

Local Care Record Development Board HTMC PATIENT Questionnaire 28th March Comments

1. Please circle which of the following you feel best describes setting up the record access system at home. It was:

- I have to say I am not computer literate, so please be aware that my answers might be in part due to that. However once I set it up and used it a few times it is now VERY EASY>
- I found it quite straight forward

3. Please circle which of the following you feel best describes how it was using the system after setting it up. It was

- I had problems with the website hanging and in accessing the Letters page but these problems have recently been resolved.
- Experienced many problems with programme - logging on and being timed out
- very clear layout and easy to use
- Indexing requires more clarity
- I don't recall any problems setting up my connection
- It was quite a drawn out process to actually get fully registered for records access, but once it was available then it was as easy as getting a repeat prescription or booking an appointment
- not difficult
- I find the logging in complicated and am not sure which codes/passwords etc to use.
- using the system was easy but sometimes the system was off line alot in the beginning due to tech hitches so you could not always access it when you wanted to. Later it was off line less so no real problems
- No problems - links very good and everything self-explanatory.
- once i learned my way round the site it became easier

9. I use Record Access to (please tick as many as apply to you):

- Repeat prescriptions
- Repeat prescription ordering, Medication guidance notes
- order repeat prescriptions
- I can monitor my blood counts, and do not need to go to, or phone the surgery, unless there is a problem showing.
- Order repeat prescription
- to order my medication and make appointments
- Checking dates of various medical problems, conditions, past changes in my medication
- Sharing info with other health care professionals
- I have not yet, but would share with hospital consultant, clinic or a and e doctor if necessary in the future. I, with this will have more up to date information than they will, so it will be helpful to them, and I will be in charge of that info I give and responsible for who I share it with.
- I really do not use the doctors much at all so probably not a fair reply on questionnaire. If I was ill and treatment ongoing with results I would use alot more and find it very beneficial
- I do not have any medical conditions so out of interest I accessed my records online to check my details were input correctly and to see what information is held there.

- medication and messages to gp
- i also order repeat prescriptions online. having severe mobility problems this is a great help

10. Please write in the box below how many times you have accessed your records in the last two weeks:

2

1

None

Once

0

2

None

none

0

1

twice

twice

Twice

2

5

0

Once

none

not at all in the last two weeks

0

four times

0

twice

2-3 times

2

2

Several times to progress Script Requests....Proces is Failing

4

once

ten

0

0

ONCE

1

5

1

2

0

3

4

twice

1

2/3

Twice

10

twice

none

none

twice

nil. There is no need to look at it all the time, only when required

Not in last 2 weeks but do use regularly

0

0

none

0

ONE

0

twice

3

Once to order a prescription

4 or 5

2

3

12. If you have been to the outpatients, which of these might apply to you:

- Simply to be aware of conditions and test results so that I could discuss these more meaningfully with the consultant.
- I was referred from Manchester Eye Hospital to Sheffield Teaching Hospital about the same condition. I did not receive courtesy copy letters from the former. It was therefore extremely helpful to be able to track my referral and see what was being said about my condition via Records Access.
- If I need to know something to plan my appointment I can re-check information I might need at home before attending my appointment at the outpatients.
- Up to now I have not used my medical records access when I have been an outpatient to be honest I haven't thought about using it this way but now I know I will in the future.
- I am intending on using my records access to review consultations and changes in my medication and my general state of my epilepsy so I can turn up at my hospital outpatients fully informed in order to gain maximum benefit from the appointment.
- If I have an appointment with a specialist at the Hospital I can print out my recent blood tests and/or medications/operations etc and take them with me. This saves the consultants time and does not rely on my 'memory' of dates. It has also saved me from having further 'bloods' taken.

by the consultants in most cases - good news for me

- the hospital already had the information that was required due to the doctors great communication. i always take my login details with me when i go on holiday in case of an emergency so the foreign hospitals could understand my medical background if needed
- has not been necessary to do so
- It is a pity that consultants cannot or do not wish to access such records. Without access to my records I would not have known the name of my complaint or what the consultant intended for my treatment as I wasn't contacted
- I always carry in my wallet details of my current medication
- Not at hospital, but my husband has come to work in Germany for a time, i have had to visit a Dr here so was able to print off some information for them.
- medication list, and test results. How many times do you need to puncture one arm when only one sample is required but you need to visit 3 separate venues? You have a list of medication given by more than one doc. it will help them to know not only your medication but some indication why the other doc has put you on that particular medication as opposed to another medication. If you have more than one consultant who have given you medication or treatment/rules each consultant needs to be in touch with the other one about your treatment - this takes so much time because each consultant will be dealing with hundreds of people and it takes a long time for their secretaries to pass information from one to the other with so many patients. As a patient I have the information from both, I am the one person who is always at all consultations, I am the one central point and can access my information in seconds and pass on that information, I don't have a waiting list of 100s of patients - just me. It can also help me if I am a same name patient - I can identify errors of misspelling better than you and I am better placed to check for this than you are.
- test results
- i do have various outpatient appointments but do not print anything off. i simply take a list of my current medications

