



My Surgery Website

An ERS Medical Company

Case Study:

A faster, more efficient website for Sleaford Medical Group.

Sleaford Medical Group has a practice that looks after patients from Sleaford and the surrounding areas. With around 18,500 registered patients, the practice has a team of healthcare professionals and offers a number of clinics and services to promote good health and wellbeing.

"We have been very impressed by the service from My Surgery Website and have had a lot of positive comments from patients in the short time we have had the website up. It is also very easy to edit and the staff have been very helpful when we have needed to contact them. Would definitely recommend them!"

Amy Hall
Practice Manager
Sleaford Medical Group

In addition to general medical consultations, the practice offers a comprehensive range of clinics and healthcare services such as antenatal, asthma and diabetes clinics, cervical smears, child health surveillance, travel clinics, minor injury clinics and new patient health checks.

The practice has eight doctors who are supported by nursing staff and a healthcare team.

The requirement for a new website

Sleaford Medical Group approached My Surgery Website (MSW) at the end of September 2013 with a view to getting a new website. The brief was to have an aesthetic and fully functional website that patients could use; the old website by the previous provider wasn't something the surgery was entirely happy with as it didn't look the part or function effectively.

The previous website provider's contract was coming to an end and it was imperative to have a new website up and running without any downtime to staff and patients.

Quick Turnaround

It took just one week from when the practice contacted MSW to the website going live. The simple process involved the practice manager at Sleaford Medical Group choosing a preferred website style and briefing the MSW team about the functionality required on the site.

Results & Features

The new website not only has an improved look, but is also more functional. Patients can access the online booking system as well as order repeat prescriptions, and patients using the website have commented that it is much easier to navigate.

MSW also developed some enhanced features for the new Sleaford Medical Group website. Patients can now update their clinical records such as adding in their blood pressure reading, and height and weight – tasks that can save practice staff valuable time.

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