

Patient and Carer Summary Care Records (SCR) Additional Information survey - pilot: Summary report

This report was created on Monday 28 January 2019 at 09:12.

The consultation ran from 31/10/2018 to 25/01/2019.

Contents

Question 1: Do your responses refer to your SCR or the SCR of someone that you care for?	2
Patient or Carer	2
Question 2: Do you have access to any of your medical information at present through your GP Practice system?	3
Access to GP system	3
Use of GP system	3
Please explain your answer:if you selected "Other":	4
Question 3: Would it be helpful if you could view your GP record?	4
View GP record?	4
Please explain your answer:	4
Question 4: Would it be helpful if you could view your Summary Care Record and the Additional Information? Please see the Overview section for a description of the Summary Care Record and Additional Information contents.	4
View myself	4
If you answered "Yes", please explain	5
Question 5: Have you consented to sharing Additional Information in your SCR?	5
Viewed AI	5
Question 6: Did someone at your GP Practice ask you if you agree to share SCR Additional Information?	5
GP support for sharing AI	5
Comments re consenting to SCR Additional Information with you:	5
Question 7: Over the last year, how frequently have you been seen by healthcare staff other than your GP or GP Practice staff?	6
Appointments/year	6
Please explain your answer if you selected "Other":	6
Question 8: Do you feel reassured/ supported that information about your health is available through SCR and SCR Additional Information to a relevant healthcare professional when needed?	7
Empowered	7
Explanation:	7
Question 9: Do you use any other ways of sharing your healthcare information, with healthcare professionals, other than through SCR? for example taking hand written notes about your health problems to appointments.	7
Other way of sharing	7
To share my information I use:	7
Are there any advantages or drawbacks to using your personal method of sharing your information?	7
Question 10: Did you understand what Summary Care Records were before starting this survey?	8
Understanding of SCR	8
Question 11: Did you understand what the Additional Information in Summary Care Records was before starting this survey?	8
Understanding of SCRAI	8
Question 12: Where did you hear about SCR Additional Information?	9
Knew about SCRAI from:	9
If you selected "Other", please explain:	9
Suggestions for promotion	9
Question 13: If you can remember a healthcare professional viewing your SCR after you consented to include Additional Information, was this useful? did this make any difference?	10
Viewing AI useful	10
Please explain your answer:	10
Question 14: What information about you would be the most useful for healthcare staff to read to support your care needs? Please select up to 5 from the choices below, with 1 being the most useful:	11
Ranking of 'Ranked in order of importance (1 most useful)'	11
Ranked in order of importance (1 most useful) - My preferences about how I'd like my healthcare to be managed	12
Ranked in order of importance (1 most useful) - My past and present health problems	12
Ranked in order of importance (1 most useful) - Why I take a particular medicine	13
Ranked in order of importance (1 most useful) - Any problems that I have with communication e.g. deafness, language spoken, memory	13

Ranked in order of importance (1 most useful) - The record of my immunisations	14
Ranked in order of importance (1 most useful) - I want to let people know about my specific needs	14
Ranked in order of importance (1 most useful) - Information about my disabilities	15
Ranked in order of importance (1 most useful) - The contact details for my family, carers and healthcare professionals	15
Ranked in order of importance (1 most useful) - Who has Legal Power of Attorney for my health and welfare	16
Ranked in order of importance (1 most useful) - Signposting to key documents held elsewhere e.g. Patient passport	16
Ranked in order of importance (1 most useful) - My decisions about Resuscitation	17
Ranked in order of importance (1 most useful) - My decisions about my end of life care	17
Please explain the reason(s) for your highest ranking:	17
Question 15: Is there any other information specific to you that you'd wish to share with healthcare professionals outside your GP Practice? e.g. information to reflect your personal preferences regarding how care is provided	18
Information I would like to share and why I would like to do so:	18
Question 16: How would viewing the Additional Information help with the quality of a consultation with a healthcare professional?	18
Improved interaction - The information would support me in telling a clear story about my previous/ significant health problems	18
Improved interaction - The information would help to involve me in decision making about my care	18
Improved interaction - The information would help me to feel confident that the care professional would carry out my documented wishes	19
Improved interaction - Other (please add comment below)	19
Other:	20
Question 17: From your experience, what do you think the impact would be if your SCR Additional Information was not available/not viewed?	20
Impact not viewing AI - I could come to harm if all of the relevant information wasn't available	20
Impact not viewing AI - I would find it difficult to remember important/ relevant information	20
Impact not viewing AI - An unnecessary appointment could be booked if the information wasn't available	21
Impact not viewing AI - The appointment could take longer	21
Impact not viewing AI - I would worry that my wishes / decisions may not be carried out	22
Impact not viewing AI - If my contact details were not available my family/carers may not be informed or there could be a delay in contacting them	22
Impact not viewing AI - Other (please add comments below)	23
Question 18: Do you have a story to tell about sharing your healthcare information? Would you be willing to share your experience(s) so that they could be included as part of a case study?	23
Contact details for Case study	23
Question 19: Please provide any feedback regarding this survey - ease of answering the questions, language used etc.	23
Comments:	23

Question 1: Do your responses refer to your SCR or the SCR of someone that you care for?

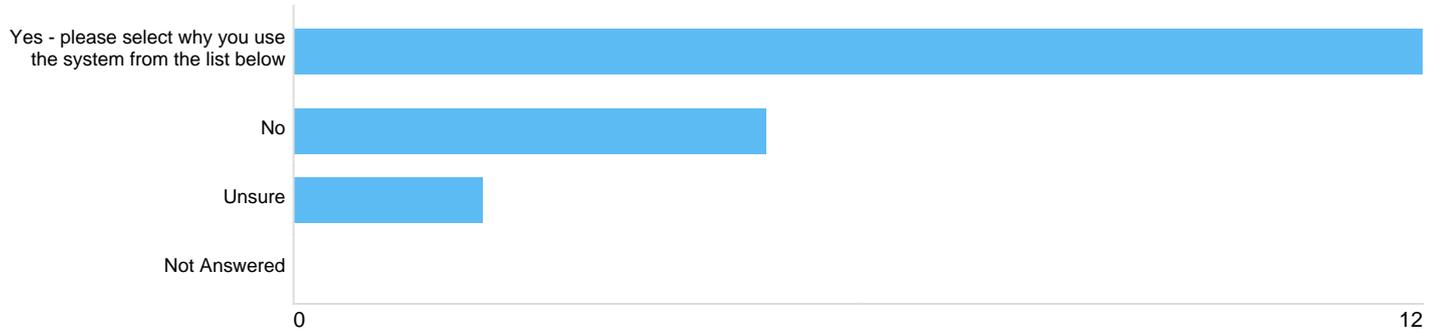
Patient or Carer



Option	Total	Percent
My SCR	17	89.47%
Someone I care for	2	10.53%
Not Answered	0	0%

