

Glasgow GP Practice Websites: addiction and gambling

March 2023

As detailed below we undertook some basic research of GP practice websites in Glasgow City. This is to be read – as it was written – bearing in mind that it is produced with no expertise, is limited and cursory. **It in no way reflects the quality of services provided by GP practices.** We have raised – not answered – the question of what support is available to someone seeking help for addiction, particularly gambling addiction, using their GP website. Primarily, GP websites function to facilitate things like appointment procedures, out of hours services and repeat prescriptions etc. Beyond this, pages and menus vary across practices reflecting the clinics they provide and the signposting to external services. In different practices doctors and staff are shown to have varied interests and specialisms, though this is not always mentioned.

The GP practice websites we looked at follow design by specialist national providers. While templates are fixed, practices do have some freedom for design (such as use of images) and content emphasis. Since for some patients the website is an important public interface we made basic analysis of the ‘feel’ of the website, its ‘friendliness’ etc., its accessibility and ease of finding information. We were particularly interested to see what, if any, ‘weighting’ is given to addiction and gambling harms. We expected and found that generally there is little reference to gambling but there are exceptions.

Of vital importance in reading the following is to recognise the enormous strains being experience by all frontline health services. We have referred to this below. Opportunities for GPs to work with and refer patients to other services such as specialist support and Links workers are under pressure as such services themselves encounter staffing and budgetary constraints, and the space to develop quality ‘joined-up’ working is greatly limited by having to focus upon immediate 24/7 frontline provision.

It is also important to recognise that there are myriad health issues fully deserving of service development, and gambling harms are a relatively new issue, yet another item

on a growing list of needs. While looking forward to growing awareness among frontline workers, the acquisition of basic skills, and the prospect of integrated services (not to mention tackling the problems arising from traditional divides between ‘mental health’ and ‘addiction’), realistically this will take time. Professionals do take time when they can to think beyond their day-to-day work, and there are, as there have always been, encouraging individual and partnership initiatives (such as the Deep End suggestion discussed below to make GP practices into ‘community hubs’).

To reiterate, **a GP website has no correlation with the human interactions between patients, doctors and other practice staff.** They will, particularly in the socially deprived areas we have detailed, have immense experience of dealing with mental health and addiction issues. Not only will they have knowledge of the best support pathways to establish, ongoing practice overview and necessary medical support, the majority of health staff will have the essential qualities of empathy and encouragement, these themselves playing a vital role in any early steps to recovery.

In businesses great attention is given to company websites. The same is true of Third Sector organisations which offer support and encouragement for health and social care. Appearance is essential as is, equally, ease of navigation. For many people, a website is the first contact someone will have with a business or organisation. Given that evidence shows we often spend only seconds checking a website, the site must be attractive, It must attract us.

However, some statutory services have a ‘captive audience’ in that their websites are the only place to go in order to get information. Such, for instance would be a city council or an organisation like Scotland Public Health. These places concentrate on including all necessary information and aim to make finding it as easy as possible. They tend to be very text-heavy and information-heavy. Accessibility for users with sensory difficulties and provision for people with different languages are important. For instance Glasgow City Council has an Accessibility statement but this is tucked into the footer. The statement (<https://www.glasgow.gov.uk/index.aspx?articleid=17111>) is quite complex and includes issues the council is having in moving to a new software supplier; immediate accessibility support is not apparent on the home page.

A GP practice website primarily will be visited by practice patients for functional reasons such as to order repeat prescriptions, see appointments procedure and other basic information. There will be mutual benefits for the practice and patients if such basics are clear and efficient. Most practices buy in a web design from a few specialist national providers. The templates provided make it straightforward for practices to add extra pages such as information about clinics and services, profiles of staff, news, links to external services, self-management advice and so on. A brief survey of GP websites demonstrates a wide variety of content of these ‘extra’ pages.

As well as providing basic information with some supplementary content, a GP website can be seen as the public face of the practice, in particular its perceived ‘friendliness’ or, for example, its commitment to patient welfare. In some cases a practice is ‘competing’ with others which may be examined by people searching for a GP with whom to register, and this may be decided by the websites’ appeal.

We conducted some basic research into the variety of websites in Glasgow GP practices, a general survey then narrowing down to practices in the most deprived areas in the city. As well as the topics informed by the above, we were interested in the weighting given to mental health, addiction and gambling addiction. Although very crude, this would suggest a primary indication of the importance given especially to addiction and gambling addiction, or, to put it another way, the possible experience of a distressed individual’s search for support: would it be easy to find on the website support? what if no support at all were offered? would the practice offer an open, encouraging invitation to seek support? There are other important factors which we did not look at. These relate to accessibility such as for people with sensory difficulties; another, considering that about a quarter of Scottish adults are functionally illiterate, the accessibility of [content’s readability](#).

Mental health generally and addiction in particular are often featured on websites as ‘extras’ with links to external agencies rather than encouragement to raise issues with GP. Addiction seems to be structurally (rather than deliberately) separated from mental health. This may contribute to an institutionalised stigma perhaps amplifying a person’s shame and/or internalisation of public and medical stereotypes. The [NHS Addiction Providers Alliance 2022 conference](#) had as one of its themes:

The impact of stigma on addiction: Speakers emphasised the harmful effects of stigma on individuals struggling with addiction, including reduced access to care, discrimination and decreased quality of life. It was stressed that addressing stigma is crucial to improving outcomes for individuals with addiction.

Since for some, possibly having wavered for a long time before seeking help, the GP practice may be a first location of support seeking, it may be in the longer term we can look forward to a reframing of both thinking about addiction, and communicative interfaces which represent encouragement and empathy. After all, like any mental health issue, addiction is widespread and serious in the population. It seems to be the case that addiction is often not largely recognised as a mental health issue at all, to some extent thereby making it stigmatised by exclusion. This represents a longstanding traditional conceptual framing. This does not preclude the need for specialist addiction services, just as any health issue may require direction to specialisms. Rather, the call is for a change in conceptualisation, a full acknowledgement that ‘addiction’ is a health issue like any other so that it receives any necessary structural development such as awareness, training, resourcing, the establishing of pathways (e.g. to include debt services, relationship counselling, housing et.), and – which, of course, is a higher level issue - the provision of specialist clinics from NHS Scotland. Even without these, as we strongly state, the quality of preliminary interaction with a GP is an important first element in subsequent recovery, and this quality will usually be very good. Of course, most GPs will have vast experience of meeting with patients who have addiction issues; many. probably most, patients will be already fortunate to experience positive support from a sympathetic GP, and some GPs have specialised interest in addiction. We fully recognise the high quality support provided. The suggestion looks to a gradual positive structural change in representing addictions through public communications such as websites. Third sector mental health organisations could also question whether they include addiction as a severe and pervasive mental health issue, or whether they tend to ignore it or treat it sparsely.

Another indicator given by this elementary research (as a start of refined research and contextual factors) would be to see how congruent ‘on the ground’ practice is with ‘higher level’ policy statements from government and professional medical organisations and publications such as the British medical Association, The Lancet, The British Medical Journal, the Royal College of Psychiatrists and *Pulse*, the journal for GPs. All of these have prioritised gambling harms, for instance, as requiring urgent address as a public health issue.

In the case of GP surgeries in Glasgow, we examined websites with three criteria in mind:

1. How efficient are they (e.g. for navigation, completeness of information, being up to date with no broken links or false links). How welcome and friendly they are: especially as we move towards online consultations, a GP website is a sort of virtual waiting room.
2. How much attention is given to ‘addiction’ generally and whether the practice advertises empathetic support itself or indicates a recognition that patients with issues arising from addiction are worthy of respect and equitable treatment and provides signposting to a range of appropriate services, ideally mapped by patient and doctor.
3. In connection with (2) how, if at all, does the practice signal available support for people with issues arising from gambling.

We did a general sweep of GP websites. Some, a minority, excelled in criterion (1): they were attractive, friendly, welcoming and efficient. Most used third party specialist providers for GP websites which emphasised practical information (appointments, prescriptions etc.). To varying degrees other pages included information about self-management of various conditions. Again to varying degrees, websites signposted further support options. In general, the information beyond practicalities varied between practices. We were surprised that there seems to be a lack of focus on mental health relative to needs, but again this varied. Relative to needs we felt that there was insufficient weighting given to addiction. Very few practices mentioned gambling addiction.

It is important to remark that many people with addiction issues may look to their doctor's website as a first port of call. This can be done tentatively and anonymously. This is important because a humane relationship suggested by a website *may be* the first link in a chain of humane, person-centred recovery support. For many patients though, and it may be most, a GP practice website is accepted as little more than for basic practical purposes if consulted at all. And, of course, a significant number of people in need will lack the opportunity to be online at all, or sufficient skills to navigate websites.

Most websites had a 'bureaucratic' appearance which was text- and information-heavy. Many had links to services and advice (e.g. [to this one](#) from NHS Greater Glasgow and Clyde's advice on a range on issues including mental health. In this particular case the only service mentioned in relation to gambling is Gamblers Anonymous. Importantly, NHSGCC does not 'score well' in any implicit awareness of gambling harms or signposting to services. Its one link to gambling is to a page from NHSEngland). Often there were directories of services, for instance one for North West Glasgow which included General Mental Health; NHS Resources;. Older Peoples Services; General and Sexual Health Services; Ethnic Minorities and Asylum Seekers; Homelessness; Addiction Services; Anger Management; Social Work, Family and Children's Services; Carers Services; Sleep Information; Other services. This list is useful and refers to very important issues but it is worth recognising that it is fairly typical to place addiction services in a directory rather than reflecting the wide prevalence and severity of addiction in the population. This raises interpretation and debate about whether addiction 'deserves' greater highlighting (for one, it cuts across all health issues and populations).

