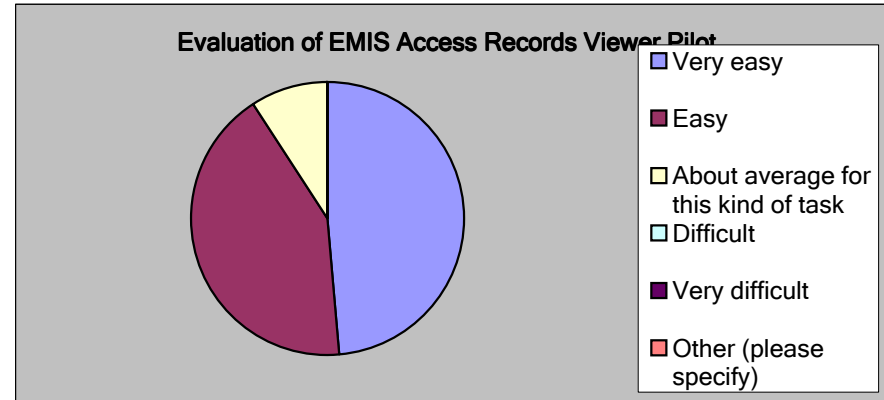


Evaluation of EMIS Access Records Viewer Pilot (Feb 11)

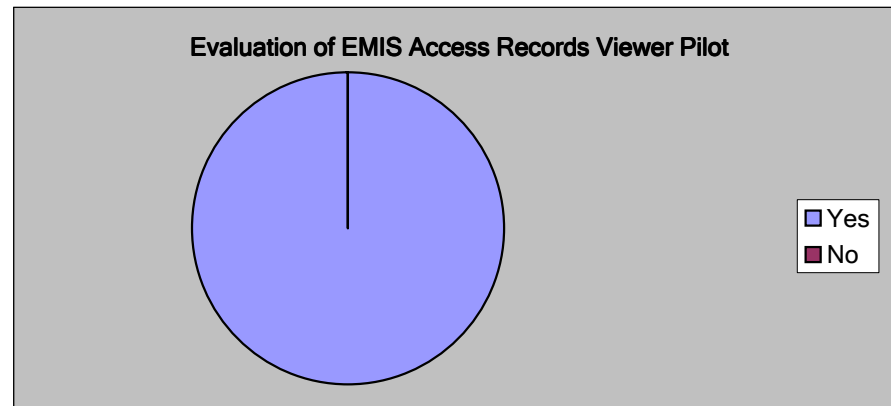
Q1 Please tick which of the following do you feel best describes setting up the records access system at home. It was

Answer Options	Response Percent	Response Count
Very easy	48.5%	16
Easy	42.4%	14
About average for this kind of task	9.1%	3
Difficult	0.0%	0
Very difficult	0.0%	0
Other (please specify)	0.0%	0
<i>answered question</i>		33
<i>skipped question</i>		0



Q2 Did the information that you were sent before you agreed to take part in this trial, clearly explain the records system?

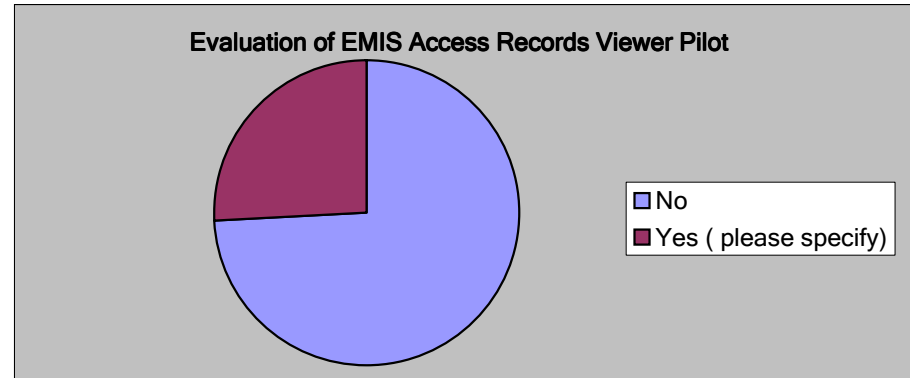
Answer Options	Response Percent	Response Count
Yes	100.0%	33
No	0.0%	0
Why? (Please specify)		2
<i>answered question</i>		33
<i>skipped question</i>		0



Number	Response Date	Why? (Please specify)	Categories
1	Jan 19, 2011 9:17 AM	All the information was explained very well very clear and understanding	
2	Jan 23, 2011 10:22 AM	A couple of questions were ambiguous but I put down what I thought	

Q3 Did the consent form bring to your attention matters that you may not have thought about?

