

GP website review

A design and accessibility
audit on all GP websites in
Cornwall



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Thank you

We would like to thank all the Healthwatch Cornwall volunteers who took part in this audit. This was a volunteer project, and they gave a considerable amount of time and effort reviewing all GP websites here in Cornwall. A huge thank you to Sandy Spence, Jenny Wooley, Jane Royle, Hayley Orchard, Kathy Doeser and Healthwatch Cornwall staff member Amanda Elson for their support.

Introduction

During the COVID-19 pandemic, people have been sharing their experiences with us about health and social care, including GP services.

From our Covid survey last year and other avenues of feedback, communication stood out as a key area which has been inconsistent across services. We wanted to explore this further to understand how GP practices have been communicating with and supporting their patients as Covid continues to cause challenges, impacting how services are run and how people access support.

We acknowledge the phenomenal work GP practices have been doing to respond to the Covid threat, in addition to the efforts of all our colleagues in health and social care alike. General practice has understandably had to change their service overnight to keep staff and patients safe, to continue to deliver its vital service to communities, in addition to the roll out of the vaccination programme. It continues to adapt to ongoing challenges, changes, and pressures.

Providing up to date and accurate information during the pandemic is an essential part of this effort, and websites are a vital tool for GP practices to inform, update and support their patients. In NHS Kernow's survey of GP and pharmacy services during Covid in 2020, just

over half of respondents (53%) had used their GP surgery website to find out about accessing services. These websites can also play a wider role in linking patients to other services and support in their community. With more people using the internet and websites to find information, it is important that the information provided is correct and easy to find.

Led by our volunteers, we carried out a review of GP practice websites in March 2021 to look at the support and information they provided, highlight best practice, and consider what could be improved. Accessibility requirements for public sector websites were introduced by the government to make sure as many people as possible can access public sector websites and mobile apps, such as those with impaired vision, motor difficulties, cognitive impairments or learning difficulties, and deafness or impaired hearing. While we held these requirements in mind, this review did not make an assessment against these criteria.

At the time of review in Cornwall, there were 58 GP practices organised into 14 primary care networks within 3 integrated care areas.

We understand that some practices manage website content themselves while others have external, professional support from specialist GP website businesses.

What we did

Healthwatch Cornwall volunteers were supported in a project to review all 58 GP practice websites listed on the Kernow Clinical Commission Group (KCCG) website (www.kernowccg.nhs.uk/primary-care). We did not review the Isles of Scilly (IoS) GP website as the IoS have their own independent Healthwatch.

We divided the list according to the three Integrated Care areas. To minimise bias, volunteers did not review any websites in their local area, as some of our volunteers are also part of their local Patient Participation Group (PPG).

Staff and volunteers accessed and reviewed between four and 15 websites each, on average taking an hour to review each site. The volunteers navigated their way around websites and answered yes or no to a set of questions with options to add comments.

Reviews took place between 16th January through to 30th March 2021. We recognise that some surgeries may have updated their websites during or shortly after we gathered the information. The information we discovered is a snapshot of that held on sites during the given period.

The Healthwatch Cornwall volunteers are not digital experts. As such, we feel their views represented members of the public, with some more experienced at using and searching for online information compared to others.

Our volunteers do not have accessibility needs so were looking for functions and translation options on each website to support those who do, rather than navigating and reviewing the site using a specific accessibility function. One reviewer was dyslexic and referred to this when commenting on the ease of navigation.

What were we trying to achieve?

- **Check how easy it is to find key information that is up to date, clear and easy to understand.**
- **Recognise what is working well and highlight what could be improved.**
- **Encourage GP surgeries to continue to provide the best information and support possible.**

Key findings



Key findings

Findings are set out over five areas of focus:

