

WEBSITE BUSINESS CONTINUITY CHECKLIST

For GP practices | A practical review of your website address, hosting, backups and patient access.



Practice: _____ Date: _____

Completed by: _____ Review due: _____

The key question: If your website provider stopped trading tomorrow, could your practice get back online without contacting them?

1. Website address and DNS

- We know which domain names our practice uses and who legally holds each one.
- We know which company registers each domain and who can change its DNS settings.
- At least two authorised practice contacts know the recovery process and where details are securely recorded.
- We have considered an .nhs.uk domain and understand how to request DNS changes through the NHS service.
- We have a plan to redirect old addresses to a replacement website if required.

2. Website provider and content

- We know who hosts our website and have current contract and support details.
- We have a recent, usable copy or export of important website content and documents.
- We know which features rely on our provider, including forms, consultation links and accessibility tools.
- We have identified a temporary website option and the minimum content needed to publish it.

3. Patient access and communications

- We have a current list of direct links to online consultations, prescriptions and other patient services.
- We have alternative channels ready: telephone message, NHS profile, SMS, social media and notices.
- We have reviewed NHS App promotion and arrangements for patients who cannot use digital services.
- We know how to update search listings, email signatures, printed materials and third-party links.

4. Response and recovery

- Our business continuity plan covers website failure and identifies a named response lead and deputy.
- We have documented the steps to notify staff, patients and relevant NHS contacts.
- We have checked whether website forms or patient messages could be lost during an outage.
- We have tested our temporary site process, checked key links and scheduled periodic reviews.

Useful starting point: NHS.uk domain applications: <https://digital.nhs.uk/services/networking-addressing/apply-for-a-new-nhs.uk-domain>

A domain, a website host and a website backup are separate things. An NHS.uk domain reduces reliance on one commercial supplier for DNS, but does not guarantee website availability or recover lost content.

Locum PM | www.locumpm.co.uk | Guidance for planning purposes. Confirm current procedures with the relevant service provider.