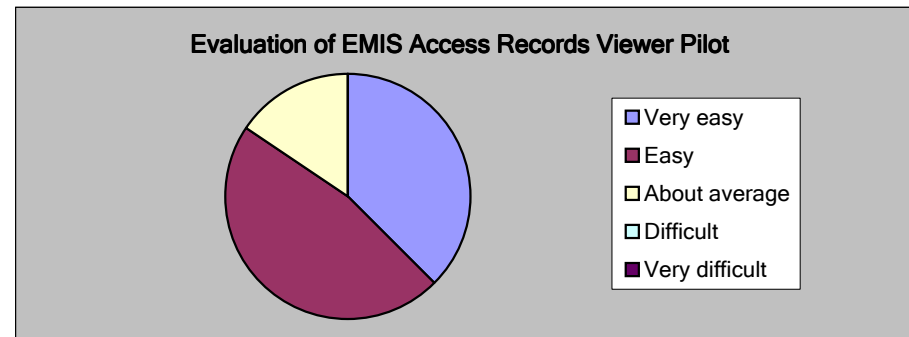
Answer Options	Response Percent	Response Count
No	74.2%	23
Yes (please specify)	25.8%	8
If Yes please specify		6
<i>answered question</i>		31
<i>skipped question</i>		2



Number	Response Date	If Yes please specify	Categories
1	Jan 18, 2011 12:38 PM		Having access to test results before seeing professional staff
2	Jan 18, 2011 1:27 PM		
			I may be able to get results before talking to a professional and MAY get worried if i cant understand the results of tests etc
3	Jan 21, 2011 6:54 PM		Thought they were a bit strange, bit over the top for the sake of it.
4	Jan 23, 2011 10:23 AM		Other parties asking the Doctor about you
5	Jan 24, 2011 4:29 PM		I'm sorry, I do remember that the instructions did raise issues I had not considered before, but as it's a while since I signed up, I've forgotten what they were.
6	Feb 9, 2011 4:42 PM		That I might see information that I may disagree with or it could upset me. Fortunately this was not the case

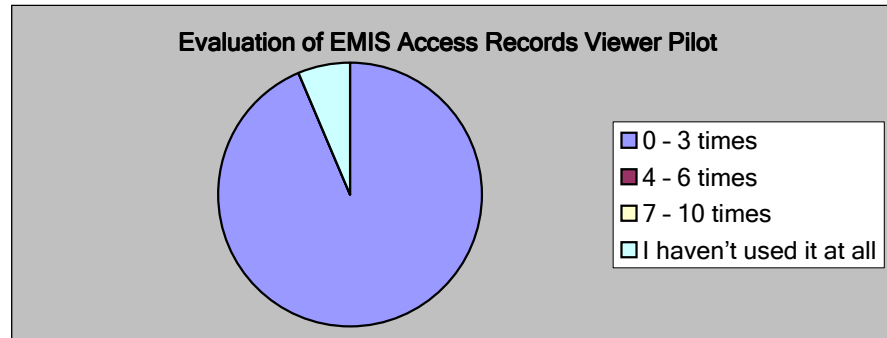
Q4 Please tick which of the following you feel best describes how easy it was using the system after it was set up

Answer Options	Response Percent	Response Count
Very easy	37.5%	12
Easy	46.9%	15
About average	15.6%	5
Difficult	0.0%	0
Very difficult	0.0%	0
<i>answered question</i>		32
<i>skipped question</i>		1