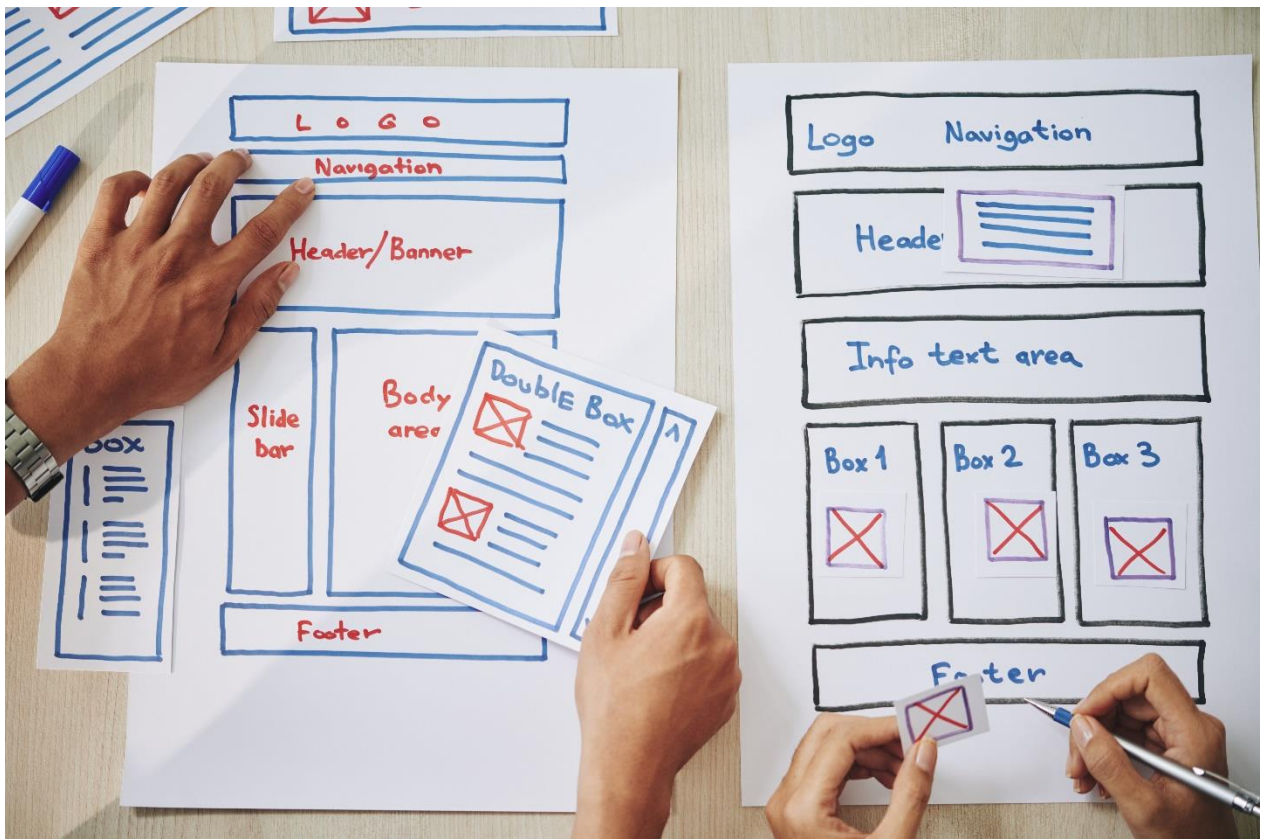
- **Finding basic, up to date information: Navigating sites, including layout and appearance; Accessibility; Up to date information**
- **Patient Participation Group (PPG) activity**
- **Signposting**
- **Opportunity to provide feedback**
- **COVID-19 information.**

Examples of what volunteers liked about websites and what they would like to

improve are included alongside each section and again towards the end of the report. We have also included our recommendations, and a table of what reviewers felt was 'good practice'.

It is worth noting that GP websites varied in format and were managed differently, either by a variety of website providers, or in house. For example, we noted a group of practices in East Cornwall were all using the same web provider.

Their websites were easy to navigate and frequently arose as examples of good practice. However, the information provided varied across this group, even though these surgeries used the same format for navigating the site.



Finding basic up to date information

- It was easy to find basic information, such as how to contact the GP, opening hours, repeat prescriptions and accessing the pharmacy on all but three websites.
- Most sites were relatively easy to navigate but certain aspects made this much easier, such as:
 - shorter pages to reduce scrolling/limiting the amount of content on each page
 - home buttons on pages
 - clear links to important or commonly required information such as how to make an appointment, prescriptions, and opening times
 - a news banner for more critical updates and advice
 - a search function.
- For one in ten websites reviewed, the content was not written clearly and as such might not be understood by all patients.
- Too much text was overwhelming, and a balance of text and non-text sections and images made sites seem more appealing and easier to navigate.
- While some text varied in size to jump out, too much variation caused confusion or was off-putting.
- Photos and videos helped to break up text, were informative and helped familiarise patients with staff – particularly for those with a learning disability or who might be anxious about meeting new people.

Our volunteers said:

"There is a lot of text / information that you scroll down, which can be quite overwhelming perhaps not a layout out for someone who has dyslexia or struggles with reading or visual impairment."

