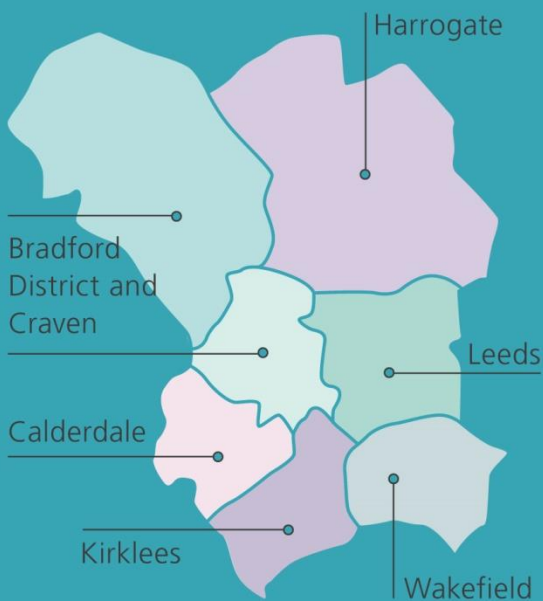


Telling our Partnership story



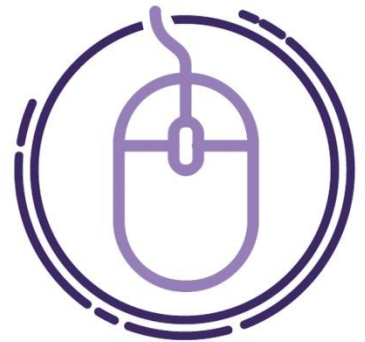
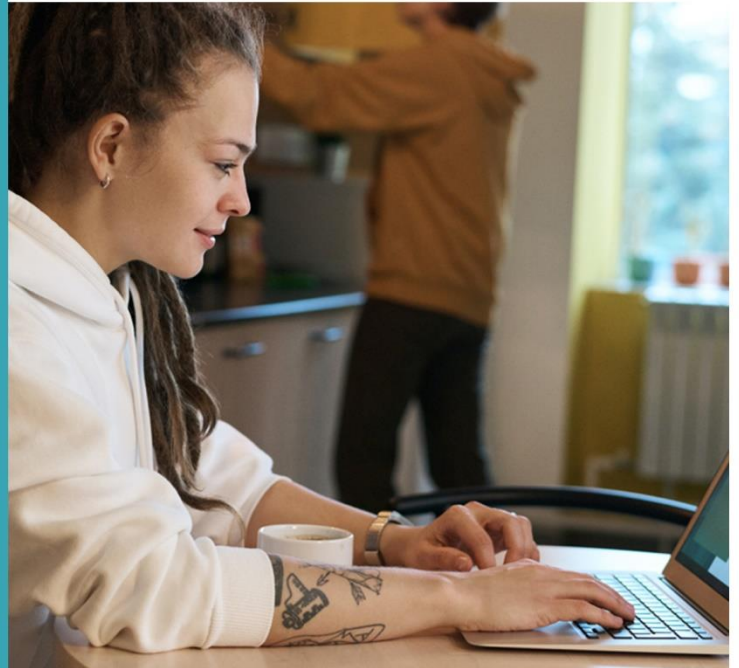
Proud to be the West Yorkshire and Harrogate Health and Care Partnership

Committed to improving the health and wellbeing of people living in:



- > Working to improve people's health with and for them
- > Improving people's experience of healthcare
- > Making every penny in the pound count
- > Working to keep people well and make life better for 2.7 million people living in West Yorkshire and Harrogate.

West Yorkshire and Harrogate Health and Care Partnership



“ GP Online is easy to use and saves me calling the surgery ”

Our ambition

Making the best use of technology is an important part of the care we provide.

GP Online complements face-to-face and telephone services, offering patients secure and safe online access to clinicians, personalised health information and advice.

What we are doing

Northgate Surgery in Pontefract is a medium sized practice with around 13,000 patients. The numbers of patients using **GP Online** is still fairly low but has seen an increase as a result of Covid-19.

Overall, the online tool has been warmly received by both staff and patients. The staff say they find it easy to use and particularly like the two-way messaging functionality. Being able to attach photos has also got the thumbs up.

Here's what patients had to say when asked about their experiences of using **GP Online**.

“ A very helpful service.”

“ Easy to use and saves me calling the surgery.”

“ A lot better than ringing and having to wait in a queue when I can do everything I need on here.”

“ Happy with the speedy service.”

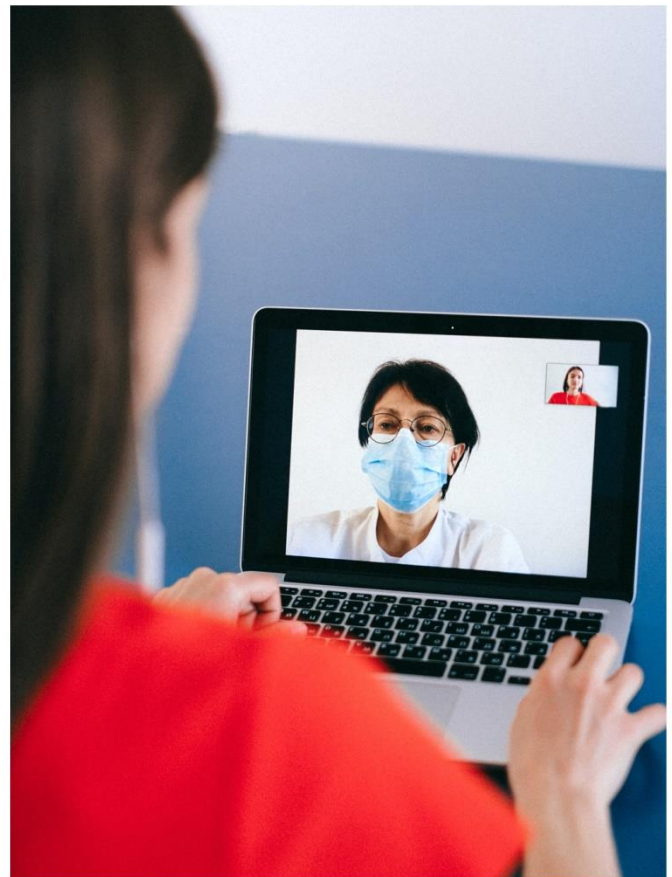


What next?

Staff at Northgate and other practices are committed to developing and using **GP Online** to its full potential. This includes securing online access to clinicians, personalised health information and advice for more patients.

Northgate Surgery has a robust system in place to continue to make sure that queries are dealt with by the right person in the team, helping ensure everyone is served as quickly and appropriately as possible.

We will continue to work collaboratively to make sure performance, results and services are the best that they can be for patients.



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A partnership made up of the NHS, local councils, care providers, Healthwatch, community and carers organisations.

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West Yorkshire and Harrogate
Health and Care Partnership