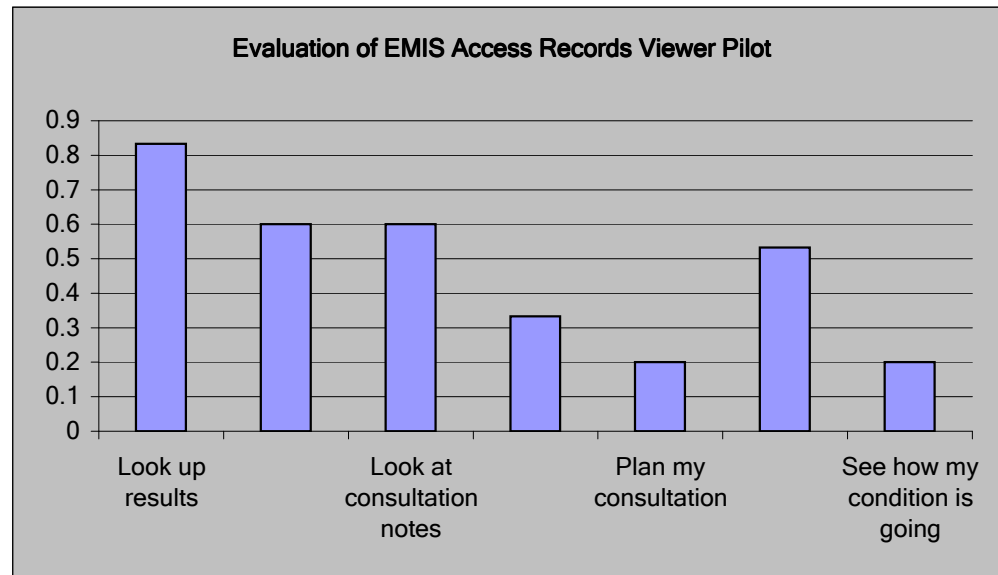
Q5 On average, how many times have you used EMIS Access records viewer each week?

Answer Options	Response Percent	Response Count
0 - 3 times	93.8%	30
4 - 6 times	0.0%	0
7 - 10 times	0.0%	0
I haven't used it at all	6.3%	2
<i>answered question</i>		32
<i>skipped question</i>		1



Q6 I use records access to (please tick as many as apply to you) to you)

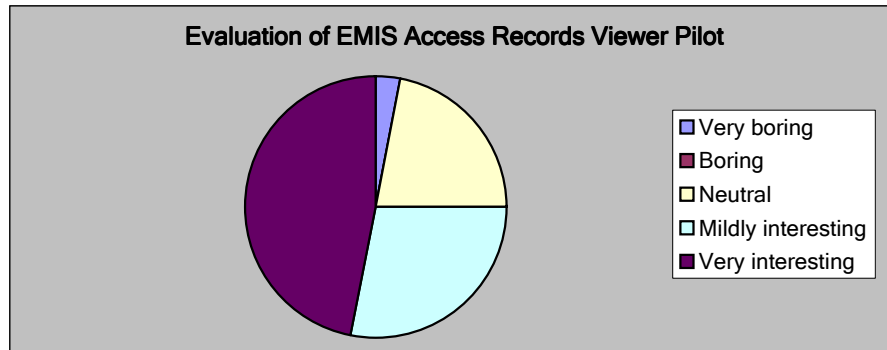
Answer Options	Response Percent	Response Count
Look up results	83.3%	25
Look at letters	60.0%	18
Look at consultation notes	60.0%	18
Look at other information	33.3%	10
Plan my consultation	20.0%	6
Check what the doctor or nurse said	53.3%	16
See how my condition is going	20.0%	6
Other (please specify)		4
<i>answered question</i>		30
<i>skipped question</i>		3



Number	Response Date	Other (please specify)	Categories
1	Jan 18, 2011 6:36 PM	i have been having regular blood tests and it has been really useful to check the results (I am a nurse so realise that I know what the results mean and do not worry if something is wrong)	
2	Jan 19, 2011 8:05 AM	I find no use for it	
3	Jan 24, 2011 4:31 PM	I read my records fairly thoroughly when I first entered the system, but I haven't been back into it since then	
4	Feb 9, 2011 4:43 PM	Curiosity	