We liked:

"I really liked the layout and simple "non wordy" sections, it makes it more accessible. There is a lot of information, but it's presented in "bite size" sections across the pages."

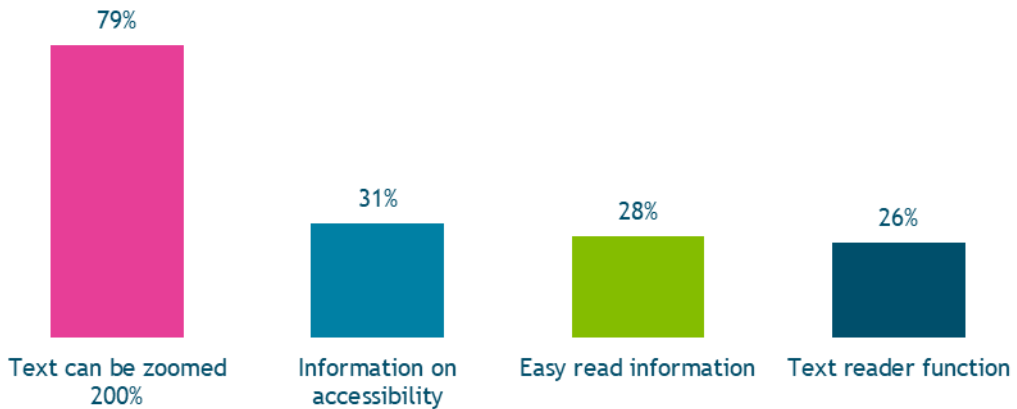


Accessibility

GP websites varied in how accessible the format and layout of the site was and the functions available to help the viewer to access the information they required.

While we did not review the websites against the recognised accessibility standard: Web Content Accessibility Guidelines 2.1 (WCAG 2.1), our volunteers noted that:

- For over three quarters (79%) of GP websites we were able to zoom to 200%
- Information on accessibility (31%)
- Easy read information (28%)
- Text reader function (26%)
- Just under one in four websites (28%) had an option for accessing Easy Read information
- One in four websites (26%) had a text reader function
- One in three websites provided information about 'accessibility' and how accessible the information is
- Specified response times to enquires about accessing different formats ranged from 5 days to 28 days.



Our volunteers said:

“Good to have translate function in quick links. There is an accessibility page, you can email or call for easy read, braille etc but says they consider requests and get back to you in 28 days! Far too long if you have a medical concern, worry and need accessible info.”

We liked:

“The accessibility information tile with a form to complete if need support such as braille, large print, easy read, BSL.”



Up to date information

Four out of five websites reviewed contained at least some information that was up to date. However, there was not a consistent approach to dating information across all pages and websites.

Most websites dated their news section, while some dated the pages of the site.

Where dates were not included, or if they were several years old, patients would have to guess whether the information was out of date and no longer relevant.

Three quarters of websites had links to social media for regular updates, most often Facebook.

Our volunteers said:

"I clicked on 'opening times' and 'when we are closed' and at the bottom of the page re Christmas arrangements it said that 'normal services will resume on 28 December 2019'. I couldn't find anywhere on the website where it had a last updated date."

We liked:

"At the bottom of the home page it states that the website was updated (11/01/2021) (recently)."



Patient Participation Groups (PPGs)

Patient Participation Groups (PPGs) are groups set up to involve patients and carers who are registered with the practice in gathering and reviewing feedback to inform service improvements (a contractual requirement since 2015).

Nine out of ten sites had some information about the practice's PPG, explaining what a PPG group is and how

to get involved. However, some websites did not provide much information about the purpose of the PPG or recent minutes from meetings.

Sometimes updates or minutes had not been updated for a number of years. While we did not review PPGs themselves, it was felt this information indicated variation in PPG activity.

Our volunteers said:

"Good to see info on PPG and online form. However, no minutes or updates or info shared on what the PPG has been doing."

We liked:

"Great to see PPG info, easy to find and clearly promoted with it's own page (some other websites it's hardly mentioned) sharing minutes and documents. Fabulous they have developed a directory, which is clearly found on the main page. A great example of the value of PPG."