13. Please use the box below to suggest ways in which the record access system could be improved:

- For over two years I have been trying to have consultants' letters that do not relate to me, removed from my records. Despite informing doctors, nurses and receptionists, this still has not been done. It concerns me that such an obvious error on my records cannot apparently be rectified. I worry how many other - less obvious- - errors there are on records. In other words it would be beneficial if after discovering errors on your records, you could discuss this - either in person or online - with the relevant person to ensure that they are corrected. At the moment it appears that while you can have record access you cannot generate effective feedback.
- I think largely the idea of patients access very much helped me a great deal, it certainly would help those in a similar situation to myself. If a patient is knowledgeable and can see clearly for themselves what has happened and what the outcome or information is they feel reassured.
- i am very satisfied with the system and cannot think of any way it can be improved.
- It's helpful to check the accuracy of your records against your understanding of what's happening. Where there are obvious inaccuracies in recording they need to be put right.
- My family history is not recorded in my notes, it would be useful to perhaps have the option to give these details without having to go into the practice (and waste an appointment).

Apologies if there is somewhere within our records to be able to do this, as I am a very fortunate patient and don't make frequent visits to see the doctor, hence the reason for me not looking at my records recently. But a great idea anyway. Thanks

- it's a great idea so thank you
- As far as I see the records access system is being improved constantly and I can not at this time suggest anything further.
- As far as I see the records access system is being improved constantly and I can not at this time suggest anything further.
- Perhaps a search facility on specific item/condition.
- a number of letters on my record state '; to large to put on the system.' Can the results/letters in these cases be shortened or is there another way, (I do not mean to have them censored).
- I would like to have information from Hospital appointments (ie xray photo's) I think there should be a way to attach 'memo's or notes' if we see a mistake in our records.
- at this present time I have no suggestions I feel the system is fine, thanks you for setting this up I feel much more positive about going to the medical profession now since I can access my records
- This is trivialAs mentioned . request for Scripts has failed on two or three occasions .they seem to get "lost" once they are submitted ???????? Hence it is hard to think an IMPORTANT message would be picked up using the MESSAGING feature to the Surgery
===== Repro of Letters is extremely poor .indecipherable ===== A
SEARCH feature would be useful if it were possible to include one .IE "Pyro-bacta"anywhere in my Record since inception ?
- In the past I have sent email (note) of errors in my medical records but I have never had a reply and the errors have not been corrected
- The Records/Results section could be made easier to understand for the layman
- Records access gives me the peace of mind to be able to understand anything relevant about my health issues, in the same way as I can google anything that is not personal to me. However it did feel that the registration process was quite slow and complex compared to, say, creating online bank accounts which also involve personal confidentiality. I almost gave up, having registered for appointments/prescriptions, as the process felt quite long... it would be easier if the system for records access was part of a single application process for prescriptions and appointments
- I would like to be able to book an appointment with a nurse online, as I can only book with a doctor at the moment. I would very much like a way of feeding back online any information that is incorrect on my records. I would like brief easy to understand information, as it is sometimes difficult to understand all the clinical terminology used in notes and result.
- I think it is an excellent service however there can sometimes be difficulty logging on. Also the odd occasion I have had a problem the staff at the surgery have been unable to help. EG repeat prescriptions - no record of them being done - we don't have anything to do with records access you'll have to speak to Dr Hannah
- I have repeat prescriptions, it would be good if the Doctor knows your condition. to be able to

order prescriptions that are not repeat.

- letters are very difficult to read, scanning letters is probably not the best way
- yes practice nurse records should also be on our access record so this information can be shared. When hospitals finally get to sharing records, actually sharing records, can nursing, doctor, and other hps notes all go in the same file so each can actually check how I'm actually doing in all departments that are actively caring for me on that one event of my hospitalisation. I have never ever understood why they all wasted time having separate notes and then all had to share their information during the ward round, where the last person to be included or to learn anything was the patient.
- Sometimes access is unavailable for a few hours which can be quite frustrating as the whole idea of it is that I can access it whenever I want and not be tied to certain hours.
- I find this system as informative as I could imagine I would need, but I do not have any particularly worrying health problems that need to be monitored. The only thing I could think was to have the outlook type of system whereby things that you hadn't already accessed would be coloured slightly differently so that you know there is new information on your record.
- a response from the surgery with any queries would be great e.g a query on medication or if you have ordered a repeat prescription if you need to see the doctor an email or note on your records would be great as it is disappointing to go for a prescription to be then told you need to make an appointment
- I got somewhat confused when it changed. Hopefully it will not be constantly changing
- include a glossary of medical terms and abbreviations
- Direct contact with GP or clinician