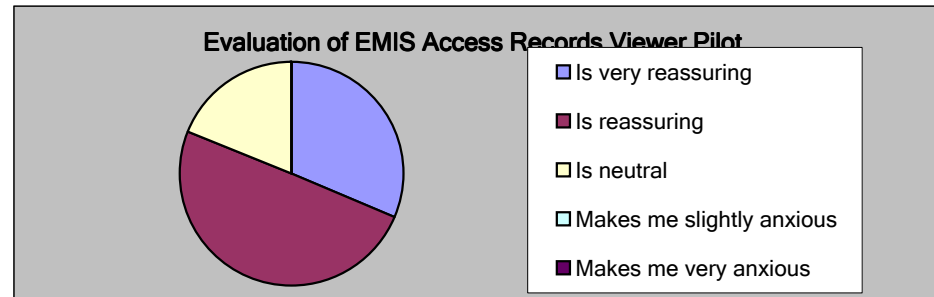
Q7 Please tick which of the following explains your feelings about accessing about accessing your records online. It is

Answer Options	Response Percent	Response Count	
Very boring	3.1%	1	
Boring	0.0%	0	
Neutral	21.9%	7	
Mildly interesting	28.1%	9	
Very interesting	46.9%	15	
		<i>answered question</i>	32
		<i>skipped question</i>	1



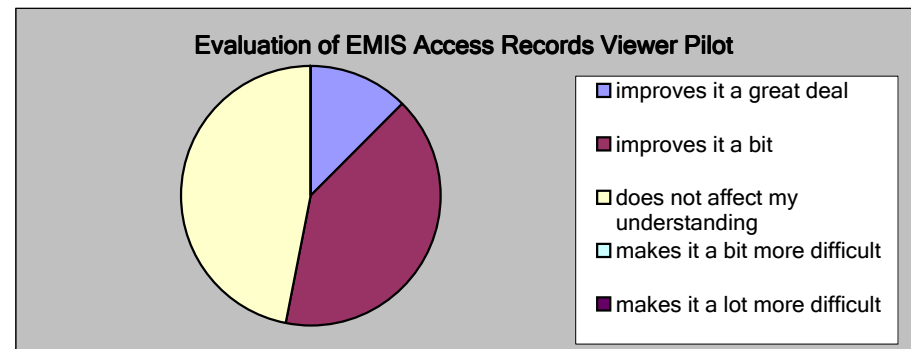
Q8 Please tick which of the following explains your feelings about accessing your records online. It is:

Answer Options	Answer Options	Response Percent	Response Count	
Very	Very boring	3.1%	1	
Boring	Boring	0.0%	0	
Neutral	Neutral	21.9%	7	
Mildly	Mildly interesting	28.1%	9	
Very	Very interesting	46.9%	15	
		<i>answered question</i>	32	32
		<i>skipped question</i>	1	1



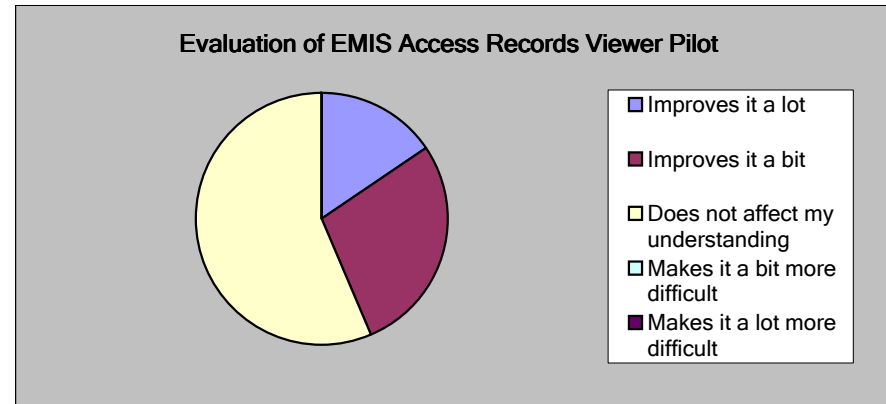
Q9 Please tick how your understanding of your medical condition is affected by accessing your records online. It

