

Digital Champion Joanna Morton

Display Your Work

The main aims of developing the patient information portal “Digital front Door” is to reduce GP and administrative workload, alleviate pressures on the phone line and promote self-care by directing the patients to alternative primary care options where appropriate.

There are 2 components which make up the Patient Information Portal project –

Workstream 1 – [Sunderland Health and Wellness Hub](#)

Not sure where to go for health and wellness advice? Trusted NHS health information is just a click away.

People in Sunderland can visit www.shwh.co.uk to find information about a range of local health and care services. As well as links to national and local resources, self-care information.

The website also has lots of links to helpful information about:

- accessing your GP practice online
- how to refer yourself to a number of local health services
- treating minor conditions at home
- other local healthcare services in Sunderland

The Sunderland Health and Wellness Hub is now available on Social Media platforms.



Workstream 2 – [Practice Websites](#)

The process of migration to a single provider has proved successful in the improvement of quality and accessibility of GP practice websites in Sunderland. Having all practices with on a single provider has many advantages, examples would be that we have ability to share content at scale or make scale improvements to websites, improving access for all patients across Sunderland and saving time for our practices.

Data shows us that patients are using practice websites as the “digital front door” to primary care, and they return to visit and find information. This therefore highlights the importance of making websites **accessible, useful, and easy to maintain**. Aligning with the NHSE research [Creating a highly usable and accessible GP website for patients](#) will support improvement as we move forward.

Moving forward –

We are working with NHS Futures and are currently finalising the blueprinting for the work we have done. We are also working alongside Sunderland Council Digital team to help improve digital inclusion within Sunderland and helping to promote the Digital Health Hubs.