Easier to Use GP Websites.

10 first steps to make it easier for people who have a learning disability.

Introduction

Many people want and need easy read information.

One in five people at your Practice will have a long-term condition or disability.

Our health group looked at the websites for GP Practices in the London Borough of Bexley where they go.

We found all the websites very different.

Some were easier to understand than others.

All of them were hard for us.

We think that every part of your website should help your patients understand their health and what to do if unwell.

Working Together

We want to help you make information about your Practice and our healthcare clear, and easy.

When making changes to your website ask the people who will use it.

Patients who need different things can check it to make sure it is easy for them.

Your Patient Participation Group might lead this.

Making information easier is not as hard as you might think.

🔟 Here are 10 things we think you could do now.

These are our ideas, but other disabled people will be able to add to them. There are many good web companies that can help to make web sites easier for everyone including disabled people.

What We Want to See on Your Website

1 Information about access to your building and photographs. This means how easy is it for disabled people to come to you.

2 Information about support and communication available to your patients. This means the support people get before and during their visit to you.

3 Sound that will read text aloud and highlight the words as they are read.

4 A clear font such as Arial. Don't use italics or letters that are hard to read.

5 Have words on screen BIG with the option to make them smaller rather than the other way around.

Size 16 in a clear font is said to be good for many people. But the chance to change the size is important.

6 Don't have words that move on the page and do not have shading or backgrounds.

7 Have a link on your website to the easy read health pages we are making. (Coming later this year).

8 Do not use difficult or medical words. For example, "do you have respiratory problems?" could become "Are you having problems breathing or being out of breath?"

9 Make sure all video clips have subtitles as well as sound.

10 Have a clear message that you can call the Practice and speak to someone if you need to.

Digital Accelerator Project

This report was created by the Bexley Mencap Health Group as part of a project to improve access to healthcare.

The findings are to be shared widely and used to make sure easy read health information is widely available, that primary care is well supported to meet access standards and the experience of patients is used to drive forward the changes needed.

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