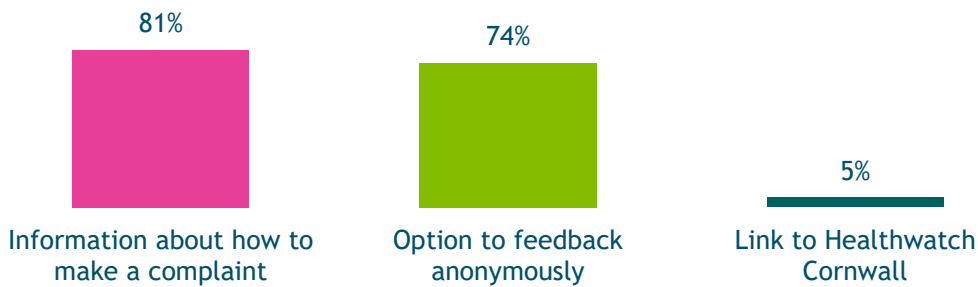


Opportunity to provide feedback

Most websites had information about how to provide feedback and a range of ways to do this. However, to give feedback anonymously it was often via the simple NHS Family and Friends Test (FFT). Some websites had clear information, tabs/pages, and links to provide feedback, with a form or contact details. On some websites you had to really search to try and find an opportunity to provide feedback.

- Three quarters of websites had an option to feedback on experiences anonymously. Some would provide the opportunity through the FFT and others provided a web form or email address.

- Four out of five websites had information about how to make a complaint, although for one in eight websites this was hard to find or do in practice. For example, one website advised to contact the practice manager to make a complaint but did not provide an email address or telephone number.
- Very few websites had the option to provide general feedback to an independent organisation such as Healthwatch Cornwall, Care Opinion or the Parliamentary Ombudsman (for complaints). Only three websites had a link to Healthwatch Cornwall's 'Share your views' page.



Our volunteers said:



"They have the Friends and Family Test and info on complaints, however they are not made that easy as website says, "Further written information regarding the complaints procedure is available from reception". Some other sites have their procedure on the website and a form to fill in. There are however contact details for NHSE. It would be good to have an embedded form like some other websites. Also links to Care Opinion and Healthwatch Cornwall to be able to feedback to external organisations. I like that they are open and share their CQC report and their last Patient Survey results on the front page."

We liked:

"Good to have option to provide a comment and also fill in Family and Friends Test. It's good that it explains the complaints procedure and has options to call or write, complete online form or download it, as gives people options."

COVID-19 information

Websites varied in how much COVID-19 related information was available, and how well presented and maintained this information was. Some websites had guidance that was out of date.

- Nearly all websites had clear information about COVID-19 symptoms and what to do. At least a third had a pop-up banner when entering the site with government and NHS guidance and links, and some sites had a designated covid-19 area on their home page.
- For one in ten websites, once the pop-up banner closed it was difficult to find the COVID-19 information again.
- Many websites had regular updates on their news page and some also used Facebook regularly for COVID-19 updates.
- Nearly all websites had a statement / information regarding the COVID-19 vaccine.
- Three quarters of websites had information available for people shielding and those with long-term health conditions.
- Nearly all websites had updates about changes in practice due to COVID-19, such as reduced face to face consultations.

Our volunteers said:



"When you first go to the site there is a pop-up with Covid information, each topic/link such as symptoms, self-isolating etc takes you to the relevant NHS website page. However, the Vaccination and long-term effects links do not work."

"Can't find any information about information for people shielding and with long-term conditions. There is so much text re COVID-19, it is difficult to wade through."

We liked:

"Excellent up to date information. Patients should be well aware of procedures and how the vaccine will be available and how they will contact the patient when it is available for them."

"Great to see a designated "COVID support room" on main / home page, taking you to an area with clear info, simple wording used, including links. Regular Covid related posts on social media too."

Signposting

- The amount of signposting varied across websites, as did how up-to-date this information was. All but one website actively signposted to other support organisations and services. However, the quality of signposting varied.
- It was hard to find information on some websites as links were placed on multiple pages of the site or at the bottom of the page, and some information was out of date in the signposting sections.
- Most links worked, although our volunteers did not consistently test every single link.



Our volunteers said:

"They do have some signposting pages, but under some categories there is nothing listed, the page is blank such as Diabetes advice."

We liked:

"Great to see lots of signposting on main page. It links to local groups, Cornwall link, downloadable mental health leaflets, age specific too. Feels like a one stop shop, I like it."



