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People's Panel Report Meeting held 18th February At NHS Office, Derby Road, Wesham

Opening and Presentation

The Panel Meeting was opened by Dan Clough who is the Communications and Engagement Officer for the Fylde & Wyre CCG he welcomed the attendees. He asked the group if for this session they would review the Fylde & Wyre CCG Website and feedback. This meeting was different to previous meetings as the panel did not have a specific topic to discuss but a practical application to feedback on.

Dan gave the group a set piece of work to find their way around the website to identify how easy or difficult it was and to identify what they liked or disliked and any recommendations.

Linda Markey of URPotential supported the group on their journey around the website. However most members were familiar with websites and managed very well.

Panel Members Feedback they worked together as one group for this exercise

The Panel were asked to discuss and make a response to the question;
What do you think about the design and layout of the website?

The Panel members had a discussion and highlighted that they thought:

- It was straight forward.



- The big blue Welcome search panel takes your eye away from the toolbar at top.
- Fit & Well should be larger or NHS hidden.
- It may be difficult to use on a tablet or phone as the tabs were very small.
- All the headings need to be bigger.
- Maybe difficult for 60plus people to use.
- It is very bright and colourful
- Designed for professionals not public
- Needs a Hyperlink at bottom to link with health issues to prevent people becoming ill
- Lots of information
- Information needs to be updated regularly as some information out of date
- Campaign dates out of date old news

How easy is it to navigate?

- Not as easy as booking an online flight they are very clear and take you straight to where you want to go
- Difficult if you wanted to go just to ask about back pain. Would use google rather than CCG website
- A drop box for health issues would be useful
- Easy to use if you know the language to use
- Home button needed to get back to front page
- Resources what is it for
- Suggest look at school websites that have dates of holidays etc which are easy to navigate and easy to access the information you need
- Have a hyperlink from all GP surgeries to enable patients to access from their own GP also a way of marketing the site
- Wasn't easy to find dates for meetings
- Listening café not clear information

The members wanted to know

- How do people find out about the website

FYLDE & WYRE CCG PEOPLE'S PANEL



Talking about health



- What is the aim of the website
- From a patients viewpoint not much use
- People don't know what the CCG is
- Who is the website for
- What do the CCG think it is for
- It feels like it is for staff rather than public
- It lacks focus
- It is not outward looking not interested in sick people
- If someone googled NHS would the Fylde and Wyre CCG website come up as a link
- Is there an easier name to put in google to find the website
- Needs to be marketed so people know about it, may be on screens in GP surgeries
- Advertising in GP surgeries
- Don't want any advertising on the site a PPI site popped up when one member was viewing
- Vision for 2030 not clear

Closing

Amanda Bate came to inform the group that URPotential would no longer be commissioned to deliver the Peoples Panel project. The panel would now come under Fylde & Wyre CCG and be managed by Dan Clough. She thanked URPotential for their excellent work and that taking the project in house was not a reflection on URPotential but more a reflection of the change in funding streams within the CCG.

Linda Markey thanked all who attended and paid all expenses to date. Next meeting is 17th March 3pm to 5pm at NHS Office, Derby Road, Wesham . This meeting will be to celebrate the excellent work of the Peoples Panel and the presenting of Certificates from URPotential.