Some websites were more attractive in their design, for instance by using images to break up text. Others emphasised a welcome message as the first item. Others began with an introduction to medical staff, containing brief biographies and their specialist interests. We came across one practice just outside Glasgow where two of the doctors had specialist interest in addiction and which offered an in-house addiction service. Further afield, in England, we found GP websites which had 'Addiction' as a menu heading on the home page.though this is rare. However, it must be noted that England is much more advanced than Scotland in raising awareness and training for GPs (see [here](#)). As yet there appear no signs of NHS Scotland's providing similar training or NHS treatment provision. Treatment remains

delivered by charities. Any indications of low priority for addiction and gambling harms which may be apparent on Glasgow GP websites must be seen in this context.

A more profound and immediate context is the tremendous stresses upon GP practices. A March 2023 investigation by The Ferret covered by the Glasgow Herald reports:

The BMA said GP services in Scotland are at “a tipping point”.

Patients said they were left feeling cut adrift with some claiming they no longer felt able to rely on accessing GP care. Meanwhile GPs told The Ferret about burn-out and exhaustion and some said they were seeing patients back-to-back for 13 hours at a time without having time to eat, drink or go to the toilet.

Dr Andrew Buist, Chair of the British Medical Association Scottish GP Committee, said, “The stress caused by unmanageable workload pressures and the despair over patients struggling to get the care they need is seeing many GPs cutting hours, seeking to work outside Scotland or even leaving the profession entirely.”

GP practices (along with all other frontline services) are under tremendous pressure. [The Deep End Project of GP practitioners](#) working in the most deprived localities in Scotland report that morale has never been so low (Deep End Report 40, January 2023). Given the list of immediate priorities faced it is perhaps unrealistic to add to the load by adding gambling harms as an extra item. It must certainly be understood that in overviewing GP websites here we are not intending to make any totally unjustifiable criticisms whatsoever, What GPs can do in the foreseeable future is at best to be aware of possible gambling related issues and conduct very simple screening. They need to have a simple directory of the many related support services ranging from specialised gambling support to subjects such as debt and domestic abuse. The Deep End Report 40 in discussing how GPs can deal with the cost of living crisis. Among recommendations is the implementation of establishing practices as community hubs:

. There was a recognition that sign-posting needs to be both effective and sensitive. Dignified access for all patients to choose the services and resources they need without gate-keeping or means-testing was unanimously supported. It was recognised by GPs that there is a need to embed resources for patients within the

practice without creating additional GP workload if this is to succeed, given the existing significant pressures. For example, the option for patients to self-refer to support services such as community link workers and welfare advisors, should be supported. Potential mechanisms to achieve this were discussed within the group, such as creating a national template of collated resources or a ‘tool kit’ which could be populated locally and distributed to local practices. **Creating templates that can be shared widely to update practice websites**, waiting room screens, and posters was also encouraged. This helps to share the wealth of resources that exist whilst also recognising the need to try to mitigate additional workload for busy general practices.

This seems both doable and effective. The phrase ‘dignified access’ stresses the humane approach, and we welcome the idea of creating templates for websites. Given the 24/7 pressures facing services, one must conclude realistically that while it is easy to state negative criticisms of services, those who work in them retain an eye to future improvement.

Advances in GP awareness of gambling harms, for instance, and any necessary training are likely to be uneven and dependent upon high level policy and urgent attention to general funding needs.

Given our very limited capacity, the comments above are impressionistic. Websites do not reflect patient experience. Probably the biggest factors involved in people’s choice of GP are word of mouth and locality. In any case, we found that the 2022 patient survey of satisfaction with practices showed that the highest rated had typical websites. As said, in the majority of cases websites are designed by third party businesses, practices controlling content. Our main suggestion is that the latter reveals a lack of weighting on addiction or signs of encouragement for those seeking support.

To focus more specifically upon our general impressions we worked with a researcher who narrowed down representative GP practices across Glasgow, concentrating on those in areas identified as suffering the greatest deprivation (where problems from gambling are up to six times higher than the general population).

References to specific GP practices are redacted. Access to unredacted content is restricted. This research was conducted by Alex Bewley.

Report: GP surgery provision and support for addiction and gambling harms within Glasgow City Health and Social Care Partnership (HSCP)

2nd of March 2023

Summary:

This work is part of a Machine Zone CIC-led Glasgow City focused project looking into gambling harms and the work being done to challenge them, running November 2022 to February 2023.

To support this project, research to ascertain the state of provision and support by primary care providers in the most deprived parts of the HSCP was required.

This report details that research.

Brief / aims of research:

To select ten locations in South, North West and North East areas of Glasgow which are identified as within areas of multiple deprivation. In researching surgeries and clinics we aim to produce simple reports of each which identify which venue's website gives specific reference, if any, to alcohol, drugs and gambling support. The simple report will also comment upon each website's quality in terms of friendliness, accessibility, range of topics, etc.

These ten surgeries and clinics should omit Health Centres, as these often contain multiple surgeries and will be reviewed and contacted separately through this project.

Research methodology:

Public Health Scotland (PHS) holds data on all the General Practices (GPs) and Health Centres (HCs) in Glasgow HSCP. They also have data that tracks GPs and HCs in Scotland against the Scottish Index of Multiple Deprivation (SIMD), measuring the patient population against this. This makes it easy to ascertain a very clear picture of deprivation levels within the patient population of each GP / HC and so by cross-referencing these two datasets, we were able to identify the most deprived GP surgeries (excluding the HCs).

Looking at the data on populations by deprivation status, two options presented themselves within the way this data is presented in how we might decide on the final list of ten: 1) by the percentage of the total patient list who are resident in the 15% most deprived areas by SIMD; 2) by the total number of patients on the list who are in the lowest quintile (20%) SIMD. Both of these metrics are measured in the PHS data.

We decided to go with the latter because this represented a higher number of people on the whole who are severely deprived. Sample 1) has a lesser number of patients on the surgery list who are actually most deprived compared to 2), and sample 2) brings out the practices with higher patient numbers, i.e. the practices serving more people, and more deprived people, although taken as a percentage those deprived people may make up less of the whole patient body of some surgeries. Almost all that ended up at the top of the list in sample 2) were in the same list as sample 1),

anyway; and as noted below, the percentage of the total patient population in the bottom 20% SIMD is 80% in sample 2). In sample 1) the percentage of patients in the bottom 15% SIMD is 68%.

Data sources:

Public Health Scotland, General Practice - GP workforce and practice list sizes 2012 – 2022 (Published 13 December 2022), “**Table 7, Practice populations by deprivation status 2012 2022.**” Accessed 7th Feb 2023. [Link](#).

Public Health Scotland, GP Workforce & Practice Populations, data as of 1 January 2023, List of general practices (GP surgeries) in Scotland with practice addresses, telephone numbers, list sizes, GP cluster and other details, “**Practice_ContactDetails_Jan2023.xlsx**” Accessed 7th Feb 2023. [Link](#).

These two spreadsheets are appended to this report.

Practical notes and general observations:

Whilst the brief was for ten practices, in the end we went up to 12 for no reason other than it seemed worthwhile due to the high levels of deprivation encountered in the study.

Of 144 GP surgeries in the Glasgow City HSCP only 22 are not connected to HCs.

Of these, 13 have a patient population with over 50% of patients in the 15% most deprived areas of the city.

Of these, 9 have a patient population with under 50% of patients in the 15% most deprived areas of the city.

The median average total patient population of the final 12 surgeries is 7063, with the largest being 10,426 and the smallest being 4,382.

Of the final 12 the average number of patients in the 20% most deprived areas is 4,379 per practice. The total number of patients in the study within that bottom 20% is 42,323, or 80% of all patients.

Of the final 12 the average percentage of patients in the 15% most deprived areas is 54%.

Only one of the 12 selected practices is located in the North West sector of the City of Glasgow, reflecting the balance of multiple deprivation across the City, where only one of the total 22 non-HC practices are in this sector. See below.

Important note: the primary goal and concern of this research and report is to examine and assess the websites of the 12 selected practices in this study, in reference to support for gambling harms or other addictions. The question of what support each practice does or does not offer is not definitively answered here, rather it is the support offered as advertised on their websites that we are commenting on. We have not contacted each individual practice to ask whether or not they do provide support in these areas. We are only trying to ascertain what they advertise to the public and their patients via their primary public interface, their website.

Names and addresses of 12 practices selected:

This content is redacted. It is accessible on request to approved agents.

Evaluation of Websites - Methodology

We evaluated each website on several factors. Firstly, on the basis of what – if anything – is mentioned in reference to Gambling Harms / Addiction, Alcohol, Drug Use / Addiction, and Addiction in general terms. We looked at whether direct support for the above was offered and whether signposting to external providers was offered.