Recommendations



Finding basic, up to date information

- Information should be written clearly, consistently formatted, and set out in a way that is easy for everybody to understand and navigate.
- Critical updates and advice should pop out on the screen when entering the site.
- Essential information on opening times and booking appointments, including by telephone, should be easy to find on entering the site.
- Sites should include up to date photographs of key staff. Videos can also be used to introduce people to staff and clinics. Photos and videos can be a friendly introduction for people with learning disabilities and individuals with anxiety, helping ease concerns around meeting new people and unfamiliar situations.

Accessibility

- All GP websites should not only comply with Web Content Accessibility Guidelines 2.1 (WCAG 2.1) for public sector organisations, but make efforts to go further, as some already do.
- It would be helpful if GP practices had agreed standards for accessibility, including easy to find zoom, text reader and translation functions and a faster response time than 28 days for alternative formats. Some offer 5 working days, which is a more acceptable response time.

Up-to-date information

- Information on the site should be regularly reviewed and updated, with recent dates included on all pages, including signposting pages.

Patient Participation Group (PPG) activity

- We would like to see all GP websites provide information about the aims and activities of PPGs. Minutes of meetings should be easy to find and more regular updates could be provided in an informal format with photos and examples of what the PPG has been involved in. There are some great examples of active PPGs making a difference, and we encourage others to do the same and to share activities on their website.

Signposting

- Links to information and contact details for organisations should be organised in a systematic way so that information is easy to find, and links are labelled with simple language. Websites with the “wellbeing centre” really stood out in terms of easy access and format.
- Pages should be dated, and links checked regularly. Perhaps this is something PPG members could support with.
- A prominent link to the 24/7 mental health line and/or to mental health support – particularly for those in crisis should be included alongside other key information.

