



Wootton Medical Practice - Supporting the NHS digital front door vision with Foundation

Results

Since launching their new Foundation website, Wootton Medical Practice has experienced tangible benefits:

- **Improved patient access:** Patients can now complete key actions online with ease - reducing inbound call volume and administrative workload
- **Enhanced digital inclusion:** The site is fully accessible and mobile responsive, ensuring all patients (including those with limited digital skills or disabilities) can navigate it effectively
- **Stronger alignment with NHS standards:** The Foundation platform supports NHS Design System principles, helping the practice maintain compliance and readiness for future digital initiatives
- **Operational efficiency:** Staff can update the website in minutes, keeping information current without technical support

"The staff at Silicon Practice are very helpful and professional. Foundation has made it so much easier for patients to find what they need - and for us to keep everything up to date."

LISA MAROTTA

Practice Manager
Wootton Medical Practice

Background

Wootton Medical Practice provides care for approximately 7,800 patients through a dedicated team of clinicians, nurses and administrative professionals. Committed to continuous improvement and digital innovation, the practice strives to make healthcare access straightforward, inclusive and efficient for every patient.

This aligns with the wider NHS vision for improving patient access - ensuring that people can interact with their practice easily, at any time, through secure, patient centred digital services. The NHS's Digital Front Door initiative seeks to give patients a single, joined up entry point into care, whether they're booking appointments, ordering prescriptions or seeking health advice online.

Challenge

Before upgrading their website, Wootton Medical Practice faced common challenges:

- The existing platform was not intuitive for patients, leading to missed information and unnecessary phone calls
- Website editing was time consuming, limiting the team's ability to keep information current
- The site lacked full compliance with NHS accessibility and design standards, which are essential for supporting digital inclusion across diverse patient groups

As more services moved online, the practice recognised that their website had become a vital part of the patient journey - and needed to act as a true digital front door to care.

Implementation

From the outset, Silicon Practice worked collaboratively with the Wootton team to ensure the new site reflected the practice's priorities and local patient needs. The onboarding process included guidance on accessibility, content structure and the implementation of patient self-service tools.

The transition was well supported, with Silicon Practice providing a clear roadmap, responsive communication and best practice advice throughout the design and go-live process. The new website went live smoothly, providing an immediate improvement in usability and performance.

Looking ahead

With their Foundation website in place, Wootton Medical Practice now embodies the NHS's Digital Front Door vision - providing patients with a seamless, inclusive and accessible online experience. As NHS England continues to prioritise digital inclusion and improved patient access, Wootton Medical Practice is well positioned to evolve alongside national digital transformation goals.



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