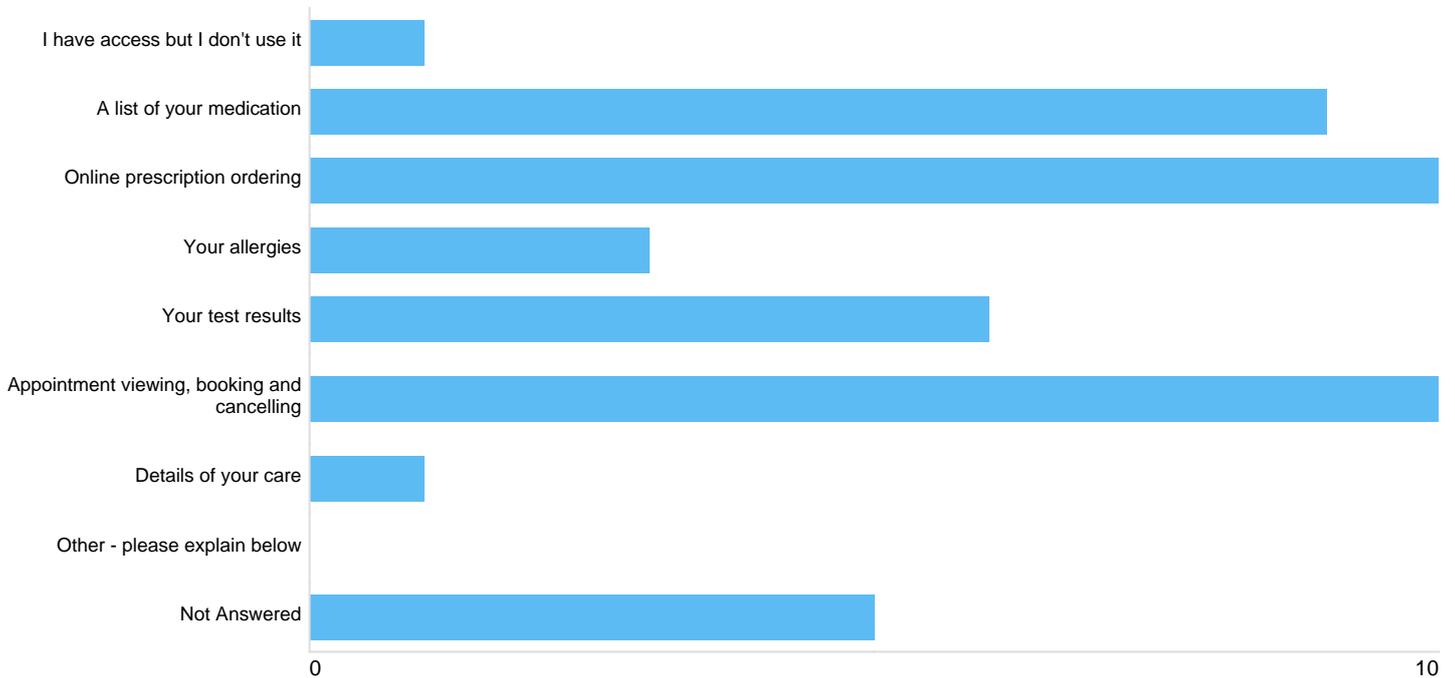
Question 2: Do you have access to any of your medical information at present through your GP Practice system?

Access to GP system



Option	Total	Percent
Yes - please select why you use the system from the list below	12	63.16%
No	5	26.32%
Unsure	2	10.53%
Not Answered	0	0%

Use of GP system



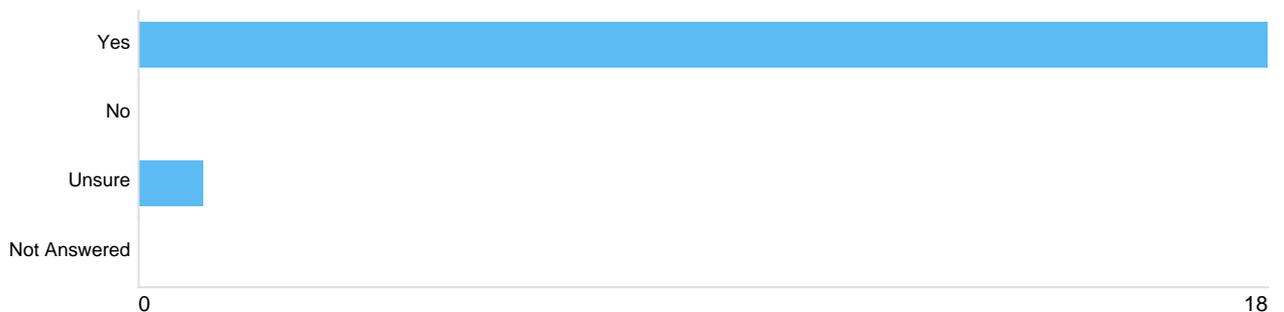
Option	Total	Percent
I have access but I don't use it	1	5.26%
A list of your medication	9	47.37%
Online prescription ordering	10	52.63%
Your allergies	3	15.79%
Your test results	6	31.58%
Appointment viewing, booking and cancelling	10	52.63%
Details of your care	1	5.26%
Other - please explain below	0	0%
Not Answered	5	26.32%

Please explain your answer:if you selected "Other":

There was 1 response to this part of the question.

Question 3: Would it be helpful if you could view your GP record?

View GP record?



Option	Total	Percent
Yes	18	94.74%
No	0	0%
Unsure	1	5.26%
Not Answered	0	0%

Please explain your answer:

There were 18 responses to this part of the question.

Question 4: Would it be helpful if you could view your Summary Care Record and the Additional Information? Please see the Overview section for a description of the Summary Care Record and Additional Information contents.

View myself



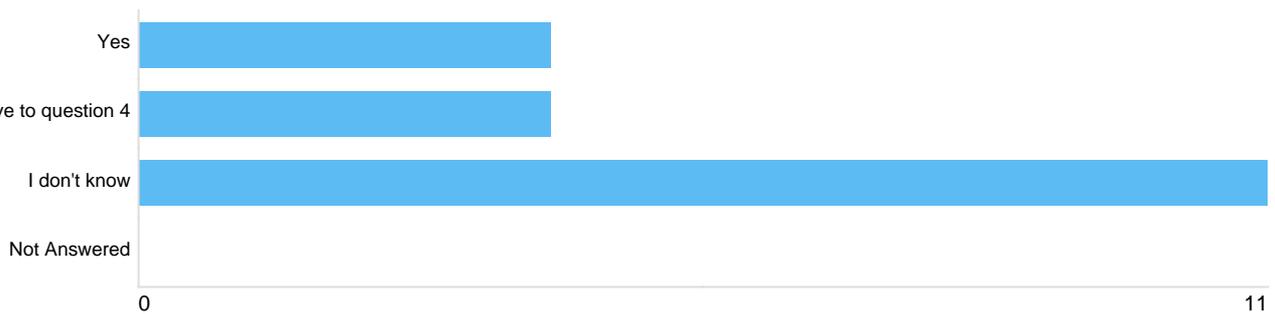
Option	Total	Percent
Yes - please explain below	18	94.74%
No - please explain below	0	0%
Unsure	1	5.26%
Not Answered	0	0%

If you answered "Yes", please explain

There were **18** responses to this part of the question.