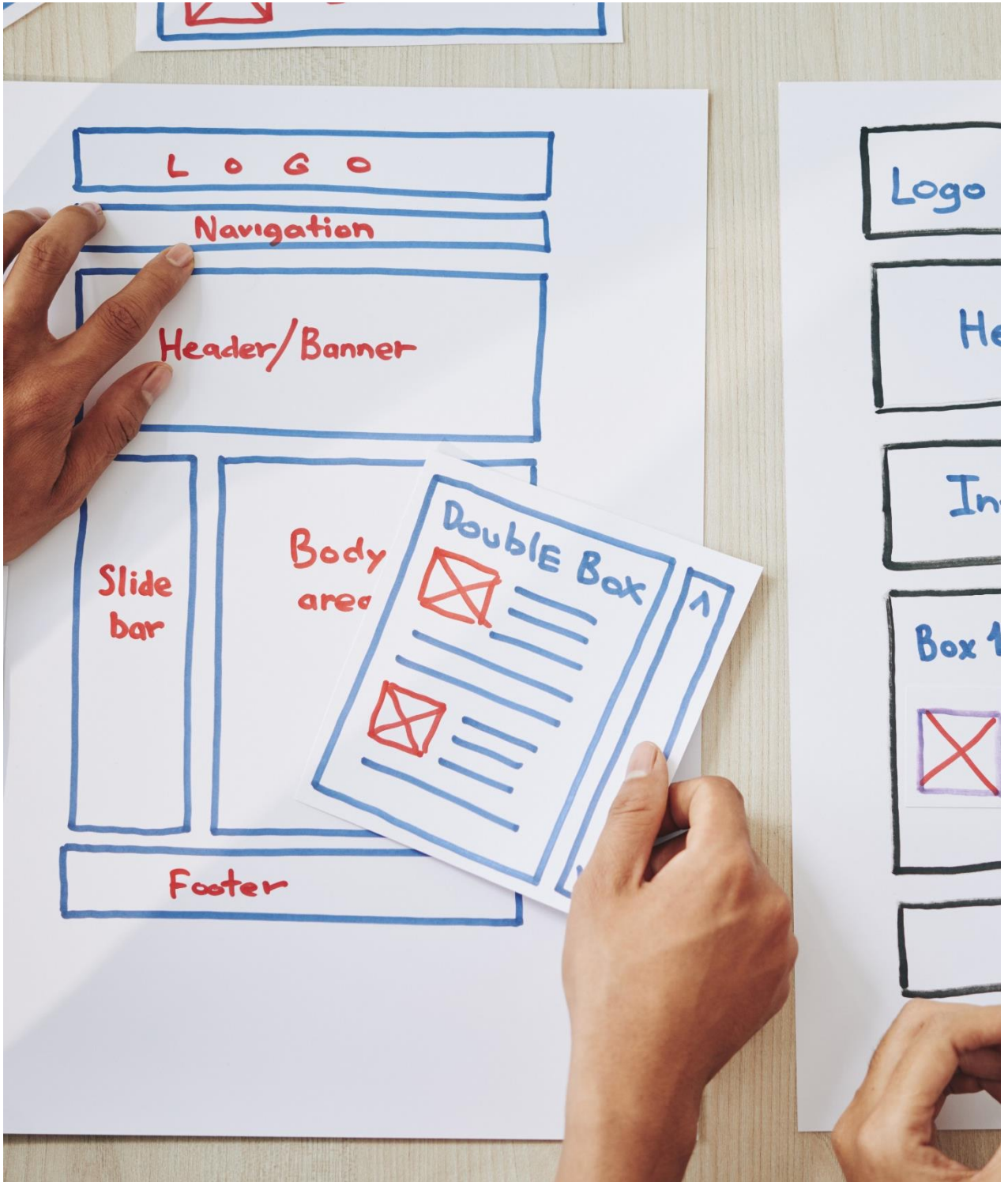
Opportunity to provide feedback

- We would like GP websites to offer clear, visible and concise information to make it easy for patients to understand how to raise their concerns, leave feedback and support them in making a complaint should they need to. Some websites were open and informative, others it was extremely hard to find the information about complaints and feedback.
- We would ask local practices to consider providing different avenues for patients to provide feedback or make a complaint, including contact details and a link to Healthwatch Cornwall and other independent organisations such as Care Opinion and Voiceability, as well as NHS England and the Parliamentary and Health Service Ombudsman.

COVID-19 information

- Ensure critical updates and information that has been displayed in pop up banners when entering the site is still accessible once the pop up has closed, such as through a link on the home page to a designated COVID-19 area.
- With COVID-19 information changing all the time, recent ‘last updated dates’ for web pages and news items are essential for building trust in the information provided.
- Information about how the surgery has changed the way it delivers services during the pandemic should be included – if not already doing so, as well as how changes may affect patients’ ability to access the care they need, such as what to expect when they attend the practice in person (Healthwatch England Report).

Good practice guide



Good practice guide

Navigation

- Use of tool bars and drop down menus
- Use of colour, images, tabs and 'rooms' to help navigation.
- Short, clean pages so there isn't too much information on one page
- Home button on every page
- Search function
- News pop ups and banners for important information (ensure news on pop up or banner is accessible elsewhere on site once closed)
- Clear links to basic information incl. ordering repeat prescriptions and accessing pharmacy, opening times and how to make an appointment
- Links with titles that are easy to understand
- Large text size, consistent across site
- Use of clear, simple, 'friendly' language, avoiding abbreviations
- Information broken down into bite size pieces
- Photographs and videos of key staff to help ease concerns around meeting new people.
- Personal video introduction to surgery; introductions to clinics from nurses.

Accessibility

- Use the WCAG 2.1 guidelines to improve accessibility to all users
- Direct links to accessibility sources, such as zoom, browse aloud and language translation tools and request forms for Easy read and other alternative formats
- Publish an accessibility statement that explains how accessible the website is
- Fast response time for alternative format requests (28 days too long, some quote 5 days)
- Avoid black text on white background
- Include clear guidance about all possible ways of booking appointments, including telephone numbers as contact options
- Make patients aware of their rights to access care in a way that works for them. For example, sharing the Knowing Your Choices poster endorsed by Healthwatch, alongside National Voices and the RCGP.

Up to date information

- Regular checks of every page on the site to ensure information remains relevant. Where possible and appropriate, content should make clear when the information was updated, so it builds trust in the information provided.

Good practice guide

Patient Participation Groups (PPG)

- Information about the purpose and aims of the PPG, along with any recent activity
- Up to date meeting minutes available (where applicable)
- Link to find out more via online or downloadable form, email or telephone number
- Clearly refer to the group as a Patient Participation Group
- Consider a link to the PPG on the home page tool bar menu.

Signposting

- Links to relevant organisations and support lines organised in one place, under clear headers.
- Link to mental health support services, such as the 24/7 mental health crisis support line and other similar services should be prominent
- Links accessible without signing in (where appropriate)
- Webpage / links dated and regularly checked like Saltash Health Centre site
- Link to NHS A-Z condition (self-care) information.
- Include Facebook (FB) icon on homepage, and link back to website from FB.

Opportunities to provide feedback

- Clear instructions about how to make a complaint.
- Opportunity for anonymous feedback to go to surgery via web form, as well as FFT
- Signposting to other organisations with links including to Healthwatch Cornwall, Care Opinion, Ombudsman, SEAP, Voiceability, NHS England and the Parliamentary and Health Service Ombudsman.