Answer Options	Response Percent	Response Count	
improves it a great deal	12.5%	4	
improves it a bit	40.6%	13	
does not affect my understanding	46.9%	15	
makes it a bit more difficult	0.0%	0	
makes it a lot more difficult	0.0%	0	
		<i>answered question</i>	32
		<i>skipped question</i>	1



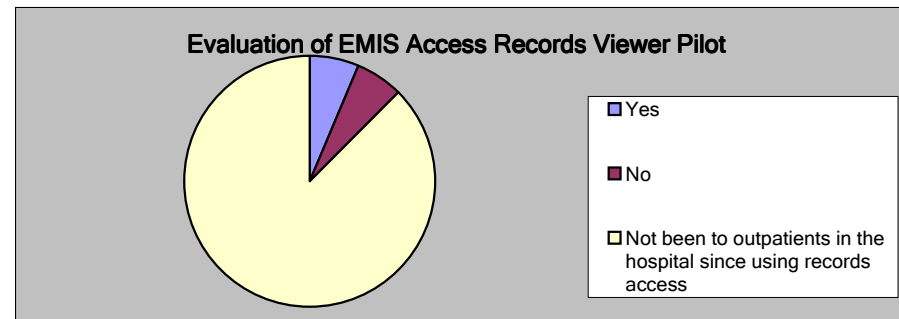
Q10 Please tick how your understanding of the way in which your medical condition is being managed by the medical team is affected by using records viewer online. It

Answer Options	Response Percent	Response Count
Improves it a lot	15.6%	5
Improves it a bit	28.1%	9
Does not affect my understanding	56.3%	18
Makes it a bit more difficult	0.0%	0
Makes it a lot more difficult	0.0%	0
<i>answered question</i>		32
<i>skipped question</i>		1



Q11 Has records access helped you with outpatient consultations at the hospital?

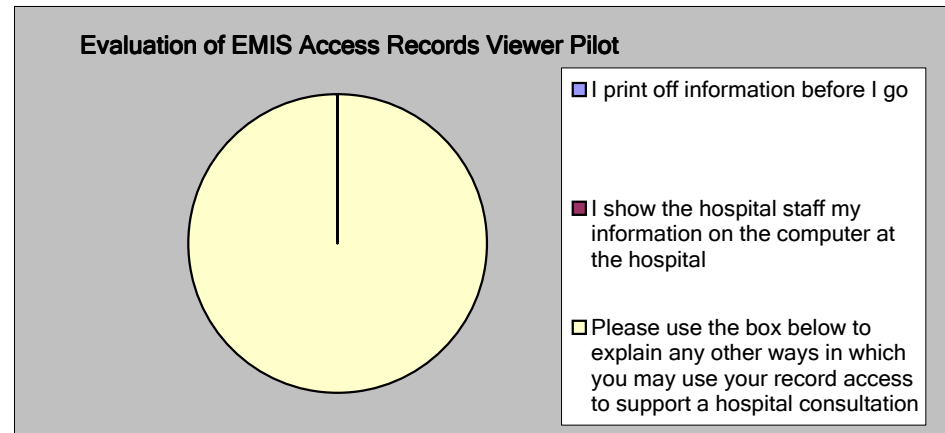
Answer Options	Response Percent	Response Count
Yes	6.3%	2
No	6.3%	2
Not been to outpatients in the hospital	87.5%	28
<i>answered question</i>		32
<i>skipped question</i>		1



Q12 If you have been to the outpatients, which of these might apply to you?