Secondly, we reviewed the quality of the website against the following criteria: ease of accessing information on the website (i.e. navigation); how up to date the design of the website is (modern, contemporary, or old and dated); whether the content seemed up to date or not; the tone of the website copy – friendly/welcoming, unfriendly/unwelcoming, or neither; and the clarity of the information presented on the website.

Evaluation of Websites - Findings

- In general terms, most websites scored poorly against the secondary criteria listed above, with only 3 practices scoring well across the board: having clear, up to date websites with easy to access information. Incidentally, each of these were also practices with more friendly language and tone employed in their copy.
- 5 of the 12 practices were deemed either unfriendly or neither unfriendly nor friendly, and some of these were quite hostile in their tone, whilst others presented a significant challenge in even finding out how to register or book an appointment.
- 3 were judged to provide clear information, 3 unclear, and the rest somewhere in between. 8 were judged to be up to date, with 2 clearly not up to date and 2 unknown / unclear.
- Of the 12 practice websites reviewed, only 3 do not mention gambling, alcohol, drugs, or addiction. These are almost joined by a 4th, Dr XXX but this website does mention having a methadone programme and a nurse who can advise on alcohol consumption.
- **Of the remaining 9, only 4 mention gambling harms / addiction. Of these only 1 appears to offer direct support within the practice (XXX). All 4 offer signposting to external support services (such as Be Gamble Aware).**

- Of these 4, in all but 1 case, the information is hard to find and not particularly clear, and the tone of the website is either unfriendly or neither. The 1 exception to this is **XXX**, but note that this practice does only offer signposting to external providers.
- **There is not a single Surgery in this study that has a website which mentions gambling and is clear, accessible, up to date and welcoming.**
- **There is not a single Surgery in this study that has a website which mentions alcohol, drug use and gambling and offers direct support for each.**
- Of the 12 practice websites reviewed, 9 mention alcohol and/or drug misuse, or addiction in general terms. Of these, 7 appear to offer some form of direct support within the surgery (usually in the form of advice or a methadone programme, sometimes through a Community Links Worker or a dedicated Addictions Team), whilst 2 *only* offer signposting to external support. Most of those with in-house support on offer also have signposting.
- **3 of 12 practice websites make no mention at all of alcohol, drugs, gambling or addiction and have no internal or external support advertised. (One of these, **XXX**, does have pages that mention alcohol, drugs and gambling that can be found by make a search of the website, however the pages and directory are broken and the website on the whole barely works). A 5th and 6th practice would join this list but for mentions of a Methadone programme among the clinics on offer on their respective websites.**
- 2 of the websites reviewed were judged to be exceptionally poor: out of dated, dysfunctional and hard to access.

Full evaluation reports for each practice website are appended to this document. A spreadsheet collating the evaluation data has also been produced and can be made availab

Website evaluation forms

(Name of GP Practices hidden)

1.

Name and address	Area (South/NorthWest/North East) North East Serving: G31, G32, G33 (EXCEPT G33.6) G34 (EXCEPT G34.0) & G40
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References? Support directions?	Comments
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Alcohol	<p>No mention anywhere on website other than where they have an “Alcohol Questionnaire” that visitors are encouraged to fill out and send (this is a form), posted under Further Information drop down menu on right hand side of the site.</p> <p>No references or signposting to external services or providers for alcohol or addiction are present on site.</p>
Drugs	<p>No mention in general terms, however Clinics and Services page (navigation bar), lists Methadone programme “for patients with drug abuse problems” and notes appointments being available weekly with a social worker.</p> <p>No references or signposting to external services or providers for drugs or addiction are present on site.</p>
Gambling	<p>No mention anywhere on website.</p> <p>No references or signposting to external services or providers for gambling or addiction are present on website.</p>
Other support & services listed	NONE RELEVANT.

“Clinics and Services” lists the following:

“Practice Nurse Clinics

The nurses see patients who are:

- Diabetic
- Asthmatic
- Hypertensive
- Have coronary heart disease, have had a stroke or suffer from epilepsy

They also offer the following:

- Blood taking
- Cervical screening
- Family planning advice
- Healthcare Worker
- Cervical Screening
- Child Health

No external signposting for services at all.

Quality of website. E.g. Up to date? Friendly? Accessible? Pleasing design? Bad links?

Website is easy to find through search engines, appears old / outmoded, is not very user friendly and is hard to read. Services are fairly easy to ascertain from the home / landing page.

The website is designed by My Surgery Website (MSW) and is very dated. It is not necessarily poorly designed but it is very basic. The copy / text is quite small and not clearly visible in places. Presentation and accessibility are thus poor by contemporary standards.

The website appears up to date, with a note on the home page saying the site was last updated on 27/01/2023.

The copy on the home page has a tone that could be described as “unfriendly”: the first pieces of copy visible on the Home page are firm instructions about “not carrying out any further Flu/Covid vaccinations” or wearing face coverings or where else to find care and not tolerating abuse, so on.

Services page seems to describe comparatively little (compared with other practices), begging the question – are these really all the services on offer?

News page is just a feed broadcasting latest news from *BBC Health* and *NHS Choices*.

Overall impression:

Outdated and clunky website. Too much information in a small font.

Services on offer described in very general terms, and seem limited. Quite hostile language employed that comes across unfriendly.

No mention of addiction, or support for addiction on the website. Barely any mention of alcohol or drugs. No mention of gambling.

Irrelevant News section.

No referrals / signposting to external services via the website.

2.

Name and address	Area (South/NorthWest/North East) South Serving G44 postal codes
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References? Support directions?	Comments
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<p>Alcohol</p>	<p>There does not appear to be any direct support offered within the surgery for Alcohol addiction, but the functionality of the website is so poor it's hard to tell.</p> <p>Navigation from Home page to Advice & Information page > Health & Wellbeing page produces a list of external service providers:</p> <p>Alcohol and Drug Misuse is listed as a drop down item, but has no further information displayed there-under. A link to “find other health & wellbeing agencies” at the bottom of this page directs to NHS Inform.</p> <p>By using the Search function on the website, pages referencing support from a number of external providers are present on the website, but these are in the directory under Health and Wellbeing, above, and that page appears to be broken so these cannot actually be navigated to / found without using the search function.</p> <p>On the Home page there are options titled “Local Support” that links to ALISS, and “Services Directory” that links to NHS Inform.</p>
<p>Drugs</p>	<p>There does not appear to be any direct support offered within the surgery for Drug addiction, but the functionality of the website is so poor it's hard to tell.</p> <p>Navigation from Home page to Advice & Information page > Health & Wellbeing page produces a list of external service providers:</p> <p>Alcohol and Drug Misuse is listed as a drop down item, but has no further information displayed there-under. A link to “find other health & wellbeing agencies” at the bottom of this page directs to NHS Inform.</p> <p>By using the Search function on the website, pages referencing support from a number of external providers are present on the website, but these are in the directory under Health and Wellbeing, above, and that page appears to be broken so these cannot actually be navigated to / found without using the search function.</p>

	<p>On the Home page there are options titled “Local Support” that links to ALISS, and “Services Directory” that links to NHS Inform.</p>
<p>Gambling</p>	<p>There does not appear to be any support for or mention of gambling on the website.</p>
<p>Other support & services listed</p>	<p>There does not appear to be a good way to find out what services and support are on offer.</p> <p>Navigation to About Us page > Clinics & Services has a lot of irrelevant information and options, though it does mention Early Pregnancy Assessment.</p> <p>But navigation from home page to Reception Desk page > Services page details the services they are contracted to provider, which other than essential services consist of:</p> <ul style="list-style-type: none"> • Child health checks • Child immunisation • Contraceptive services • Sandyford Sexual Health Services • Cervical Screening • Maternity Services • Cryotherapy <p>And</p> <ul style="list-style-type: none"> • Annual flu immunisation programme to protect the elderly and at risk patients • Regular monitoring by blood and urine tests for patients on a range of drugs for arthritis and bowel problems • Heart disease – comprehensive annual review • Stroke – comprehensive annual review • Diabetes – comprehensive annual review including appointment with the dietician where required • Minor Surgery – including special injections • Methadone substitution programme for patients with drug abuse problems

Quality of website. E.g. Up to date? Friendly? Accessible? Pleasing design? Bad links?

Website is easy to find through search engines and at first appears OK, usable, legible, up to date; however upon trying to use the website it becomes clear that it has a lot of technical/design issues, and is not user friendly or easy to navigate at all. There is no obvious way to find out the services available from the home page, where there is a lot of large font information in a dense design format. Following the typical routes, such as directing to Clinics and Services pages, does not give this information. There is no direct mention of support for any addictions on the website, and third party signposting can only be found by searching the website.

The website is designed by Designed by GenPra—Websites for GP Practices, but appears a lot less modern than others they have designed (visited in this study). In principle the design is fine, broadly speaking, but it needs updating to make it clearer and amend the issues.

The messaging of the site can be described as “friendly”: There is a banner fixed at the bottom on entering the site that reads “We welcome new patients and it’s easy to register” and there is a button here for translation. Unfortunately this initial impression is negated by the difficulty of accessing information on the site.

Overall impression:

Unfortunately, despite some positive, highlighted above, the website is barely usable. It is replete with errors and broken pages, and navigation is difficult, whilst finding out relevant information is almost impossible. It is the worst website in this study for this reason.