Question 5: Have you consented to sharing Additional Information in your SCR?

Viewed AI



Option	Total	Percent
Yes	4	21.05%
No - please move to question 4	4	21.05%
I don't know	11	57.89%
Not Answered	0	0%

Question 6: Did someone at your GP Practice ask you if you agree to share SCR Additional Information?

GP support for sharing AI



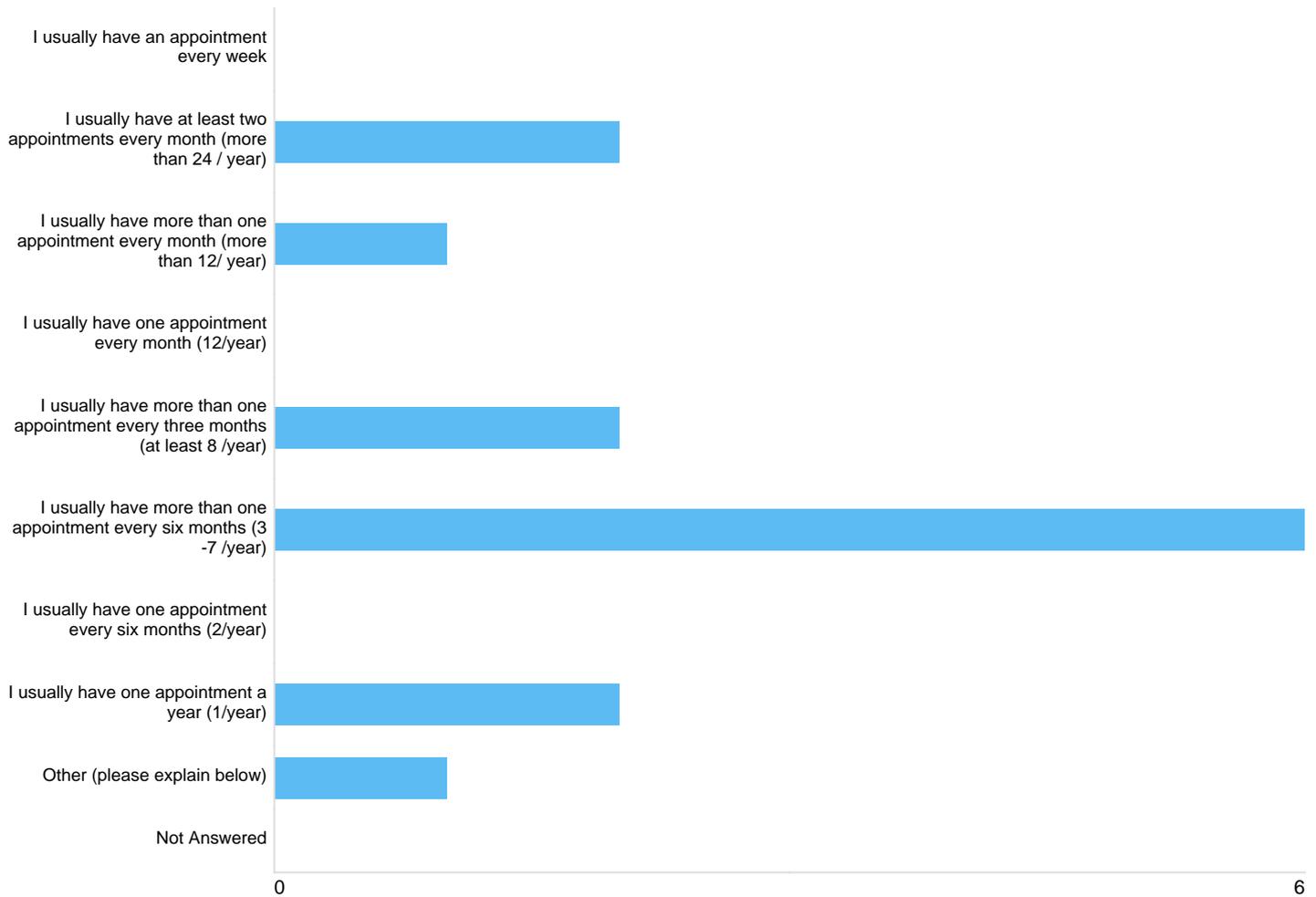
Option	Total	Percent
Yes - I was asked if I consent to sharing Additional Information	2	10.53%
No	16	84.21%
Other - my consent to share SCR Additional Information was taken by someone else (please explain below).	0	0%
Not Answered	1	5.26%

Comments re consenting to SCR Additional Information with you:

There were **3** responses to this part of the question.

Question 7: Over the last year, how frequently have you been seen by healthcare staff other than your GP or GP Practice staff?

Appointments/year



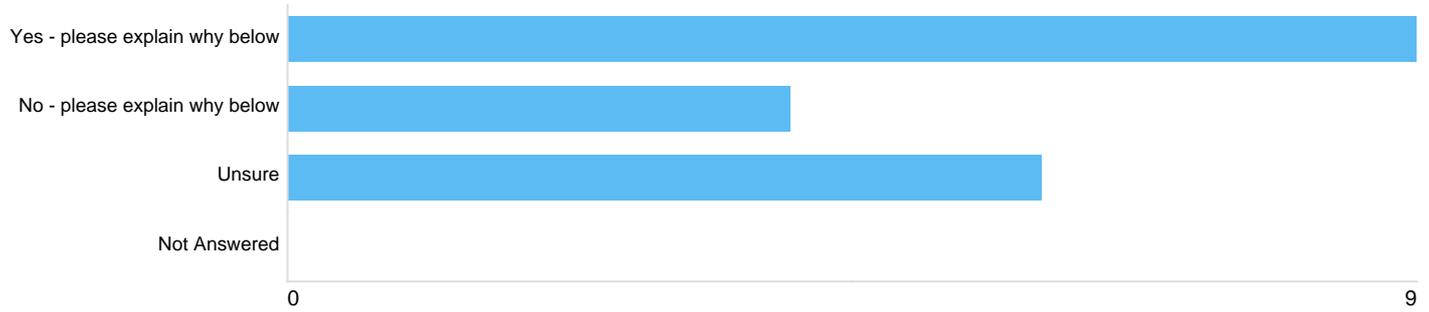
Option	Total	Percent
I usually have an appointment every week	0	0%
I usually have at least two appointments every month (more than 24 / year)	2	10.53%
I usually have more than one appointment every month (more than 12/ year)	1	5.26%
I usually have one appointment every month (12/year)	0	0%
I usually have more than one appointment every three months (at least 8 /year)	2	10.53%
I usually have more than one appointment every six months (3 -7 /year)	6	31.58%
I usually have one appointment every six months (2/year)	0	0%
I usually have one appointment a year (1/year)	2	10.53%
Other (please explain below)	1	5.26%
Not Answered	0	0%

Please explain your answer if you selected "Other":

There was 1 response to this part of the question.