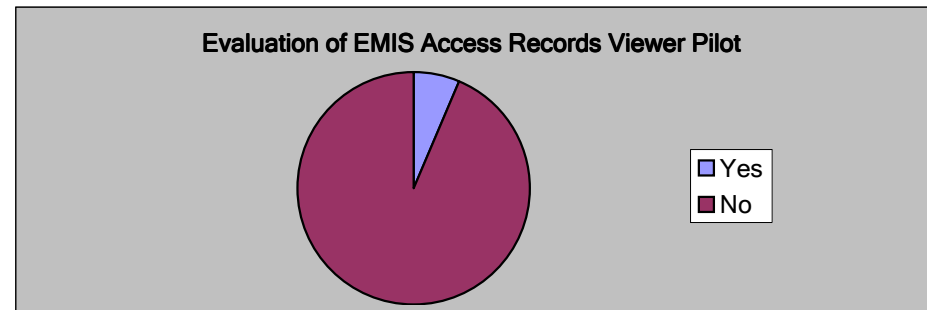
Answer Options	Response Percent	Response Count
I print off information before I go	0.0%	0
I show the hospital staff my information	0.0%	0
Please use the box below to explain any	100.0%	2
Other (please specify)		2
<i>answered question</i>		2
<i>skipped question</i>		31

Number	Response Date	Other (please specify)	Categories
1	Jan 18, 2011 11:02 AM	Not applicable to me	
2	Jan 18, 2011 11:11 AM	If results need to be checked and information explained to a new doctor I am able to access my informatior	



Q13 Have you used records access while you have been away from home at any other time?

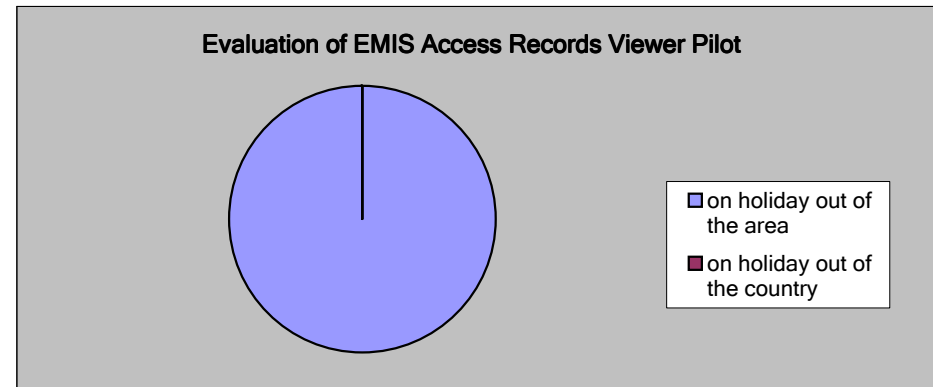
Answer Options	Response Percent	Response Count
Yes	6.3%	2
No	93.8%	30
<i>answered question</i>		32
<i>skipped question</i>		1



Q14 In what circumstances? (have you used records access while you have been away from home)

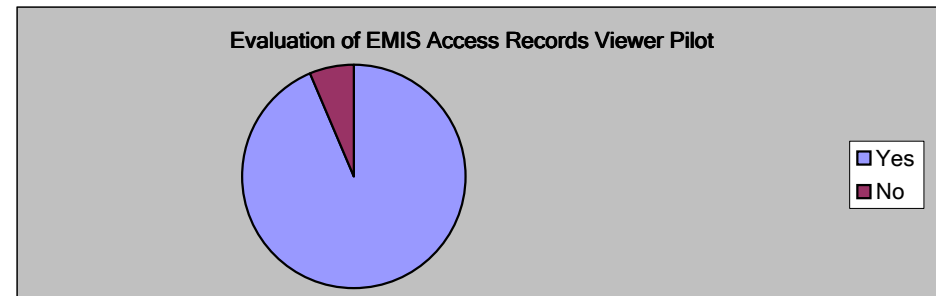
Answer Options	Response Percent	Response Count
on holiday out of the area	100.0%	1
on holiday out of the country	0.0%	0
Other (please specify)		1
<i>answered question</i>		1
<i>skipped question</i>		32

Number	Response Date	Other (please specify)	Categories
1	Feb 9, 2011 4:46 PM	To discuss with a work colleague (a doctor).	