3.

<p>Name and address</p>	<p>Area (South/NorthWest/North East)</p> <p>South</p> <p>Serving:</p> <p>G41, G43, G46, G5 8, G51, G52, G53 postcode areas</p>
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<p>References? Support directions?</p>	<p>Comments</p>
<p>Alcohol</p>	<p>No mention anywhere on website other than on page “Nurses & Healthcare Assistants” where it says:</p> <p>“Our Health Care Support Workers are trained to take blood, blood pressure, height and weight measurements and lifestyle information including smoking, alcohol, exercise and diet. They are not trained nurses so cannot answer queries on medical or nursing matters.”</p> <p>No references or signposting to external services or providers for alcohol or addiction are present on site.</p>
<p>Drugs</p>	<p>No mention anywhere on website, other than listing of “a methadone programme – for patients with drug abuse problems” among services on the Clinics & Services page.</p> <p>No references or signposting to external services or providers for alcohol or addiction are present on website.</p>
<p>Gambling</p>	<p>No mention anywhere on website.</p> <p>No references or signposting to external services or providers for gambling or addiction are present on website.</p>

Other support & services listed

NONE RELEVANT.

“Practice Services” lists the following:

- Annual Influenza Programme
- Regular Monitoring
- Annual Comprehensive Reviews - for patients with heart disease; diabetes; stroke; epilepsy; COPD/emphysema; heart failure.
- A Methadone Programme
- Family Planning
- Maternity
- Cervical screening
- Minor Surgery
- New Patient Health Checks

Other services offered

- Travel vaccinations
- Non-NHS services:
 - Medicals for pre-employment, sports and driving requirements (HGV, PSV etc.)
 - Insurance claim forms
 - Prescriptions for taking medication abroad
 - Private sick notes
 - Vaccination certificates
- External Clinics and Services: “There are some services which we cannot provide at the Practice but which we do have access to at other sites.”
 - You can self refer to Physiotherapy-forms available at reception.
 - You can self refer to Podiatry by telephoning 0141 347 8909 - Monday, Wednesday and Friday all day or Thursday morning before 12:30.
 - Referral to speech therapy, dietetics and mental health services are by the GP.
 - We have direct access to X-ray facilities at Victoria and Queen Elizabeth University Hospitals.
 - Early Pregnancy Assessment Service (EPAS)

Quality of website. E.g. Up to date? Friendly? Accessible? Pleasing design? Bad links?

Website is easy to find through search engines, appears old / outmoded and out of date, is not very user friendly and is hard to read – services are hard to ascertain.

The website is designed by My Surgery Website (MSW) and is very dated. It is not necessarily poorly designed but it is very basic. The copy / text is small and dense. Presentation and accessibility are thus poor by contemporary standards.

The website appears out of date, with the home page displaying information regarding Covid infection control rules (level 0) which is written in the future tense in reference to these rules changing on 19 July 2021.

Outwith the design and confusing initial impression of the messaging, the rest of the copy on the home page has a tone that could be described as “friendly”: the first piece of copy on the page after the Covid notice describes patients as being “at the heart of everything we do” and the practice offering a “high standard of medical care to our patients in a friendly environment” and so on.

Services page seems to describe comparatively little (compared with other practices), begging the question – are these really all the services on offer?

News page is just a feed broadcasting latest news from *BBC Health* and *NHS Choices*.

Overall impression:

Outdated and clunky website, out of date information / messaging that affects clarity. Too much information in a small font. Services on offer described in very general terms, and seem limited.

No mention of addiction, or support for addiction on the website. Barely any mention of alcohol or drugs. No mention of gambling.

Irrelevant News section. No referrals / signposting to external services via the website.

The website is at least friendly in tone. Overall, the tone and content of copy on the site, along with its design and presentation, communicate a small, local practice where staff care about their patients, whilst the website for the practice is not likely to be a useful resource to these patients.

4.

<p>Name and address</p>	<p>Area (South/NorthWest/North East)</p> <p>South Serving G51 and G52 postal districts.</p>
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<p>References? Support directions?</p>	<p>Comments</p>
<p>Alcohol</p>	<p>There appears to be <u>no direct support offered within the surgery for Alcohol addiction</u>, but there is some signposting to external support and “advice” on offer for “teenagers.”</p> <p>Navigation from Home page to > Help & Support page > Help and Support Organisations > Addictions page produces a list of external service providers.</p>

	<p>7 of those listed are Alcohol related or mention alcohol.</p> <p>Navigating from Home page to > Help & Support page > Who Do I See page, there is then a page called Alcohol Advice. This just signposts visitors to Alcohol Focus Scotland and Drinkline.</p> <p>There is a Teenage Friendly page in the directory under About Us in the navigation bar, and this mentions the availability of advice on issues including alcohol.</p> <p>On the Home page there are options titled “Local Support” that links to ALISS, and “Services Directory” that links to NHS Inform.</p>
<p>Drugs</p>	<p>No mention on Home / About Us / Clinics & Services pages, but:</p> <p>Navigation from Home page > Help & Support page > Help and Support Organisations > Addictions produces a list of external service providers.</p> <p>5 of those listed mention Drugs.</p> <p>There is a Teenage Friendly page in the directory under About Us in the navigation bar, and this mentions the availability of advice on issues including drugs.</p> <p>On the Home page there are options titled “Local Support” that links to ALISS, and “Services Directory” that links to NHS Inform.</p>
<p>Gambling</p>	<p>No mention on website other than on the page Your Care > Help and Support Organisations > Problem Gambling.</p> <p>The Your Care page is on the Navigation Bar, and has a lot of options, but clicking about visitors can find direction to external providers of support via another page, Help and Support Organisations, where one of those listed is gambling related: Problem Gambling.</p>

	<p>Clicking on this takes the visitor to a page for Problem Gambling, which discusses problem gambling, as an addiction for “around 9 in 1000 people.” This directs away from the site to NHS Inform.</p>
<p>Other support & services listed</p>	<p>“Practice Services” lists the following:</p> <ul style="list-style-type: none"> • Advocacy Service • Gluten-free Food Service • Hepatitis B Immunisation • Home Oxygen Treatment • Home Visits • Housebound & Older People • Interpreting Service • Non NHS Services – Chargeable • Patient Transport Service • Services for Carers • Texting Service • Vaccinations <p>Online services offered</p> <ul style="list-style-type: none"> • Ordering repeat prescriptions <p>Our Clinics page lists:</p> <ul style="list-style-type: none"> • Diabetes • Stroke • Heart • Asthma • Chronic Obstructive Airways Disease(Chest problems) • Blood Pressure • Epilepsy • Family Planning • Sexual Health • Cervical Screening • Minor Surgery • Vaccinations • General lifestyle advice • Taking blood samples • Travel clinic

Quality of website. E.g. Up to date? Friendly? Accessible? Pleasing design? Bad links?

Website is easy to find through search engines, appears up to date, is fairly user friendly and easy to read – most key services on offer are accessible via the home page.

The website is designed by Designed by [GenPra—Websites for GP Practices](#). It is well designed, broadly speaking, quite simple and very clear in presentation of information.

The messaging of the site can neither be described as “friendly” nor “unfriendly”: the language employed is entirely factual and informational and there are no welcoming words or warnings about Covid, staff capacity, patient behaviour (quite common on other GP websites in this research).

Overall impression:

Modern, clear, straightforward website, but purely functional, informational, clinical; no friendly, welcoming or supportive language employed in the copy, but no hostile language either; no support offered or advertised within the surgery for addiction or gambling harms support; a fair amount of signposting to external support is available on the website, however this is not particularly easy to find or well advertised.

There is a News section of the website, where there are many articles on topical subjects, such as “Stay Well This Winter,” “Vaccination Guide,” “Improve Mental Health and Wellbeing...” There is no article with advice for Gambling Harms / Addiction, or other addiction.

5.

Name and address	Area (South/NorthWest/North East) North East Serving ? (unlisted)
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References? Support directions?	Comments
Alcohol	<p>They are not obvious and are hard to find on the website, but there are services on offer.</p> <p>At the bottom of the Home page, the visitor can click on “Meet The Practice Team” and land on a page where the first item listed is:</p> <p>“CLW (Community Links Worker) Service which provides free, confidential support to people experiencing issues with drugs, alcohol or mental health. Referrals can be requested through the GP or Reception.”</p> <p>Navigation from the Home page to Self Hep & Wellbeing page has information that appears to be two widgets that portal info from NHS inform: “Health A-Z” which has an A-Z of health issues that can be clicked on, then displaying short info and advice on these (although some seem not to work) and Alcohol Misuse is included among these; and “Live Well” which provides “ Tools and tips to help you make the best choices about your health and wellbeing” and the first among these is titled “alcohol support”, however clicking on this option goes to a page with no text except a link to “open article” which is a dead link.</p>

<p>Drugs</p>	<p>They are not obvious and are hard to find on the website, but there are services on offer.</p> <p>At the bottom of the Home page, the visitor can click on “Meet The Practice Team” and land on a page where the first item listed is:</p> <p>“CLW (Community Links Worker) Service which provides free, confidential support to people experiencing issues with drugs, alcohol or mental health. Referrals can be requested through the GP or Reception.”</p> <p>There is mention, under Services page > Clinics We Offer, of “A methadone programme for patients with drug abuse problems.”</p>
<p>Gambling</p>	<p>No mention anywhere on website.</p> <p>No references or signposting to external services or providers for gambling are present on website.</p>
<p>Other support & services listed</p>	<p>Essential services, plus:</p> <ul style="list-style-type: none"> • Child health surveillance together with the Health Visiting team • Contraceptive services (specialist services such as IUCD insertion are available at Family Planning clinics at the various Sandyford Clinics). • Cervical smears • We also hold contracts with GGNHSB for the following “enhanced services”: • Regular monitoring, by blood and urine tests, for patients on a range of drugs for arthritis and bowel problems • Annual comprehensive reviews for patients with heart disease, stroke, asthma, COPD and diabetes • A methadone programme for patients with drug abuse problems.