Question 8: Do you feel reassured/ supported that information about your health is available through SCR and SCR Additional Information to a relevant healthcare professional when needed?

Empowered



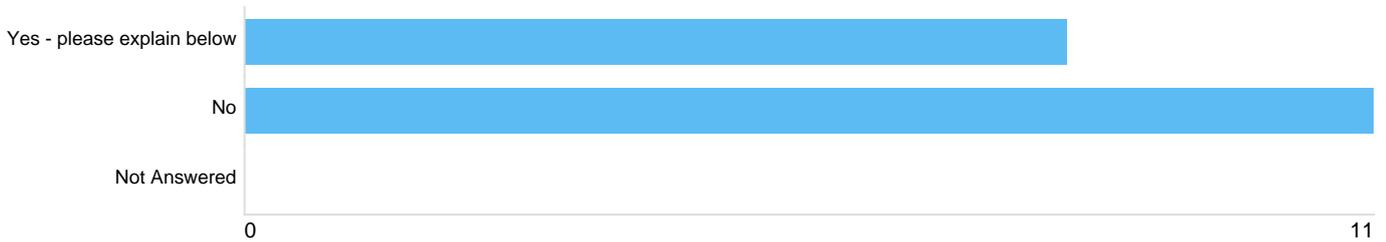
Option	Total	Percent
Yes - please explain why below	9	47.37%
No - please explain why below	4	21.05%
Unsure	6	31.58%
Not Answered	0	0%

Explanation:

There were 17 responses to this part of the question.

Question 9: Do you use any other ways of sharing your healthcare information, with healthcare professionals, other than through SCR? for example taking hand written notes about your health problems to appointments.

Other way of sharing



Option	Total	Percent
Yes - please explain below	8	42.11%
No	11	57.89%
Not Answered	0	0%

To share my information I use:

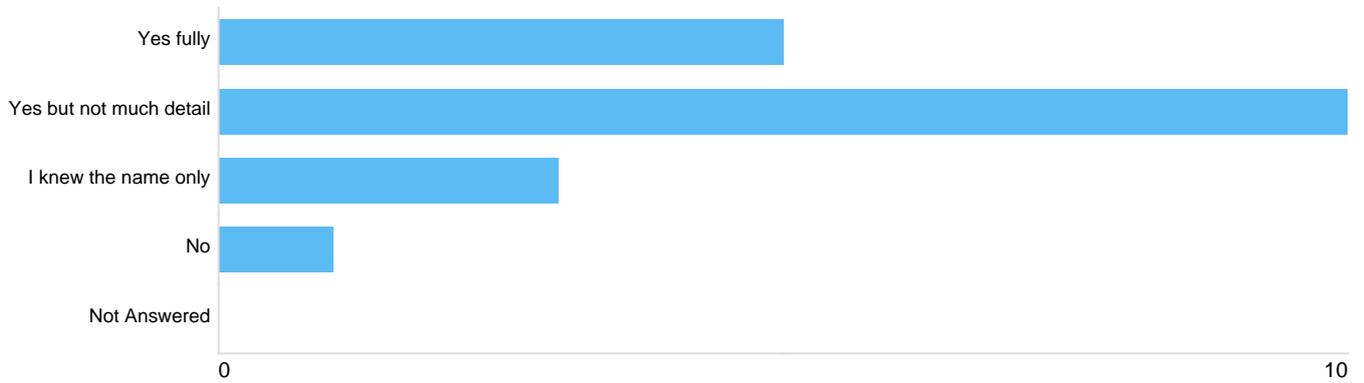
There were 10 responses to this part of the question.

Are there any advantages or drawbacks to using your personal method of sharing your information?

There were 11 responses to this part of the question.

Question 10: Did you understand what Summary Care Records were before starting this survey?

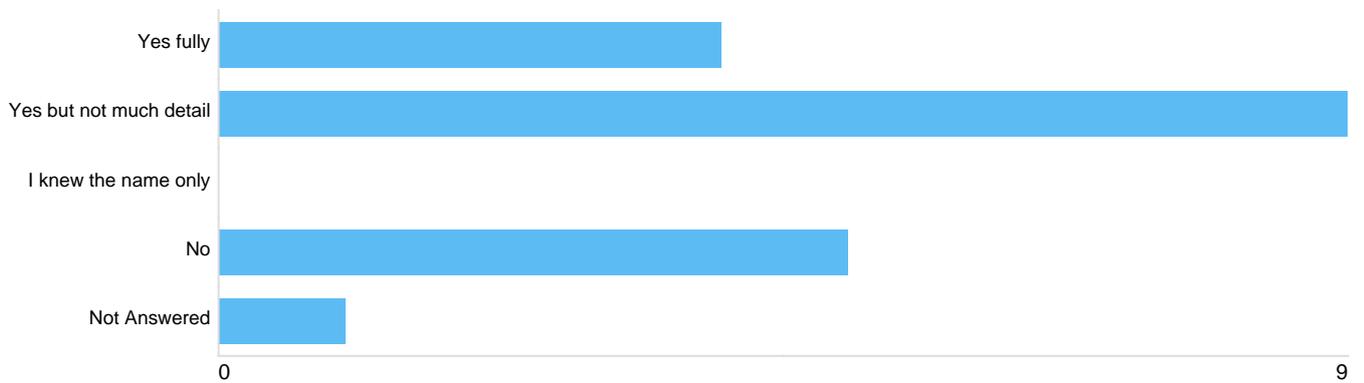
Understanding of SCR



Option	Total	Percent
Yes fully	5	26.32%
Yes but not much detail	10	52.63%
I knew the name only	3	15.79%
No	1	5.26%
Not Answered	0	0%

Question 11: Did you understand what the Additional Information in Summary Care Records was before starting this survey?