Covid information and support

- Pop up banner on covid 19 when entering the site (with access to the same information after closing the pop up)
- Designated area for covid-19 information
- Include the date information has been updated and ensure a recent date is provided
- Include information for people at higher risk
- Include updated information about how the surgery has changed the way it delivers services during the pandemic, and how changes may affect patients' ability to access the care they need, such as what to expect when they attend the practice in person.

Next steps, we will:

- Discuss our report with Kernow Clinical Commissioning Group, which plans, buys, and monitors health services in our area.
- Offer GP surgeries and PPG leads across Cornwall the opportunity to review their individual audit.
- Share the report with our Local Medical Committee, which represents GPs and practices across Cornwall
- Work with stakeholders to raise awareness of the importance of consistent accessible online information.
- Send the report to Healthwatch England to inform the national picture.
- Encourage local people in our area to report back to us on their experiences of GP websites.
- Continue to track the improvements GP websites make in response to this report.



Appendix



What volunteers said they liked about the websites

Our website reviewers shared examples of the things they liked about websites. Examples were provided for all but one website and were grouped into themes. The most common themes are displayed below, with text size indicating how often a theme was raised.

"I REALLY liked this website, so many positive aspects to it. Clear layout, it's one of the easiest to navigate, user friendly information, well set out. Thinking about the patients' needs and style of language and amount of text is presented really well. Info on PPG good, signposting too, love they call it." Wellbeing Centre."(Oak Tree Surgery, Liskeard).

"The ease of navigation, layout and amount of information on each page, it's in "bite sized" and manageable amount which makes it more accessible to more people. Signposting to local and national organisations, really good range and linking to Cornwall Link is good way to provide patients with wide reaching signposting. Amount of info around Covid is really good too." (Saltash Health Centre).

"I liked all the photographs of staff and activities throughout the site, it made the whole site patient friendly. I liked the simple text boxes with links to find information. I also liked the patient information." (St Austell Healthcare).

"I really like this website, easy to navigate, really good use of images, videos and signposting. The fact the team developed their own visual aid download really stood out to me, excellent, shows compassion and real effort to be inclusive and welcoming. Photos of staff, helps ease some anxieties." (Stennack Surgery, St Ives).

"Pop up when you enter the site with signposting to government and NHS sites. Designated "Covid support room" is excellent, great to see info for shielding and critically vulnerable people, also maternity support/ info links to Royal College of Obstetricians and Gynaecologists, Q&A video page which is great to see." (Rosedean House Surgery, Liskeard).

Easy to Navigate

Use of photos and videos, including staff profiles

Signposting that's clear and easy to find

Covid-19 specific area

Wide ranging content in accessible format

What volunteers said they would like to improve

Volunteers were asked to suggest changes they would like to see to improve websites. Suggestions for improvements were made for 51 of 58 websites and themed. Volunteers also rated websites from one to five compared to other sites they had reviewed.

Improvements for lower scoring websites

Volunteers' suggestions for improving low scoring websites give an indication of fundamental features of websites required for accessing and trusting information provided. Their suggestions included:

- reducing the amount of text
- keeping font size consistent
- using clear, simple language
- providing basic information, such as opening hours, booking appointments and obtaining repeat prescriptions
- keeping information up to date.

Improvements for all websites

For all websites, common suggestions for improvements are displayed below, with text size indicating theme importance.

“Reducing the amount of text, providing easy read versions, updating information – it looks like some of the website is still in 2018/19.”

“More easy to access about the opening

times and how to make an appointment. This site appears to be for people who are techno literate and would just like to book an e-consultation.”

“I found the layout a little busy on some pages with the text changing size often, such as on the coronavirus page. Some of the text is very small and for me, even with good eyesight, I found it a bit difficult to read clearly. It is not easily apparent either how to make the text larger.”

“Think there could be some personal interaction from the surgery, maybe a friendly introduction or a friendly face from a nurse who manages long term health issues.”

“Although staff are named, some other websites have nice smiley photos of the staff, I think this helps break down some barriers and eases anxiousness of some patients like myself, being able to “see” and nice smiley face even online is helpful.”

“Link to Facebook pages and regular posts. Minutes and or updates from PPGs group and regular use of their page too. Some more local signposting, in one place on the site.”