Quality of website. E.g. Up to date? Friendly? Accessible? Pleasing design? Bad links?

Website is easy to find through search engines, has a flash / contemporary-looking landing page but is everywhere else quite dated and functionally challenging. The copy / text is minimal but is legible and written in accessible language. The services are fairly easy to ascertain from the home / landing page.

The website is basic and there is a not lot of information, whilst navigation is clunky and not straightforward; the website could even be DIY. Doesn't look professionally made on most parts of the website, though this is redeemed by a minimal amount of options / information.

The website may or may not be up to date, this is unclear.

The copy / text on the home page has a tone that could be described as "friendly": the first piece of copy on the Home page describes patients as being "at the heart of everything we do" and so on. It then mentions a Patient Participation Group for patients to get involved and share their voices. The Covid notice that follows this is generic and not overly hostile (like some).

Services page is not very clear and has not got as many services on offer as comparative surgeries in this study. What services, support and provision are available at the surgery is not generally easy to ascertain.

The Practice is NOT accepting new patient registrations, since 11th October 2021, it says.

Overall impression:

Fairly poor website. Services are not easy to identify. Limited support on offer. Clear mention of addiction support in the practice for alcohol and drugs. No mention of gambling.

6.

<p>Name and address</p>	<p>Area (South/NorthWest/North East)</p> <p>North East</p> <p>Serving:</p> <p>G21, G20 G22, G33.1, G64 and G4</p>
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<p>References? Support directions?</p>	<p>Comments</p>
<p>Alcohol</p>	<p>There appears to be some direct support offered within the surgery for Alcohol addiction. Within the list of services on the Clinics & Services page there is a Community Link Worker. Navigating to this page it says this worker can help with a number of issues, bulleted below, including “Addiction.”</p> <p>Clinics & Services page also mentions among the list of services that the “Nurse will also give advice on... drugs or alcohol consumption.”</p> <p>Otherwise, there is some signposting to external support, and “advice” on offer for “teenagers.”</p> <p>Navigation from Home page to > Help & Support page > Help and Support Organisations > Addictions page produces a list of external service providers.</p> <p>6 of those listed are Alcohol related or mention alcohol.</p> <p>Navigating from Home page to > Help & Support page > Who Do I See page, there is then a page called Alcohol Advice. This just signposts visitors to Alcohol Focus Scotland and Drinkline.</p>

	<p>There is a Teenage Friendly page in the directory under About Us in the navigation bar, and this mentions the availability of advice on issues including alcohol.</p> <p>On the Home page there are options titled “Local Support” that links to ALISS, and “Services Directory” that links to NHS Inform.</p>
<p>Drugs</p>	<p>There appears to be some direct support offered within the surgery for Drug addiction. Within the list of services on the Clinics & Services page there is a Community Link Worker. Navigating to this page it says this worker can help with a number of issues, bulleted below, including “Addiction.”</p> <p>Clinics & Services page also mentions a “methadone clinic” at the top and then among the list of services states that the “Nurse will also give advice on... drugs or alcohol consumption.”</p> <p>No mention on Home / About pages.</p> <p>Navigation from Home page > Help & Support page > Help and Support Organisations > Addictions produces a list of external service providers.</p> <p>4 of those listed mention Drugs.</p> <p>There is a Teenage Friendly page in the directory under About Us in the navigation bar, and this mentions the availability of advice on issues including drugs.</p> <p>On the Home page there are options titled “Local Support” that links to ALISS, and “Services Directory” that links to NHS Inform.</p>
<p>Gambling</p>	<p>There does not appear to be direct support offered within the surgery for Gambling harms, although within the list of services on the Clinics & Services page there is a Community Link Worker. Navigating to this page it says this worker can help with a number of issues, bulleted below, including “Addiction” and “Money Issues.”</p>

	<p>External support is signposted at Your Care > Help and Support Organisations > Addiction. Here there are 2 items listed: Be Gamble Aware Problem Gambling? – directing to NHS Inform advice page. On the Home page there are options titled “Local Support” that links to ALISS, and “Services Directory” that links to NHS Inform.</p> <p>No other mention of gambling on the website.</p>
<p>Other support & services listed</p>	<p>“Practice Services” lists the following:</p> <ul style="list-style-type: none"> • Advocacy Service • Gluten-free Food Service • Hepatitis B Immunisation • Home Oxygen Treatment • Home Visits • Housebound & Older People • Interpreting Service • Non NHS Services – Chargeable • Patient Transport Service • Services for Carers • Texting Service • Vaccinations <p>“Clinics” lists the following:</p> <ul style="list-style-type: none"> • Asthma • Diabetes • COPD • Chronic heart disease • Stroke/TIA • Hypertension • Epilepsy • Cancer advice • Hyperthyroidism • Mental health problems • Cervical smears • Well woman/man checks <ul style="list-style-type: none"> • Minor surgery by appointment • A health check for those patients between the ages of 16 years and 75 years attending the surgery who have not had a consultation within three years. During the course of that consultation, we will answer any enquiries and undertake such

	<p>examinations as appear to be appropriate in the circumstances.</p> <ul style="list-style-type: none"> • A health check for patients aged 75 years and over attending the surgery who have not had a consultation within 12 months. During the course of that consultation, we will answer any enquiries and undertake such examinations as appear to be appropriate in the circumstances. • A check at home for patients who are 75 years and over who have not had a consultation within the last 12 months, and it is unreasonable or inappropriate due to the patient’s medical condition for the patient to attend the surgery. <p>Online services offered</p> <ul style="list-style-type: none"> • Ordering repeat prescriptions • Appointments <p>Other:</p> <ul style="list-style-type: none"> • Community Link Worker • Appointments, Tests & Referrals
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Quality of website. E.g. Up to date? Friendly? Accessible? Pleasing design? Bad links?

Website is easy to find through search engines, appears up to date, is fairly user friendly and easy to read – most key services on offer are accessible via the home page.

The website is designed by Designed by [GenPra—Websites for GP Practices](#). It is well designed, broadly speaking, quite simple and very clear in presentation of information.

The messaging of the site can be described as “somewhat friendly”: There is a big yellow banner right at the top on entering the site instructing patients “Do not turn up at your Practice without an appointment” but below this (and a lot of other general information and links to parts of the website) there is a Welcome message that states that their “aim is to

provide a high quality, caring and personal healthcare service to our whole patient population” and so on, “putting patients at the centre of what we do.”

Overall impression:

Modern, clear, straightforward website with some welcoming or supportive language employed in the copy.

There are services on offer, and these are fairly easy to find, along with the signposting to external services, although these could be better advertised.

There is a News section of the website, where there are many articles on topical subjects, such as “Stay Well This Winter,” “Vaccination Guide,” “Improve Mental Health and Wellbeing...” There is no article with advice for Gambling Harms / Addiction, or other addiction.

7.

Name and address	Area (South/NorthWest/North East) North East Serving: G21, G31.1, G31.2, G31.3 and G33.
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References? Support directions?	Comments
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Alcohol	<p>No mention anywhere on website other than on page with old Covid advice to avoid alcohol.</p> <p>No references or signposting to external services or providers for alcohol or addiction are present on site.</p>
Drugs	<p>No mention anywhere on website other than on page with old Covid advice to avoid recreational drugs.</p> <p>No references or signposting to external services or providers for drugs or addiction are present on site.</p>
Gambling	<p>No mention anywhere on website.</p> <p>No references or signposting to external services or providers for gambling or addiction are present on website.</p>
Other support & services listed	<p>NONE RELEVANT.</p> <p>“Practice Services” lists the following:</p> <ul style="list-style-type: none"> ● Contraceptive services ● Cervical smears. ● Child health surveillance, together with the Health Visiting team. ● Interpreters can be arranged for your surgery visit. This must be arranged in advance by contacting the receptionists. ● Podiatry - self refer by phoning 0141 347 8909 ● Physiotherapy ● Regular monitoring by blood and urine tests for patients on

	<p>a range of drugs for arthritis and bowel problems.</p> <ul style="list-style-type: none">• Annual comprehensive reviews for patients with diseases such as heart or stroke disease, asthma, COPD or epilepsy.• Annual comprehensive review for patients with diabetes.• A methadone substitution programme for patients with drug abuse problems. <p>Other services offered</p> <ul style="list-style-type: none">• Travel vaccinations• Non-NHS services:<ul style="list-style-type: none">○ Medicals for pre-employment, sports and driving requirements (HGV, PSV etc.)○ Insurance claim forms○ Prescriptions for taking medication abroad○ Private sick notes○ Vaccination certificates <p><u>No external signposting for services at all.</u></p>
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Quality of website. E.g. Up to date? Friendly? Accessible? Pleasing design? Bad links?