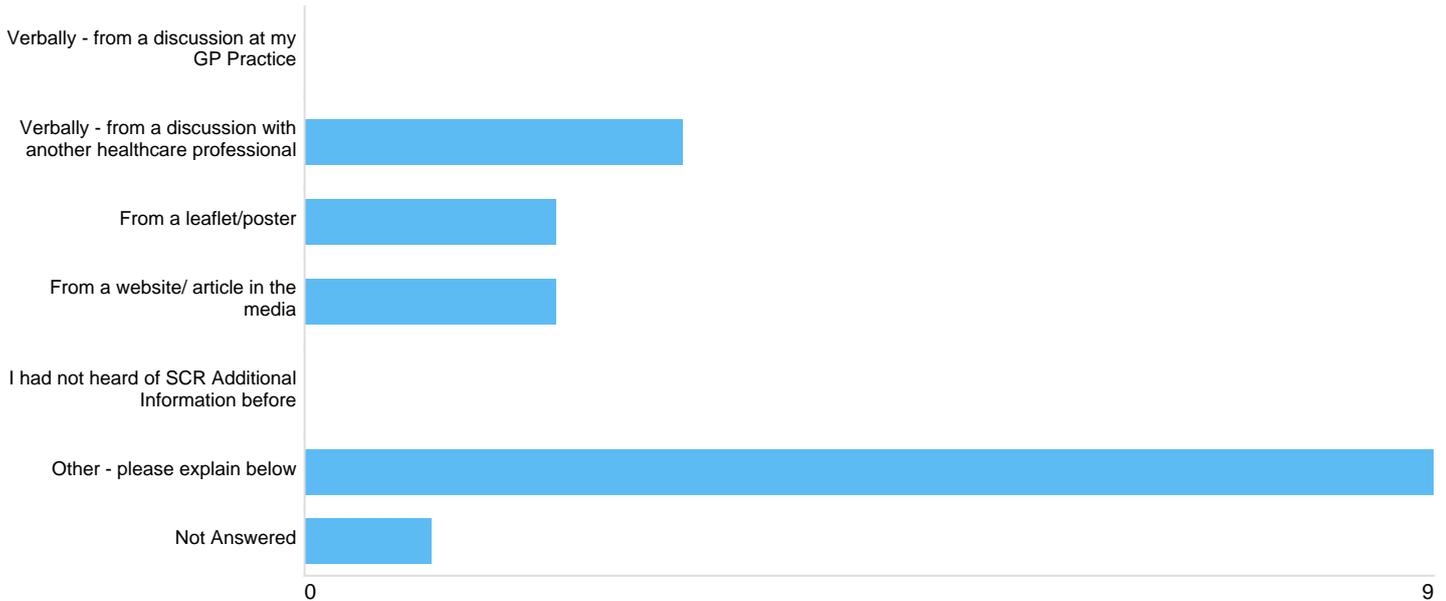
Understanding of SCRAI



Option	Total	Percent
Yes fully	4	21.05%
Yes but not much detail	9	47.37%
I knew the name only	0	0%
No	5	26.32%
Not Answered	1	5.26%

Question 12: Where did you hear about SCR Additional Information?

Knew about SCRAI from:



Option	Total	Percent
Verbally - from a discussion at my GP Practice	0	0%
Verbally - from a discussion with another healthcare professional	3	15.79%
From a leaflet/poster	2	10.53%
From a website/ article in the media	2	10.53%
I had not heard of SCR Additional Information before	0	0%
Other - please explain below	9	47.37%
Not Answered	1	5.26%

If you selected "Other", please explain:

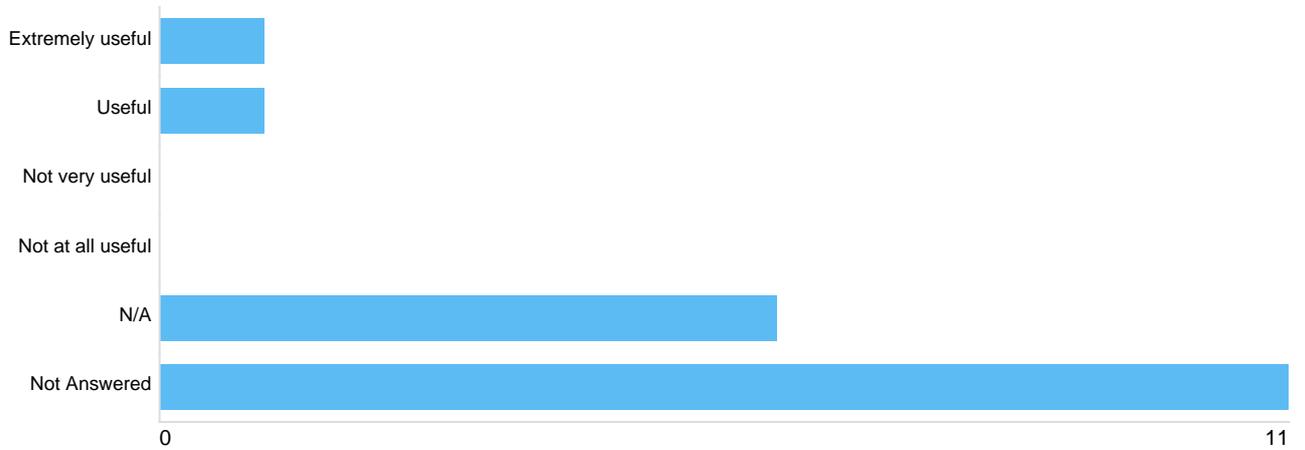
There were 11 responses to this part of the question.

Suggestions for promotion

There were 4 responses to this part of the question.

Question 13: If you can remember a healthcare professional viewing your SCR after you consented to include Additional Information, was this useful? did this make any difference?

Viewing AI useful



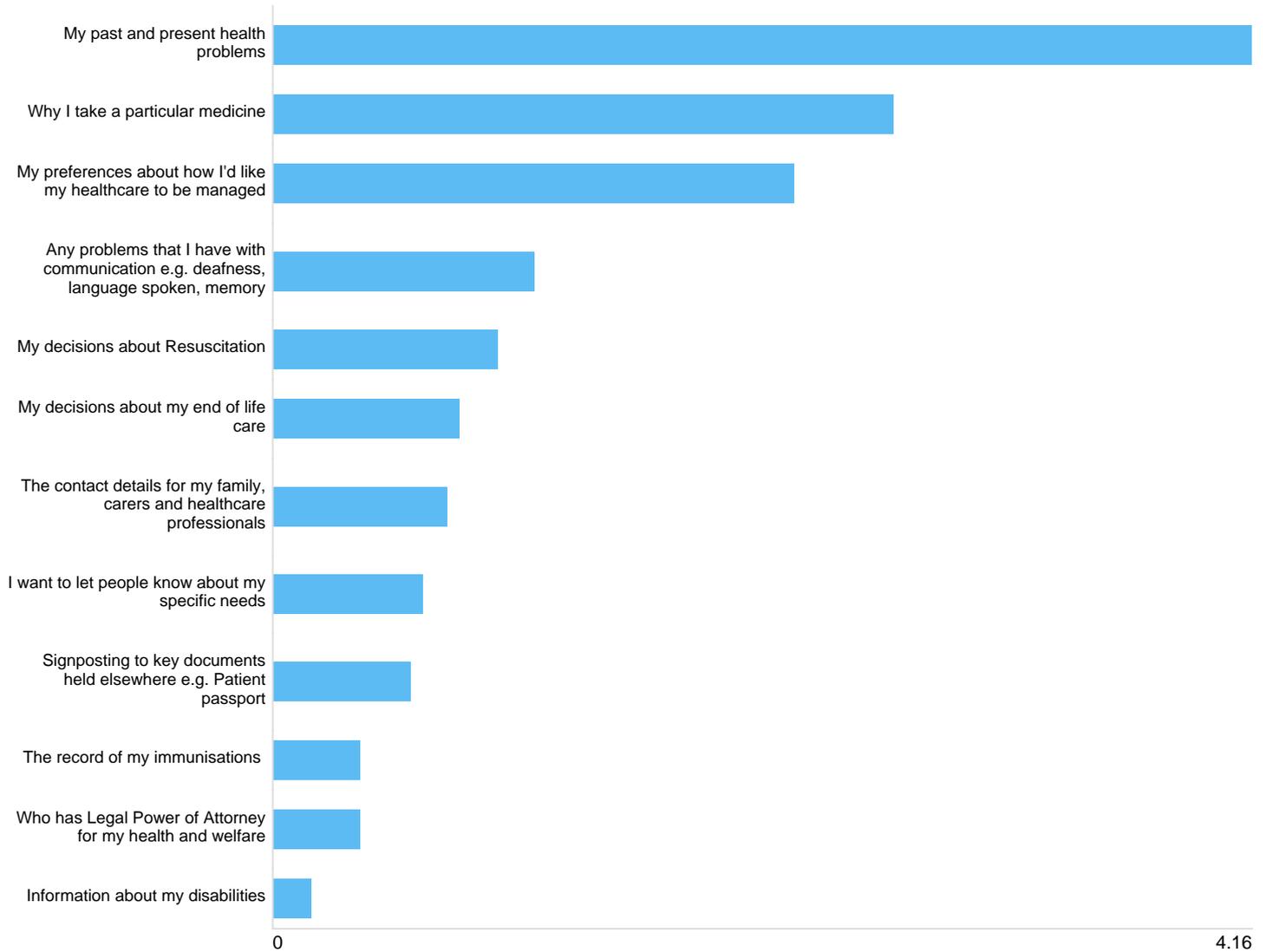
Option	Total	Percent
Extremely useful	1	5.26%
Useful	1	5.26%
Not very useful	0	0%
Not at all useful	0	0%
N/A	6	31.58%
Not Answered	11	57.89%

