

When health organisations do not update their information online

Almost 20 years ago there was a government initiative “*Better information, better choices, better health*” It aimed to improve the general public’s access to high quality health information, for health professionals to communicate more effectively with patients, and for there to be a nationally coordinated process to produce and deliver information. Despite some progress being made, Healthwatch regularly hears from people who find it difficult to search for the health information they require.

REACH Wokingham parent carer forum for young people that have disabilities have contacted Healthwatch due to the number of concerns raised by parents about the information that is being provided by services.

I think it’s really important that the address on the website is updated immediately so that parents know where to go for appointments.

The following give an indication of the issues:

- REACH Wokingham wanted to update their members that the Reading Child & Adolescent Mental Health Services (CAMHS) had moved premises. They noticed the address on the website & NHS Choices website was incorrect. When they spoke to Berkshire Healthcare Foundation Trust (who run CAMHS) the receptionist was unable to tell them who to speak to about getting the address updated.
- Healthwatch Wokingham were trying to resolve an issue for a resident regarding a flu jab from a district nurse. We tried to contact the integrated hub via the email address on the Berkshire Healthcare Foundation Trust’s (BFHT) website. The email address was incorrect.

Healthwatch asked BHFT how they could ensure information was up to date

“We do have an automated system in place for services to review their content on our main website twice a year. It is currently down to services to contact the Marketing & Communications team if a change happens, so that we can update the site. Usually this does happen but unfortunately there is the odd occasion when this gets missed.

“Based on your feedback, we will now take this opportunity to review the content update process for our website to see what additional changes can be made to streamline this further. We are aware that some of our CAMHS leaflets include the old address. These are currently being redesigned and will then be re-uploaded onto the online resource/children’s website”



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