

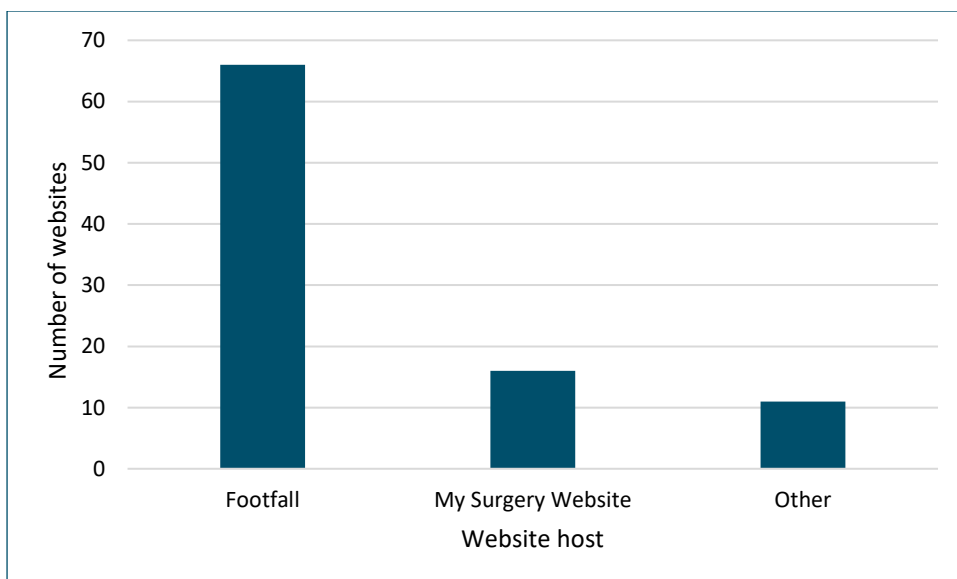
Accessing PPG information on GP websites

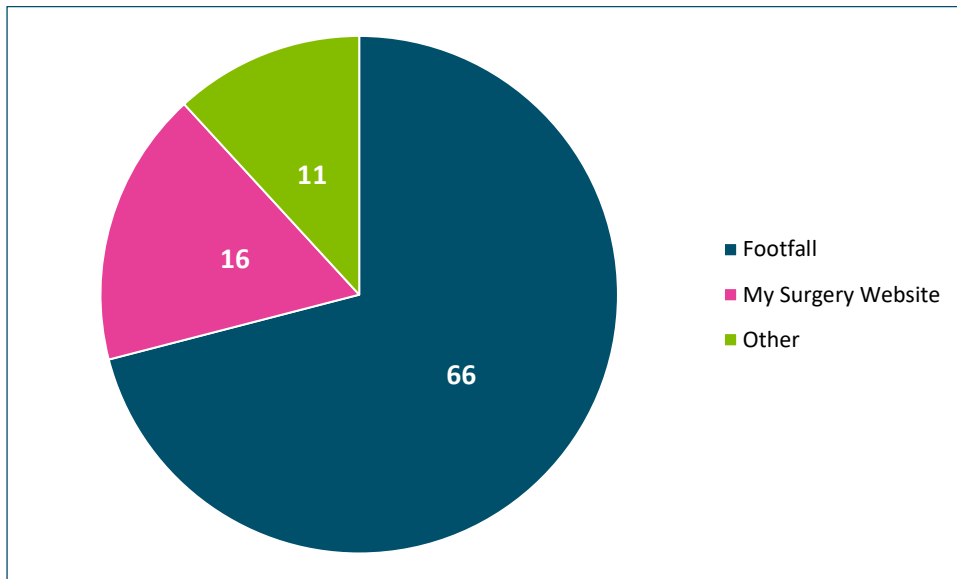
The below findings are from research into whether Norfolk surgeries or practice websites include accessible Patient Participation Group (PPG) information, including, whether or not the website has instruction on how to register on to the PPG, information on how frequently and where they meet and minutes or notes from previous PPG meetings.

Summary of findings:

- All 93 websites have PPG information.
- Footfall is the most popular site host - but across the sites there does not appear to be the consistency you would expect regarding information pages, access to registration forms and copies of notes.
- The user journey to find information about the PPG is not always clear, the search function on websites does not always work, and also it is made more difficult when surgeries are inconsistent in what they are calling their patient group. E.g. Patient experience, Patient feedback page, etc.
- The lack of up to date information and minutes on the websites is very clear across website providers, there does not appear to have been any improvement with the introduction of Footfall.
- Of the 93 websites, only 16 have minutes or reports updated in 2019 or after.

Website hosts:





Information available on practice websites:

	Total	Great Yarmouth & Waveney	West Norfolk	South Norfolk	North Norfolk	Norwich
Practices	102	9	19	24	19	31
Sites	122	15	21	34	29	31
Websites	93	9	19	24	18	23
Footfall	66	6	11	14	14	21
My Surgery Website	16	0	4	9	1	2
Other	8	2	4	1	4	0
PPG on homepage	20	1	5	6	6	2
PPG info pages	70	5	15	21	18	10
PPG registration pages	73	7	14	18	13	21
PPG minutes	36	2	8	10	12	4