Please explain your answer:

There were 4 responses to this part of the question.

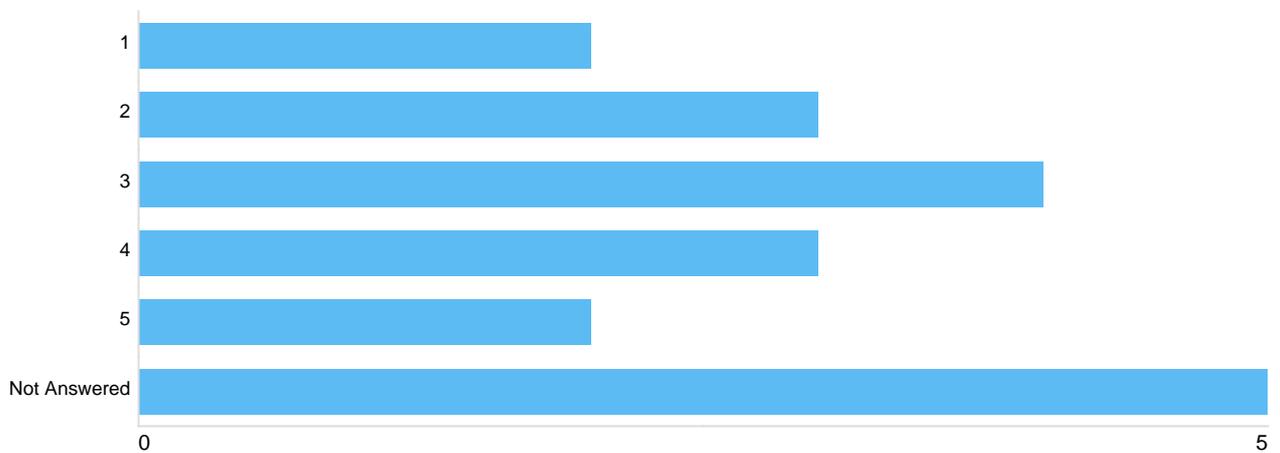
Question 14: What information about you would be the most useful for healthcare staff to read to support your care needs? Please select up to 5 from the choices below, with 1 being the most useful:

Ranking of 'Ranked in order of importance (1 most useful)'



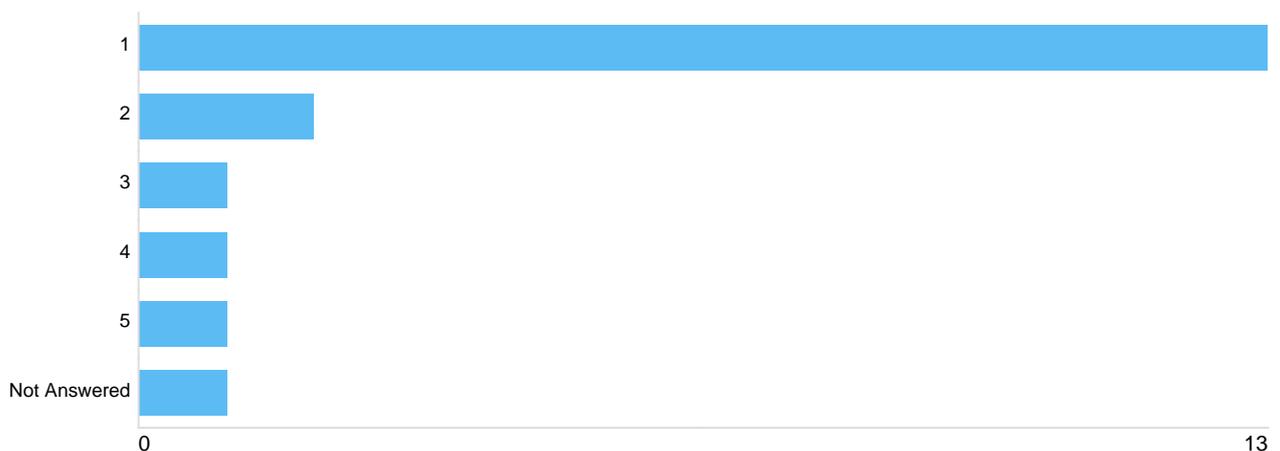
Item	Ranking
My past and present health problems	4.16
Why I take a particular medicine	2.63
My preferences about how I'd like my healthcare to be managed	2.21
Any problems that I have with communication e.g. deafness, language spoken, memory	1.11
My decisions about Resuscitation	0.95
My decisions about my end of life care	0.79
The contact details for my family, carers and healthcare professionals	0.74
I want to let people know about my specific needs	0.63
Signposting to key documents held elsewhere e.g. Patient passport	0.58
The record of my immunisations	0.37
Who has Legal Power of Attorney for my health and welfare	0.37
Information about my disabilities	0.16

Ranked in order of importance (1 most useful) - My preferences about how I'd like my healthcare to be managed