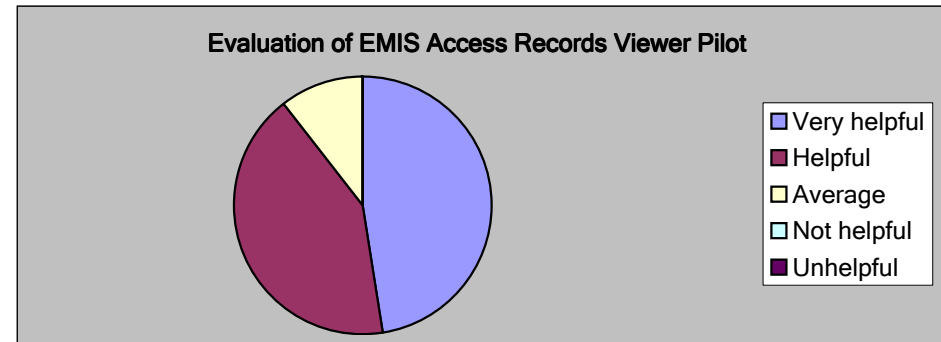
Q15 Would you like to continue using EMIS Access Records Viewer?

Answer Options	Response Percent	Response Count
Yes	93.8%	30
No	6.3%	2
<i>answered question</i>		32
<i>skipped question</i>		1



Q16 If you had any queries about using the records viewer, was the service from the surgery

Answer Options	Response Percent	Response Count
Very helpful	47.4%	9
Helpful	42.1%	8
Average	10.5%	2
Not helpful	0.0%	0
Unhelpful	0.0%	0
<i>answered question</i>		19
<i>skipped question</i>		14



Q17 If this service continues, please tell us below what we can do to improve it

Answer Options	Response Count
	21
<i>answered question</i>	21
<i>skipped question</i>	12

Number	Response Date	Response Text	Categories
1	Jan 18, 2011 11:03 AM	Do we have access to point out inaccuracies?	
2	Jan 18, 2011 11:17 AM	Please keep the system in operation. Do not change anything.	
3	Jan 18, 2011 11:18 AM	Initially it is a little confusing as records are repeated in different forms. Perhaps more explanation of why this is would be helpful. Some things in the history are entered twice or incorrectly and the default date is rather off putting	
4	Jan 18, 2011 12:14 PM	Describe the patients records in a more accurate manner and keep them up to date. Also check to see if the dates are correct.	
5	Jan 18, 2011 12:46 PM	I accept that its primary purpose must be for the practice and not especially for the patient and therefore a certain amount of research by the patient is necessary before becoming comfortable with the information contained within the record. At this time	
6	Jan 18, 2011 1:28 PM	nothing its good	
7	Jan 18, 2011 2:46 PM	have a 'help' section with medical terms explained	
8	Jan 18, 2011 3:31 PM		
		I think it is important that the records should contain only accurate descriptions of the treatments which have taken place. An inaccurate description could be worse than no description at all. For example, I have had two hip replacements which are not f	
9	Jan 18, 2011 5:34 PM	Make it do what is supposed to and show correct records - at present it has some inadequacies - for instance, records are shown in incorrect sequence - a letter I received from my consultant shortly after the trial started has never appeared. To be of an	
10	Jan 18, 2011 5:35 PM	Ability to book an appointment with a nurse.	
11	Jan 18, 2011 6:38 PM	happy as it is	
12	Jan 19, 2011 8:40 AM		
		At this time I cannot identify anything very obvious which would improve the service. May need longer use to spot a problem!	
13	Jan 19, 2011 9:20 AM	I dont think that there is anything that you can do to improve it as i find it very user friendly	
14	Jan 19, 2011 9:25 AM	not sure but do appreciate having it	
15	Jan 19, 2011 10:26 AM	Not used it often enough to comment at this time	
16	Jan 19, 2011 4:23 PM	Seems fine to me	

- 17** **Jan 21, 2011 1:57 PM** It would be useful to be able to book hospital consultations using the online link - rather than use the telephone booking system which takes ages to get through.
- 18** **Jan 21, 2011 6:58 PM** More detail, some parts seem to be missing. At times it is very vague, maybe the doc is slow putting the info online.
- 19** **Jan 22, 2011 7:05 AM** search facility so one doesn't have to trawl back page by page
- 20** **Jan 24, 2011 4:46 PM** It is amazingly comprehensive and reminded me of things I had forgotten about, even in the last few years, but it would help if the user could refer to a glossary for explanation of technical terms.
- 21** **Feb 9, 2011 4:47 PM** I would like to see my whole medical history, vaccinations etc

Q18 Do you have any other comments about this service service and the way in which it works?