Website is easy to find through search engines, appears old / outmoded and out of date, is not very user friendly and is hard to read. Services are fairly easy to ascertain from the home / landing page.

The website is designed by My Surgery Website (MSW) and is very dated. It is not necessarily poorly designed but it is very basic. The copy / text is quite small and not clearly visible in places. Presentation and accessibility are thus poor by contemporary standards.

The website appears out of date, with a note on the home page saying the site was last update on 27 / 10 / 2022.

Outwith the design and initially poor accessibility of the site, the rest of the copy on the home page has a tone that could be described as “friendly”: the first piece of copy on the Home page describes patients as being “at the heart of everything we do” and so on. The Covid notice that follows this is not hostile (like some) and there is then mention of a Walking Group, and other pieces of information including the word “welcome.” This website does not give the impression of trying to do all possible to prevent patients booking unnecessary appointments (as many others do).

Services page seems to describe comparatively little (compared with other practices), begging the question – are these really all the services on offer?

News page is just a feed broadcasting latest news from *BBC Health* and *NHS Choices*.

Overall impression:

Outdated and clunky website, slightly out of date information. Too much information in a small font. Services on offer described in very general terms, and seem limited.

No mention of addiction, or support for addiction on the website. Barely any mention of alcohol or drugs. No mention of gambling.

Irrelevant News section. No referrals / signposting to external services via the website.

The website is at least friendly in tone. Overall, the tone and content of copy on the site, along with its design and presentation, communicate a small, local practice where staff care about their patients, whilst the website for the practice is not likely to be a useful resource to these patients.

8.

Name and address	Area (South/NorthWest/North East) North West Serving G11, G12, G13, G14 postal districts
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References? Support directions?	Comments
Alcohol	There is <u>no mention of alcohol or support for alcohol addiction anywhere on the website.</u>
Drugs	There is <u>no mention of drugs or support for drug addiction anywhere on the website.</u>

<p>Gambling</p>	<p>There is <u>no mention of gambling or support for alcohol addiction anywhere on the website.</u></p>
<p>Other support & services listed</p>	<p>Home page lists: Pharmacist, Community Physiotherapy, Community Nursing, Community Mental Health, Dietetics, Chiropody, Phlebotomy, self-refer physiotherapy, Repeat Prescriptions.</p> <p>“Clinics & Services” lists the following:</p> <ul style="list-style-type: none"> • Help to Quit Smoking • House Calls • Mental Health Well Being <ul style="list-style-type: none"> ○ YHS Patient Information ○ Money Advice Patient Information ○ Clear your Head Patient Information ○ Lifelink Patient information ○ Lifelink Free Online Wellbeing Session • (Above indented bullet points are a list of downloadable word docs) • Sickness Certificates • Travel Clinic • Wart Clinic • Patient Self Referral <p>PHYSIOTHERAPY</p> <p>PRACTICE NURSE</p> <ul style="list-style-type: none"> • Chronic Disease Management • Blood Pressure Advice • Family Planning • Wound Care & Stitch Removal • Smoking Referrals • Weight Reduction

	<ul style="list-style-type: none"> • Other Services • Child Health • Immunisation
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Quality of website. E.g. Up to date? Friendly? Accessible? Pleasing design? Bad links?

Website is easy to find through search engines, appears up to date, is fairly user friendly and easy to read, with a Home page that appears welcoming.

The website is designed by Designed by GenPra—Websites for GP Practices, but appears less up to date / modern than other websites this research has looked at made by this designer, and others. It is not very well designed, with some dead links, contradictory information, and generally quite limited information present. The one positive in designed is that it offers at first glance a simple and very clear presentation of the practice to the visitor.

The messaging of the site can neither be described as “friendly” nor “unfriendly”: the language employed is entirely factual and informational and there are no welcoming words or warnings about Covid, staff capacity, patient behaviour (quite common on other GP websites in this research). But there are also nice images used on this website, of people smiling, babies, so on. This makes it seem somewhat more welcoming than comparative sites. The first thing on the home page is also just a list of the Doctors working at the practice, and their areas of expertise. This has a personal touch lacking in some practices in this study.

Overall impression:

Limited but mostly clear, tidy and straightforward website. But very limited in terms of information. No or very little information about addiction and support. No signposting to external support.

There is a News section of the website, where there are many articles on topical subjects, such as “Stay Well This Winter,” “Vaccination Guide,” “Improve Mental Health and Wellbeing...” There is no article with advice for Gambling Harms / Addiction, or other addiction.

9.

<p>Name and address</p>	<p>Area (South/NorthWest/North East)</p> <p>North East</p>
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<p>References? Support directions?</p>	<p>Comments</p>
<p>Alcohol</p>	<p>No obvious mention on Home / About / Clinics and online services page, but:</p> <p>Navigation from Home page > Help & Support page > Help and Support Organisations > Addictions produces a list of external service providers.</p> <p>7 of those listed are Alcohol related.</p> <p>On the Home page there are options titled “Local Support” that links to ALISS, and “Services Directory” that links to NHS Inform.</p>

<p>Drugs</p>	<p>No obvious mention on Home / About / Clinics and online services page, but:</p> <p>Navigation from Home page > Help & Support page > Help and Support Organisations > Addictions produces a list of external service providers.</p> <p>5 of those listed mention Drugs.</p> <p>On the Home page there are options titled “Local Support” that links to ALISS, and “Services Directory” that links to NHS Inform.</p>
<p>Gambling</p>	<p>No obvious mention on Home / About / Clinics and online services page, but:</p> <p>Navigation from Home page > Help & Support page > Help and Support Organisations > Addictions produces a list of external service providers.</p> <p>3 of those listed mention Gambling.</p> <p>These are:</p> <ul style="list-style-type: none"> • Problem Gambling? (NHS inform) • Be Gamble Aware • RCA <p>On the Home page there are options titled “Local Support” that links to ALISS, and “Services Directory” that links to NHS Inform.</p>
<p>Other support & services listed</p>	<p>“Practice Services” lists the following:</p> <ul style="list-style-type: none"> • Advocacy Service • Gluten-free Food Service • Hepatitis B Immunisation • Home Oxygen Treatment • Home Visits • Housebound & Older People • Interpreting Service • Non NHS Services – Chargeable • Patient Transport Service • Services for Carers • Texting Service • Vaccinations <p>Online services offered</p>

	<ul style="list-style-type: none"> • Booking and cancelling appointments – (currently unavailable) • Ordering repeat prescriptions
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Quality of website. E.g. Up to date? Friendly? Accessible? Pleasing design? Bad links?

Website is easy to find through search engines, appears up to date, is fairly user friendly and easy to read – most key services on offer are presented on the home page.

The website is designed by Designed by [GenPra—Websites for GP Practices](#). It is well designed, broadly speaking, quite simple and very clear in presentation of information.

The design / messaging of the site could not be described as “friendly”: the first piece of copy on the page is a yellow banner with text underlined reading

“Do not turn up at your Practice without an appointment.

“Do not turn up at your practice without an appointment. Phone first or follow the advice on our website.”

Overall impression:

Modern, clear, straightforward website, but purely functional, informational, clinical; no friendly, welcoming or supportive language employed in the copy; no support offered or advertised within the surgery for addiction or gambling harms support.

There is a News section of the website, where there are many articles on topical subjects, such as “Stay Well This Winter,” “Vaccination Guide,” “Improve Mental Health and Wellbeing...” There is no article with advice for Gambling Harms / Addiction, or other addiction.

10.

<p>Name and address</p>	<p>Area (South/NorthWest/North East)</p> <p>North East Serving: G41, G51, G52 and G53 postcodes</p>
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<p>References? Support directions?</p>	<p>Comments</p>
<p>Alcohol</p>	<p>The Services drop down menu that is visible on the navigation bar from the home page directs to > Clinics and Services, and there is listed: <u>Addictions Management Clinic</u> We have an opiate addictions management clinic on Tuesday afternoon run by Dr. Fawcett and our team of addiction counsellors. Attendance is by appointment only.</p> <p><u>Glasgow Council on Alcohol</u> GCA provide 1-to-1 alcohol counselling at Midlock on Wednesday afternoons. The Counsellor can help you look at the reasons you might be drinking too much then set goals for you to reduce, control or stop drinking. You can refer yourself by calling GCA on 0141 353 1800 and stating you would like meet here.</p> <p>There is a signpost to the Community Addictions Team for South West Glasgow, which “ brings specialist nursing and social work staff together to provide comprehensive, local and accessible community based services for people with drug and alcohol problems.”</p> <p>This is listed on the Services drop down menu from the home page – fairly easy to find. It just links to the NHS Greater Glasgow and Clyde main website, unfortunately.</p>