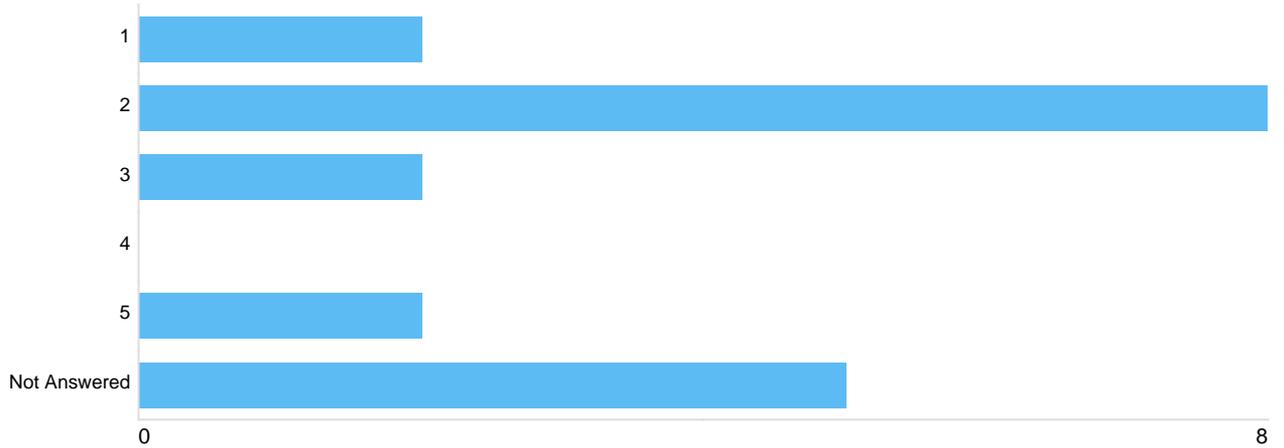
Option	Total	Percent
1	2	10.53%
2	3	15.79%
3	4	21.05%
4	3	15.79%
5	2	10.53%
Not Answered	5	26.32%

Ranked in order of importance (1 most useful) - My past and present health problems



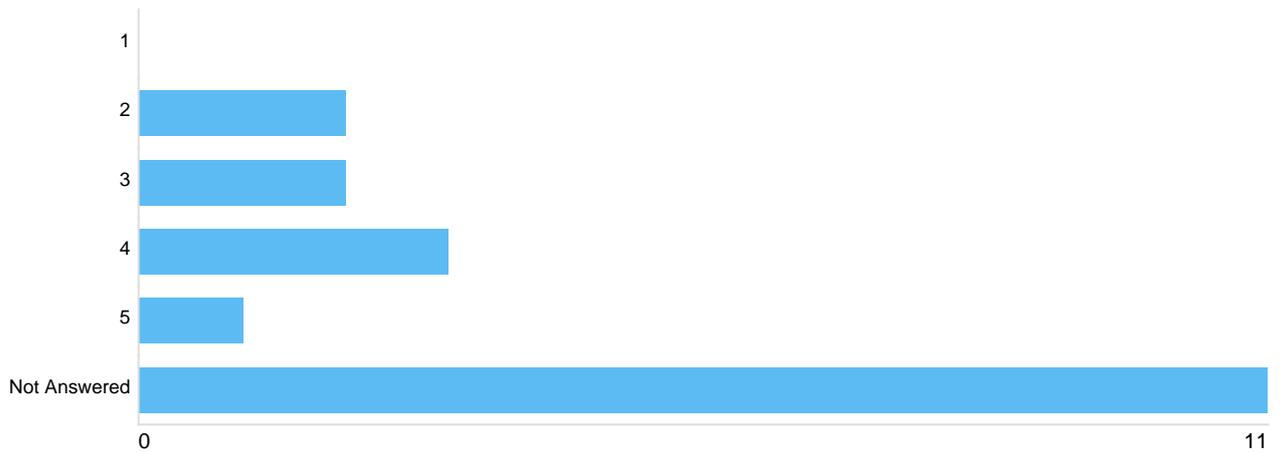
Option	Total	Percent
1	13	68.42%
2	2	10.53%
3	1	5.26%
4	1	5.26%
5	1	5.26%
Not Answered	1	5.26%

Ranked in order of importance (1 most useful) - Why I take a particular medicine



Option	Total	Percent
1	2	10.53%
2	8	42.11%
3	2	10.53%
4	0	0%
5	2	10.53%
Not Answered	5	26.32%

Ranked in order of importance (1 most useful) - Any problems that I have with communication e.g. deafness, language spoken, memory



Option	Total	Percent
1	0	0%
2	2	10.53%
3	2	10.53%
4	3	15.79%
5	1	5.26%
Not Answered	11	57.89%

Ranked in order of importance (1 most useful) - The record of my immunisations



Option	Total	Percent
1	0	0%
2	0	0%
3	1	5.26%
4	1	5.26%
5	2	10.53%
Not Answered	15	78.95%

Ranked in order of importance (1 most useful) - I want to let people know about my specific needs



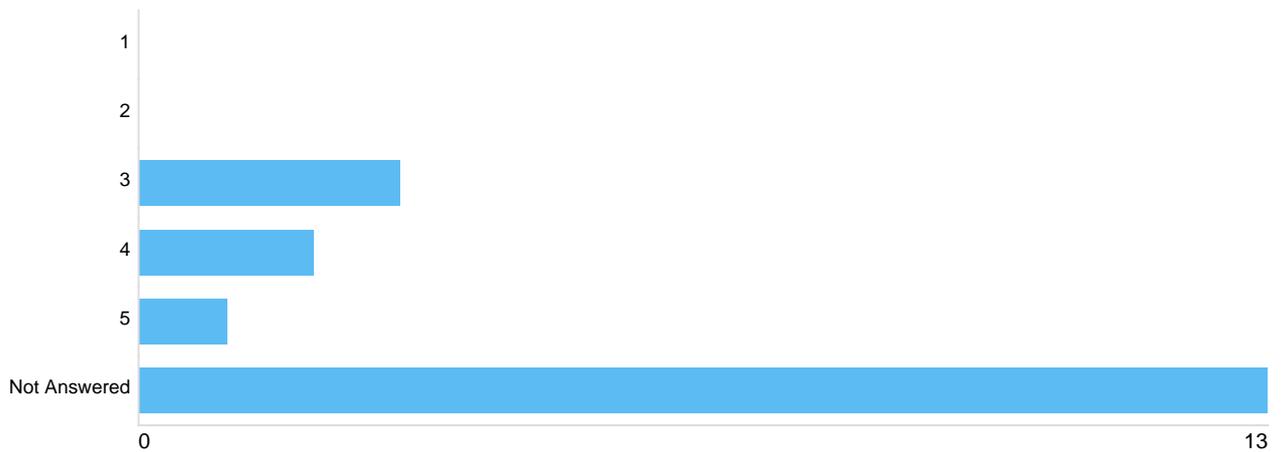
Option	Total	Percent
1	0	0%
2	1	5.26%
3	1	5.26%
4	2	10.53%
5	1	5.26%
Not Answered	14	73.68%

Ranked in order of importance (1 most useful) - Information about my disabilities



Option	Total	Percent
1	0	0%
2	0	0%
3	1	5.26%
4	0	0%
5	0	0%
Not Answered	18	94.74%

Ranked in order of importance (1 most useful) - The contact details for my family, carers and healthcare professionals



Option	Total	Percent
1	0	0%
2	0	0%
3	3	15.79%
4	2	10.53%
5	1	5.26%
Not Answered	13	68.42%

Ranked in order of importance (1 most useful) - Who has Legal Power of Attorney for my health and welfare