Answer Options	Response Count
	18
<i>answered question</i>	18
<i>skipped question</i>	15

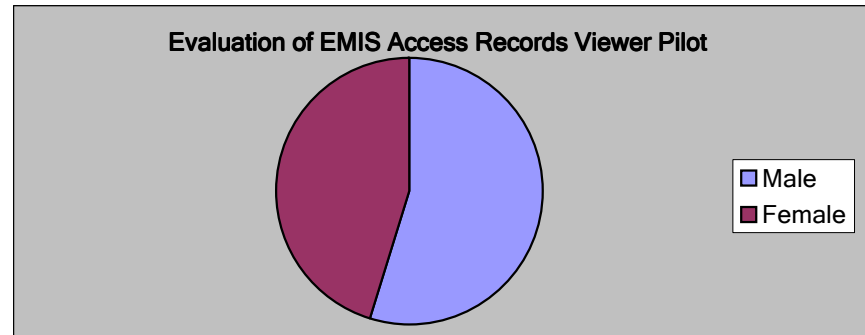
Number	Response Date	Response Text	Categories
1	Jan 18, 2011 11:17 AM	No	
2	Jan 18, 2011 11:19 AM	I find it useful to have access to my records - particularly as so many are involved in my care. I can check that records with you are up to date.	
3	Jan 18, 2011 12:13 PM	If the date of a particular treatment is not known, the records default to a silly date such as "1899". Would it not be preferable to use "unknown" if that is the case?	
4	Jan 18, 2011 3:32 PM	I think that everyone whose records are in EMIS, should be pro-actively encouraged by the data controller to check those records for accuracy and completeness.	
5	Jan 18, 2011 5:35 PM	Passable for beta software, but not ready for full release in its present state	
6	Jan 18, 2011 5:36 PM	Starts up very quickly on my computer, very impressive.	
7	Jan 18, 2011 6:38 PM	I think it is good	
8	Jan 19, 2011 8:07 AM	If it costs anything to set up and administer ,the money would be better used elsewhere	
9	Jan 19, 2011 8:45 AM	It is wonderful to be able to access my records without having to leave messages, disturb Receptionists or the Doctor etc.,etc.	
10	Jan 19, 2011 9:20 AM	not at this time	
11	Jan 19, 2011 10:29 AM	As long as it is kept confidential within the surgery this is a useful service for patients.	
12	Jan 19, 2011 4:23 PM	All O.K.	
13	Jan 19, 2011 9:50 PM	This is an intuitive system which is very easy to use and I find it extremely useful to be able to view my records online.	
14	Jan 21, 2011 6:59 PM	No	
15	Jan 22, 2011 7:08 AM	I really like it - I finally feel that I have some ownership and control of my own health records. It is also helping me to be more proactive - e.g. I can check when routine checks are due.	
16	Jan 23, 2011 10:28 AM	Admirable and efficient	
17	Jan 24, 2011 4:50 PM	It's very helpful to have dates of consultations and treatments and things such as injections. It is also very interesting to read some of the comments - e.g. "Depression resolved." - if only!	
18	Feb 9, 2011 4:47 PM	none	

Q19 Are you:

Answer Options

- Male
- Female

	Response Percent	Response Count
Male	54.8%	17
Female	45.2%	14
<i>answered question</i>		31
<i>skipped question</i>		2



Q20 What is your age group?

Answer Options

- 17-25 years
- 26-45 years
- 46-60 years
- 61-75 years
- over 75 years

	Response Percent	Response Count
17-25 years	0.0%	0
26-45 years	9.7%	3
46-60 years	38.7%	12
61-75 years	41.9%	13
over 75 years	9.7%	3
<i>answered question</i>		31
<i>skipped question</i>		2