<p>Drugs</p>	<p>The Services drop down menu that is visible on the navigation bar from the home page directs to > Clinics and Services, and there is listed:</p> <p><u>Addictions Management Clinic</u> We have an opiate addictions management clinic on Tuesday afternoon run by Dr. Fawcett and our team of addiction counsellors. Attendance is by appointment only.</p> <p><u>Glasgow Council on Alcohol</u> GCA provide 1-to-1 alcohol counselling at Midlock on Wednesday afternoons. The Counsellor can help you look at the reasons you might be drinking too much then set goals for you to reduce, control or stop drinking. You can refer yourself by calling GCA on 0141 353 1800 and stating you would like meet here.</p> <p>There is a signpost to the Community Addictions Team for South West Glasgow, which “ brings specialist nursing and social work staff together to provide comprehensive, local and accessible community based services for people with drug and alcohol problems.”</p> <p>This is listed on the Services drop down menu from the home page – fairly easy to find. It just links to the NHS Greater Glasgow and Clyde main website, unfortunately.</p>
<p>Gambling</p>	<p>No mention anywhere on website.</p> <p>No references or signposting to external services or providers for gambling are present on website.</p>
<p>Other support & services listed</p>	<p>NONE RELEVANT.</p> <p>“Practice Services” lists the following:</p> <ul style="list-style-type: none"> • Ante-Natal Care • Blood tests • Child Health Clinics • Child Immunisation Clinics • Well Woman Clinics • Family planning

	<ul style="list-style-type: none"> • Diabetic Clinic • Asthma Clinic • Moira Anderson Foundation: provides support to people impacted by child sexual abuse, whether it's the person who has experienced abuse or their family members affected. 1-to-1 counselling sessions take place here on a Monday morning; if you would like to be referred, please ask your GP or make an appointment to see the Community Links Practitioner. <p>Other services offered</p> <ul style="list-style-type: none"> • Travel vaccinations • Non-NHS services: <ul style="list-style-type: none"> ○ Medicals for pre-employment, sports and driving requirements (HGV, PSV etc.) ○ Insurance claim forms ○ Prescriptions for taking medication abroad ○ Private sick notes ○ Vaccination certificates
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Quality of website. E.g. Up to date? Friendly? Accessible? Pleasing design? Bad links?

Website is easy to find through search engines, appears a little dated, but is legible and fairly accessible. The services are fairly easy to ascertain from the home / landing page.

The website is designed by My Surgery Website (MSW) but is not as dated as others by this designer. It is basic and there is a lot of information/options to choose from, but the text is clear and legible and the Services easy to find.

The website appears up to date, with a note on the home page saying the site was last update on 26/01/2023

The copy / text on the home page has a tone that could be described as “friendly”: the first piece of copy on the Home page describes patients as being “at the heart of everything we do” and so on. The Covid notice that follows this is generic and not overly hostile (like some) and there is then mention of a number of community amenities and activities, and other pieces of information including mention of a Community Links Practitioner. This website does not give the impression of trying to do all possible to prevent patients booking unnecessary appointments (as many others do).

Services page is clear and has more services on offer than comparative surgeries in this study, and there is an evident, active route to seek help for addictions at the practice via the Addictions Management Clinic – though this does appear to be limited to opiates, or is unclear in this respect: “Addictions Management Clinic - We have an opiate addictions management clinic on Tuesday afternoon run by Dr. Fawcett and our team of addiction counsellors. Attendance is by appointment only.”

News page is just a feed broadcasting latest news from *BBC Health* and *NHS Choices*.

Overall impression:

Fine website. Does what it needs to do and is welcoming. Services on offer are clearly described.

Clear mention of addiction support in the practice and some signposting to external support for addiction. No mention of gambling.

Irrelevant News section

11.

<p>Name and address</p>	<p>Area (South/NorthWest/North East)</p> <p>South G5, G44, G45 and G76 9 postcode areas (NB: G76 is technically outside city boundaries so a slight distortion in the data represented here, however population levels in this rural postcode area are very low)</p>
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<p>References? Support directions?</p>	<p>Comments</p>
<p>Alcohol</p>	<p>There is direct support offered within the surgery for Alcohol abuse, with 3 pages on the website dedicated to the subject, but these are hard to find and not well signposted.</p> <p>No mention on Home / About Us / Clinics & Services pages, but:</p> <p>Navigation from Home page > Appointments, Tests & Referrals page > See a Doctor or Healthcare Clinician page lists a number of drop down options, one of which is around mental health and directs to Breathing Space; then there is a link to another page on the website > Who Do I See? < and on this page there is listed: “Alcohol Advice” among many other options, listed alphabetically (these include Drugs but not Gambling or Addiction more broadly). Clicking on Alcohol Advice directs to another page, where the visitor is instructed to visit an external website, Alcohol Focus Scotland, or telephone Drinkline for advice and support, with the link and phone number clearly visible.</p> <p>The page > Your Care < which is on the Navigation Bar, directs visitors to external providers of support via another page > Help and Support Organisations < but none of those listed here are obviously linked to alcohol or support in this area.</p> <p>Navigation from > Your Care > Health and Wellbeing > Lifestyle Changes does provide a</p>

link to a further page > **Alcohol and Drug Services** < where the services the practice provides are listed:

- “Alcohol Support: ... Book an appointment and be honest with them about how much you drink.”
- “Alcohol Focus Scotland”, with information and link
- A list of external service providers or “useful contacts for alcohol problems”:
 - Drinkline is the national alcohol helpline. If you’re worried about your own or someone else’s drinking, you can call this free helpline, in complete confidence. Call 0300 123 1110 (weekdays 9am – 8pm, weekends 11am – 4pm).
 - Alcoholics Anonymous (AA) is a free self-help group. Its “12-step” programme involves getting sober with the help of regular support groups.
 - Al-Anon Family Groups offer support and understanding to the families and friends of problem drinkers, whether they’re still drinking or not. Alateen is part of Al-Anon and can be attended by 12- to 17-year-olds who are affected by another person’s drinking, usually a parent.
 - Addaction is a UK-wide treatment agency that helps

	<p>individuals, families and communities to manage the effects of drug and alcohol misuse.</p> <ul style="list-style-type: none"> ○ Adfam is a national charity working with families affected by drugs and alcohol. Adfam operates an online message board and database of local support groups. ○ The National Association for Children of Alcoholics (Nacoa) provides a free, confidential telephone and email helpline for children of alcohol-dependent parents and others concerned with their welfare. Call 0800 358 3456 for the Nacoa helpline. <p>In the section News > Uncategorised > there are two articles about benzodiazepines, one about use while flying, the other being a very short article on benzodiazepines for alcohol withdrawal noting that “clinicians in the Practice will not prescribe benzodiazepines (e.g. Diazepam/Librium) for alcohol withdrawal, except on the advice of mental health services.”</p> <p>On the Home page there are options titled “Local Support”, linking to ALISS, and “Services Directory” linking to NHS Inform.</p>
<p>Drugs</p>	<p>No mention on Home / About Us / Clinics & Services pages, but:</p> <p>As above, navigation from > Your Care > Health and Wellbeing > Lifestyle Changes does provide a link to a further page > Alcohol and Drug Services < where the following external support</p>

- Addaction is a UK-wide treatment agency that helps individuals, families and communities to manage the effects of drug and alcohol misuse.
- Adfam is a national charity working with families affected by drugs and alcohol. Adfam operates an online message board and database of local support groups.
- The National Association for Children of Alcoholics (Nacoa) provides a free, confidential telephone and email helpline for children of alcohol-dependent parents and others concerned with their welfare. Call 0800 358 3456 for the Nacoa helpline.

The Your Care page also directs to another page dedicated for Young People, which directs to **2 external services**, The Mix and Navigation from Home page > Appointments, Tests & Referrals page > See a Doctor or Healthcare Clinician page lists a number of drop down options, one of which is around mental health and directs to Breathing Space; then there is a link to another page on the website > Who Do I See? < and on this page there is listed “**Drug Addiction**” that directs to a dedicated page of this title, where there is a link to Talk To Frank provided.

Two pages listed under the > Your Care page > Young People page < mention drugs and drug use. One page is called “Teenage Friendly” and sets out what the practice offers “teenagers” and this includes advice on drugs, alcohol and more (not gambling, though). The other page is called “The Mix” and this is about an external support service, called The Mix, which provides advice for young people on a range of subjects, including drugs, it says.

<p>Gambling</p>	<p>No mention on website other than on the page Your Care > Help and Support Organisations > Problem Gambling.</p> <p>The Your Care page is on the Navigation Bar, and has a lot of options, but clicking about visitors can find direction to external providers of support via another page, Help and Support Organisations, where one of those listed is gambling related: Problem Gambling.</p> <p>Clicking on this takes the visitor to a page for Problem Gambling, which discusses problem gambling, as an addiction for “around 9 in 1000 people.” This directs away from the site to NHS Inform.</p>
<p>Other support & services listed</p>	<p>“Practice Services” lists the following:</p> <p>Essential services</p> <ul style="list-style-type: none"> • child health surveillance, • contraceptive services, • antenatal and postnatal services, • routine immunisation of children, • immunisation of adults in relation to travel <p>Enhanced services</p> <ul style="list-style-type: none"> • The annual flu immunisation programme to protect the elderly and those patients at risk. • Annual comprehensive reviews for patients with heart disease, diabetes, stroke, hypertension (every 6 months), epilepsy, asthma, COPD and thyroid. • Regular monitoring by blood and urine test for patients on a wide range of drugs for arthritis. • They also work with the Scottish Cervical Call Recall System (SCCRS) to ensure that women between the ages

	<p>of 25 – 65 years are called for their smear every three to five years dependant on age or sooner if required according to the Scottish guidelines. This can also include family planning and sexual health.</p> <p>Online services offered</p> <ul style="list-style-type: none"> • Booking and cancelling appointments – (currently unavailable) • Ordering repeat prescriptions <p>“Practice / Other Services” :</p> <ul style="list-style-type: none"> • Chronic Medication Service • Dementia Services • Get a Sick or Fit Note • Gluten-free Food Service • Hepatitis B Immunisation • Home oxygen treatment • Home Visits • Housebound & Older People • Interpreting Service • NHS Pharmacy First • Non NHS Services – Chargeable • Order a Repeat Prescription • Patient Transport Service • Register with us as a New Patient • Services for Carers • Texting Service
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Quality of website. E.g. Up to date? Friendly? Accessible? Pleasing design? Bad links?

