties would make a big difference to these marginalised groups."

"It is a legal duty to provide healthcare information for those with an impairment or disability in a format they understand, such as Braille or British Sign Language. Our #YourCareYourWay campaign to raise awareness about this is currently live, and we're really interested in speaking with people about it. If you or a family member have experienced challenges getting your healthcare information in a format you can understand, we would really like to hear from you."

Andrew Abbott, Director of Primary Care for NHS Kernow Clinical Commissioning Group, said:

"Thank you to Healthwatch and their volunteers for carrying out this review. It is so important that patients have easy access to quality information. Their excellent report does a great job of highlighting this in a very practical way. It provides valuable insight for our GP practices, who we will support to work on the recommendations."

Read the full GP website review [here](#)

Take our Accessible Information Standard #YourCareYourWay survey [here](#)

Healthwatch Cornwall is your local health and social care champion. From Saltash to Penzance and everywhere in between, we make sure NHS leaders and other decision-makers hear your voice and use your feedback to improve care. If you use GPs and hospitals, dentists, pharmacies, care homes or other support services in your area, we want to hear about your experiences.

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