

NATIONAL ENGAGEMENT ON Digital Health & Social Care

What did the public tell us?

2,009 People surveyed **41** Focus group participants

Members of the public told us their views about accessing and sharing information in an online health record and accessing services digitally.

The public feel ready to engage digitally with health and social care services.

74% said that they would access their online health record when it is made available online.

95% of people said they are comfortable getting text and email reminders about appointments.

55% said that they would access digital health services if available.

The public want their online health record for practical tasks to manage their health.

90% want to use it to contact professionals about mistakes or missing information.

90% want to use it to renew prescriptions for regular medications.

89% want to use it to track progress of tests.

The public need an online record to have more autonomy and to actively participate in decisions around their care.

91% think it will help them understand their health.

90% think it will help them manage their health between visits.

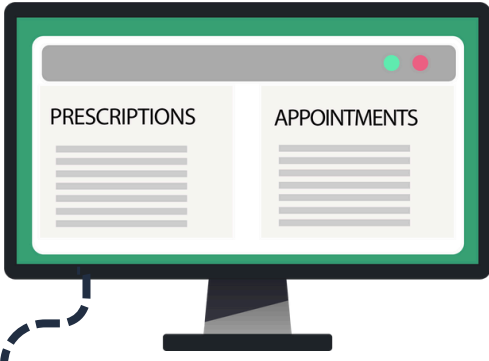
88% think it will help them talk to a professional about their health.

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Everybody would have the same view that the more information you can get about your own care and your own records the more it puts things in your own control to a certain extent. And that you are effectively managing your own health.

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What did the professionals tell us?

1,020 People surveyed **27** Focus group participants

Professionals working in health and social care services told us their views about the public having access to their online health record and providing services to the public digitally.

Professionals think that online records will empower people to be more in control of their health.

88% think the public will be better informed about their health.

88% think the public will be better prepared to ask questions.

Professionals feel that the public may not be ready to interact with them digitally.

54% think IT skills of people they treat or care for will be a challenge.

32% of professionals feel that the public may not be ready to interact digitally.

36% of professionals reported concerns that when care is provided digitally relationships with people they treat or care for may disimprove.

Professionals need technical support and training in place prior to feeling comfortable interacting digitally with the public.

92% want clarity on who to contact for technical support.

83% want training in digital tools.

79% want protocols in place on providing services or information digitally.

Professionals need policy direction and guidance on clinical note taking prior to feeling comfortable sharing their clinical notes.

66% of professionals are comfortable sharing clinical notes but professionals need policy direction and guidance on clinical note taking.

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I do think that going forward there would have to be some kind of formal mandatory training for healthcare professionals on how to conduct themselves on note taking....

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