



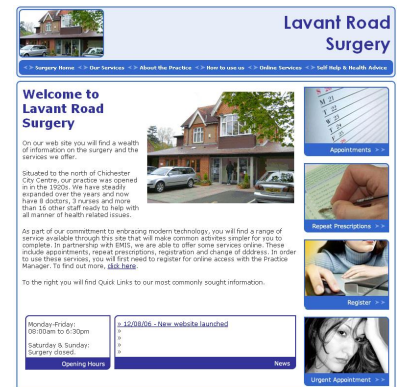
## Case Study – Lavant Road Surgery

### Background

In 2006 a **SurgeryWeb** solution was designed and developed for a new website for Lavant Road Surgery. This has resulted in administrative savings at the surgery through provision of online self-services as well as a significant increase in information the surgery provides to its patients. Read the case study on how this was achieved and see how **SurgeryWeb** can assist with your business.

### The Client

Lavant Road Surgery is based in Chichester, West Sussex and serves a wide ranging community. Each year, Chichester is home to large numbers of students attending the university. The surgery was an early adopter of internet technologies and had a website that had not been updated for years.



[www.lavantsurgery.co.uk](http://www.lavantsurgery.co.uk)

### The Need

Lavant Road Surgery wanted a fresh, up to date redesign of their website that would encourage more people to visit the site, especially the university students. Modern health services requires surgeries to operate more like businesses. The surgery uses the EMIS Patient Management System from Patient UK, the UK's leading provider of patient management services. However, they had not implemented the online services provided by EMIS. The surgery wish to provide a range of advice on the services they offer and how to use the surgery, as well as general health advice on common illnesses and other services available in the area. In particular, they needed the ability to update the information on the site with ease.

### The Project

Regis IT was selected by Lavant Road Surgery to asses their needs and create a new website suitable for modern times. A meeting was held with key people at the surgery and through a process of consultation the following key objectives were identified:

- Extremely easy to use, navigate and update;
- Visually appealing, in particular to university students;
- Provide online services via the EMIS Patient Management System;
- Provide a comprehensive range of information on the surgery;
- Provide additional self-help information.

(continued overleaf)



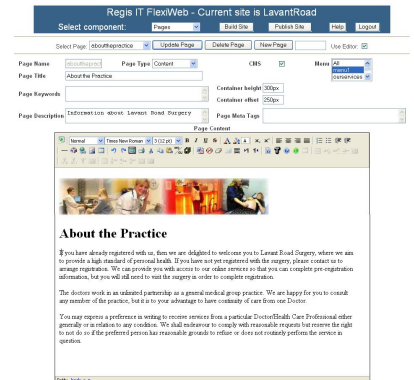
[www.solutions4surgeries.co.uk](http://www.solutions4surgeries.co.uk)

## The Approach

The first stage was to decide on how the site was to be delivered. Given the requirement to update the site easily, it was decided to use the Retail Websolve FlexiWeb site development platform. This provides an easy-to-use content management system, directly through any internet enabled computer.

As the site was to have around 40 pages covering 5 key areas, a split menu approach was decided upon, ensuring that visitors have all relevant links to hand, when navigating the site.

As the required site structure and content was further analysed, it was realised that much of the information to be provided was common across all GP surgeries. To create this information specifically for one surgery would take many 10s of hours of effort on the part of the surgery. To deal with this the concept of "content bundles" was created to deliver a set of generic content for each area of the site. These content bundles provide the basis through which any surgery website can be developed but they can be easily customised to suit the needs of individual surgeries using Flexiweb's content management system. It was realised that this would significantly reduce the effort required to initially populate a surgery site, delivering a fully functioning solution from day 1, at a fraction of the cost. The concept of **SurgeryWeb** was born!



Sample Content Management Screen

## The Outcome

The new Lavant Road Surgery website was launched on September 4th in time for the 2006 student registration. The new site provides comprehensive information on the surgery, doctors, staff and services as well as general advice on a range of common health issues. With EMIS integration, the site is also a portal to a range of online services that enhance patient interaction with the surgery while at the same time reducing the administrative burden of routine tasks.

## What the Client Says

*"We are very pleased with the new web-site and the service offered by Regis IT. There was initially some work to be done in tailoring the site to our particular surgery needs, but support was given throughout. We like the layout and the ease of use, and particularly like the integration with EMIS that offers improved service and communication with our patients. We will be very interested to see the uptake of these services and the use of the site by the students.*

*The training package around the content management system, means that staff at the practice can amend pages and add to the site easily, so we can respond quickly to any patient or service needs, or even just add surgery information.*

*We also have a management contract which means the more difficult projects or new ideas for content pages can be handled by Regis IT."*

## Finding Out More

If you are interested in learning more, contact your local Solutions4Surgeries Consultant to arrange a convenient time to meet and discuss your needs.

Your local Solutions4Surgeries consultant is:

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[www.solutions4surgeries.co.uk](http://www.solutions4surgeries.co.uk)