More information about surgery activities and staff, including staff profiles

Option to feedback (independently) to Care Opinion or Healthwatch Cornwall

Accessibility

e.g. larger text and links to easy read, translations and browse aloud

Up to date information

Better information about the Patient Participation Group

Appendix

Questions at a glance

- Is there clear, easy to find information about how to access the GP, such as opening hours, contact options?
- Is there clear, easy to find information about how to get a repeat prescription and accessing a pharmacy?
- Is there information on the Patient Participant Group (PPG)? Does the patient group use social media for regular updates?
- Is there an option to feedback on experiences anonymously?
- Is there information about how to make a complaint?
- Is the site easy to navigate? – is it easy to find information you are looking for?
- Is the content written clearly and could be understood by all?
- Is the site trying to be accessible for patients with sensory loss, learning disability, lower literacy levels or limited access to technology – and the right digital skills to use it? For example, can text be zoomed up to 200% , is there a text reader function such as a link to Browsealoud which is easily found?
- Is the information up to date? Does it have a date when last updated?
- Does the website actively signpost to other support organisations and services?
- If there are links embed in the site – do they work?
- Is there a link to Healthwatch HYS page?

COVID-19 related information

- Is there clear information about COVID-19 symptoms and what to do?
- Is there a statement / information regarding the COVID-19 vaccine?
- What information is available for shielders and those with long term health conditions?
- Are there updates about changes in practice due to COVID-19, such as reduced face to face consultations?
- “We liked” comment – please give an example of what you liked, something positive e.g. a video, friendly profile for staff, information practice in a profession but support tone?
- Suggestions for improvements – if you think the site could be improved, please suggest one or two changes you would like to see.

GP surgeries across Cornwall

North and East Integrated Care Area includes:

East Cornwall

- Launceston Medical Centre
- Oak Tree Surgery, Liskeard
- Old Bridge Surgery, Looe
- Port View Surgery, Saltash
- Quay Lane, St Germans
- The Rame Group
- Rosedean Surgery, Liskeard
- Saltash Health Centre
- Tamar Valley Health

North Cornwall

- Churchfield GP Practice (Dr Garrod)
- Camelford Medical Centre (Dr Nash)

Holsworthy, Bude and surrounding villages Primary Care Network

- Neetside Surgery
- Stratton Medical Centre

North Cornwall coast Primary Care Network

- Bottreaux Surgery
- Port Isaac Practice
- Wadebridge and Camel Estuary Practice

Three Harbours and Bosvena Health Primary Care Network

- Carnewater Practice
- Stillmoor House Medical Practice

GP surgeries across Cornwall

Central Integrated Care Area includes:

Coastal cluster

- Chacewater Health Centre
- Carnon Downs Surgery
- Perranporth Surgery
- St Agnes Surgery

Truro

- Lander Medical Practice, Truro Health Park
- Three Spires Medical Practice, Truro Health Park

Falmouth and Penryn

- Falmouth Health Centre
- Penryn Surgery
- Trescobeas Surgery
- Westover Surgery

Mid Cornwall

- Fowey River Practice
- Lostwithiel Medical Practice
- Middleway Surgery

Arbenek Primary Care Network

- Brannel Surgery
- Clays Practice
- Probus Surgery
- Roseland Surgeries

St Austell Healthcare Primary Care Network

- Mevagissey Surgery
- St Austell Healthcare

Watergate Healthcare Primary Care Network

- Narrowcliff, Newquay
- Newquay Health Centre
- Petroc Surgery

GP surgeries across Cornwall

West Integrated Care area includes:

North Kerrier east Primary Care Network

- Clinton Road Surgery
- Harris Memorial Surgery
- Manor Surgery
- Veor Surgery

North Kerrier north Primary Care Network

- Carn to Coast Health Centre
- Praze-an-Beeble Surgery

Penwith

- Alverton Practice
- Bodriggy Surgery
- Cape Cornwall
- Marazion Surgery
- Morrab Surgery
- Rosmellyn Surgery
- Stennack Surgery
- Sunnyside Surgery

South Kerrier

- Helston Medical Centre
- Meneage Street Surgery
- Mullion and Constantine Group Practice
- St Keverne Health Centre
- The Health Centre, St Mary's (we will not review this site as IoS has their own independent Healthwatch)

Please note this list is subject to change, but was correct at the time of review. The latest list of GP surgeries in Cornwall & the Isles of Scilly can be found at the website below.

www.kernowccg.nhs.uk/primary-care/primary-care-networks

Healthwatch Cornwall
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