Website is easy to find through search engines, appears up to date, is fairly user-friendly in terms of designed, however information on what services the practice provides or is able to signpost to is quite hard to find and not immediately obvious when entering the website.

The website is designed by Designed by [GenPra—Websites for GP Practices](#). It is well designed, broadly speaking, quite simple and very clear in presentation of information, which there is not too much of.

The messaging of the site could not be described as “friendly”: on first accessing the site a pop up covers the screen detailing why the practice is still working differently post-Covid, with a lengthy explanation, invocations to seek help elsewhere, and a closing requestion to “Please be patient. Please be kind.... All our health services are under enormous pressure and our staff are working extremely hard.”

It should also be noted that it seems very difficult to actually find a way to book an appointment on the website, despite the first item shown on the home page being a link to “appointments” – when in fact following that links leads to a lot of information which mostly seems to be attempting to dissuade the visitor from making an appointment.

Overall impression:

Modern, clear, straightforward website, but purely functional, informational, clinical; no friendly, welcoming or supportive language employed in the copy.

Limited support offered within the surgery for addiction to alcohol and drugs, but not for gambling. This support is not well advertised on the site.

Very hard to find information on this site, requiring multiple click-throughs across a great many pages.

There is a News section of the website, where there are many articles on topical subjects, There is no article with advice for Gambling Harms / Addiction, or other addiction.

12.

Name and address	Area (South/NorthWest/North East) North East Serving G32 postcode.
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References? Support directions?	Comments
Alcohol	<p>There are limited services and support available at the practice.</p> <p>The Home page states in the first paragraph of the main piece of copy, titled “Welcome to Tollcross Medical Centre”:</p> <p>“we work in partnership with a number of colleagues from Community Links, Pharmacy, Welfare and Health Advice Partnership and the Addictions Team to bring you and your family the best care and support we can.”</p> <p>Navigation from the Home page to Services page (on the navigation bar) to Clinics page presents a list of services that includes “Alcohol screening and brief interventions.”</p> <p>Navigation from the Home page to Patient Information page (on the navigation bar) to Useful Contacts page presents a list that includes Alcoholics Anonymous and Al-Anon Family Groups, with phone numbers, but no links.</p> <p>There are several links to NHS Inform on the Home page and elsewhere, where there is of course more advice and support available, however this fact is not indicated on the website in any way.</p> <p>There are no other mentions of Alcohol or Addiction on the website.</p>

<p>Drugs</p>	<p>There are limited services and support available at the practice.</p> <p>The Home page states in the first paragraph of the main piece of copy, titled “Welcome to Tollcross Medical Centre”:</p> <p>“we work in partnership with a number of colleagues from Community Links, Pharmacy, Welfare and Health Advice Partnership and the Addictions Team to bring you and your family the best care and support we can.”</p> <p>Navigation from the Home page to Services page (on the navigation bar) to Clinics page presents a list of services that includes “A methadone substitution programme for patients with drug abuse problems.”</p> <p>Navigation from the Home page to Patient Information page (on the navigation bar) to Useful Contacts page presents a list that includes Glasgow Drug Crisis Centre with phone number, but no links.</p> <p>There are several links to NHS Inform on the Home page and elsewhere, where there is of course more advice and support available, however this fact is not indicated on the website in any way.</p>
<p>Gambling</p>	<p>No mention anywhere on website.</p> <p>No references or signposting to external services or providers for gambling are present on website.</p> <p>The above-noted mention of the practice’s partnership with an Addictions Team is the only relevant item on the website, but how to get support here or what that extends to is not evident.</p>

Other support & services listed

Services listed:

- Phlebotomy
- Child health surveillance, together with the health visiting team
- IUCD fitting and removal (limited service)
- Contraceptive services (excluding implant fitting/removal).
- Maternity services – antenatal and postnatal, together with midwives from the Princess Royal Maternity Hospital.
- Routine immunisation of children, together with the health visiting team.
- Immunisation in relation to travel – not all travel immunisations are available on the NHS please ask our practice nurse for details.
- Cervical smears.

Freezing of warts and other small skin lesions.
We also hold contracts with GG & CNHSB for the following ‘enhanced services’:

- Pre-chemo phlebotomy.
- An annual flu/pneumococcal immunisation programme to protect the elderly and at-risk patients.
- Medicines management
- Regular monitoring by blood and urine tests for patients on a range of drugs for arthritis and bowel problems.
- Annual comprehensive reviews for patients with heart disease, stroke/TIA, COPD and multiple sclerosis.
- Minor surgery – injections (muscles, tendons, joints)
- Annual comprehensive reviews for patients with diabetes (this includes appointments with the dietician and the podiatrist).
- Alcohol screening and brief interventions
- A methadone substitution programme for patients with drug abuse problems.
- Palliative care
- Child Health
- Holiday Immunisation.

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Quality of website. E.g. Up to date? Friendly? Accessible? Pleasing design? Bad links?

Website is easy to find through search engines, has a clear landing page with a warm welcoming message and not too much information / too many options. The design is somewhat dated and it looks like an old website, but functionally it works fine. The services are fairly easy to ascertain from the home / landing page.

The website is basic and there is a not lot of information, but navigation is straightforward and it's fairly clear how to find out information from the limited options available.

The website was designed by GPsurgery.net and appears up to date, with "2023" given next to the designer branding at the bottom.

The copy / text on the home page has a tone that could be described as "friendly": the first piece of copy on the Home page says "We are a friendly practice serving patients in the G32 area of Glasgow."

Services page is fairly clear as are the associated pages. There are a number of typos in the copy throughout. Signposting to external services is limited and not easy to find.

Overall impression:

Fairly good website even though it's not very modern. Services are easy to identify and there is not too much information. There is limited support on offer for addictions, which is quite clearly advertised in practice services, however there is no mention of gambling.

Concluding remarks

Overall, the quality of the examined websites is not high. This would apply to all aspects of health care but particularly to addiction and gambling addiction. We recognise fully the tremendous current pressures on GP practices and why their website may not be considered a priority. We also recognise that probably most patients themselves may not see a website as of main importance, and for a significant number of patients consulting a website is not possible. **It is also crucial to state repeatedly that a GP practice website in no way reflects the quality of care given.**

Our research has been primarily concerned with suggesting one of many possible indices of awareness of and provision of treatment for gambling issues (and addictions in general). Any findings indicate questions rather than any definitive conclusions. Since it is an agreed aim across services to develop 'joined-up' working between them, we have also been interested in signposting. We believe that there is scope for a general improvement in websites and for this to play a role in developing such working.

Given the multiple health and social issues that deserve much greater attention, resourcing and support, and that doctors and other frontline workers will inevitably encounter these, and give the best help they can, there is no expectation that gambling harms be privileged over other health and social issues. However, there are some grounds to think that not all GPs and allied staff are sufficiently aware of the scale and nature of the issue thus, for example, not screening for it either routinely or in high risk groups (e.g those with certain mental health conditions or with substance issues). While some websites make no reference to gambling some do but the latter vary in signposting which seems to be basic and variable across practices.

In the context of Glasgow City it may be extremely useful for the establishing of a central online portal relating to gambling harms, this designed and maintained by multi-agency partners. This would be entirely patient-centred and provide links to self-management, gambling support opportunities and the wide range of cross-cutting services such as debt, housing, domestic abuse, special support for minority populations, housing, employment, crime, and grassroots groups. Such a central portal would mean that not only GPs but any frontline service would have only to provide a link, in many cases adding it to alcohol and drugs services.

While a GP website can be described as a 'virtual waiting room' not everybody has online access. It is important therefore that where possible print materials are available which encourage people to seek advice from their doctor. Much will depend on auxiliary services and staffing at a practice, for instance Links workers.

As most people are becoming 'digital citizens' in all aspects of life it may be considered appropriate that GP practice websites develop in terms of design and content to begin to match those provided by the higher quality portals of other services. As we increasingly enter an age of 'digital health' this may be seen as not so much desirable as essential. The provision of digitalised 'treatment' is one aspect of this, for example especially with mental health apps, monitoring apps for physical health disorders, and specifically apps to aid with recovery from compulsive gambling. The benefits of this would be for patients and staff alike, for the latter a lessening of workload.

At the same time, attention needs to be maintained to the many who are excluded from online interactions by not having digital access or lacking digital skills. Digital exclusion contributes to health exclusion and health inequality.