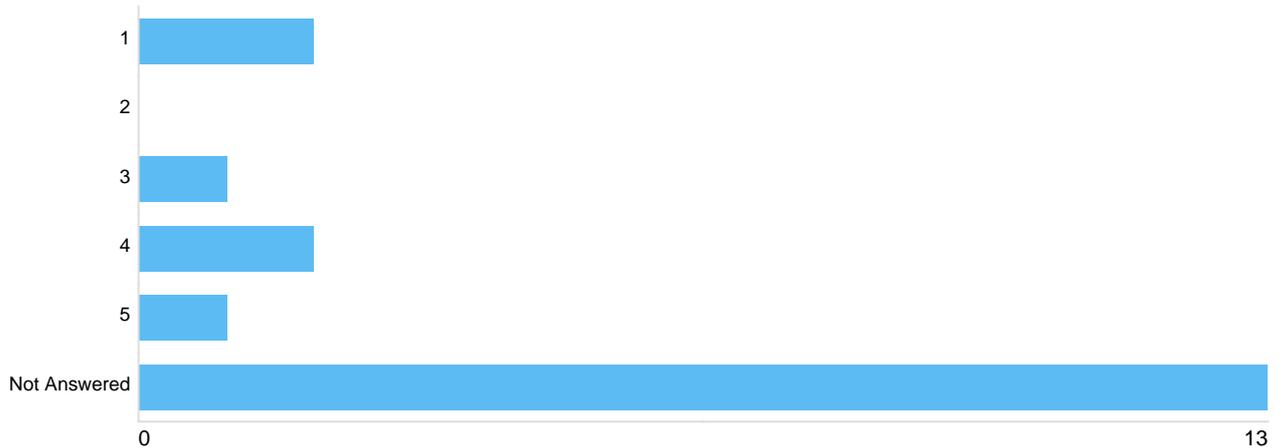
Option	Total	Percent
1	0	0%
2	1	5.26%
3	0	0%
4	1	5.26%
5	1	5.26%
Not Answered	16	84.21%

Ranked in order of importance (1 most useful) - Signposting to key documents held elsewhere e.g. Patient passport



Option	Total	Percent
1	0	0%
2	1	5.26%
3	2	10.53%
4	0	0%
5	1	5.26%
Not Answered	15	78.95%

Ranked in order of importance (1 most useful) - My decisions about Resuscitation



Option	Total	Percent
1	2	10.53%
2	0	0%
3	1	5.26%
4	2	10.53%
5	1	5.26%
Not Answered	13	68.42%

Ranked in order of importance (1 most useful) - My decisions about my end of life care



Option	Total	Percent
1	0	0%
2	1	5.26%
3	1	5.26%
4	3	15.79%
5	2	10.53%
Not Answered	12	63.16%

Please explain the reason(s) for your highest ranking:

There were 17 responses to this part of the question.

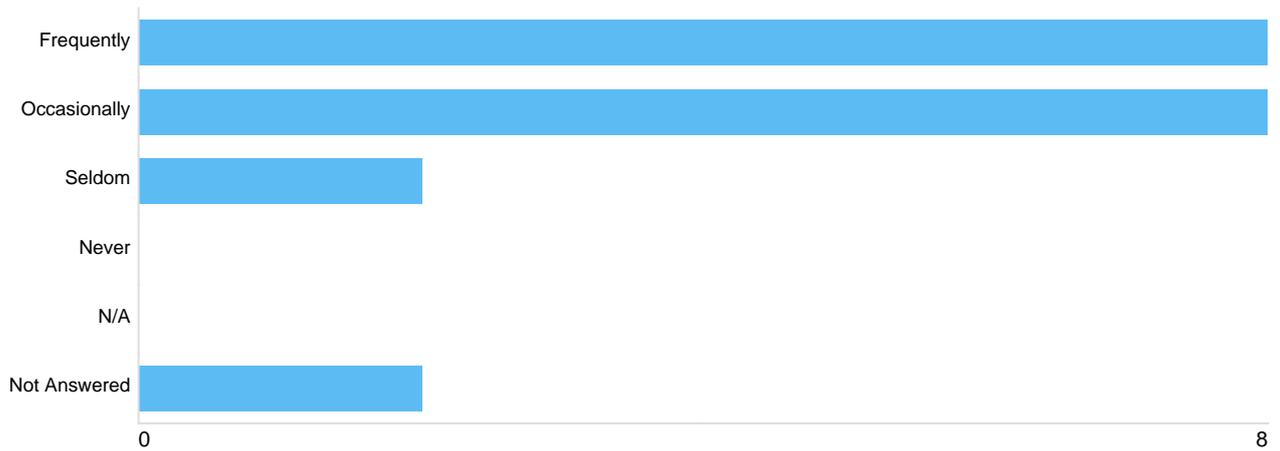
Question 15: Is there any other information specific to you that you'd wish to share with healthcare professionals outside your GP Practice? e.g. information to reflect your personal preferences regarding how care is provided

Information I would like to share and why I would like to do so:

There were 14 responses to this part of the question.

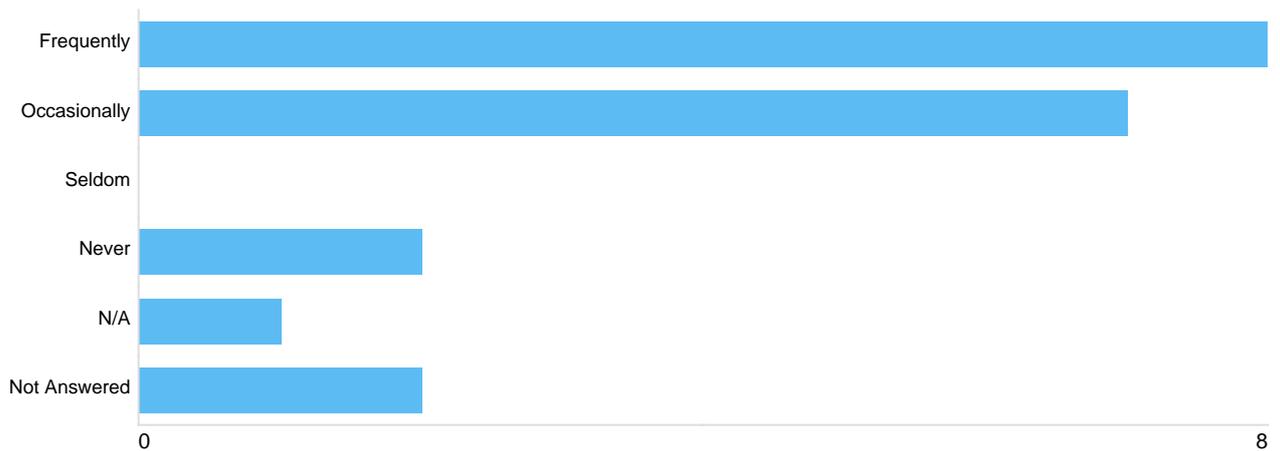
Question 16: How would viewing the Additional Information help with the quality of a consultation with a healthcare professional?

Improved interaction - The information would support me in telling a clear story about my previous/ significant health problems



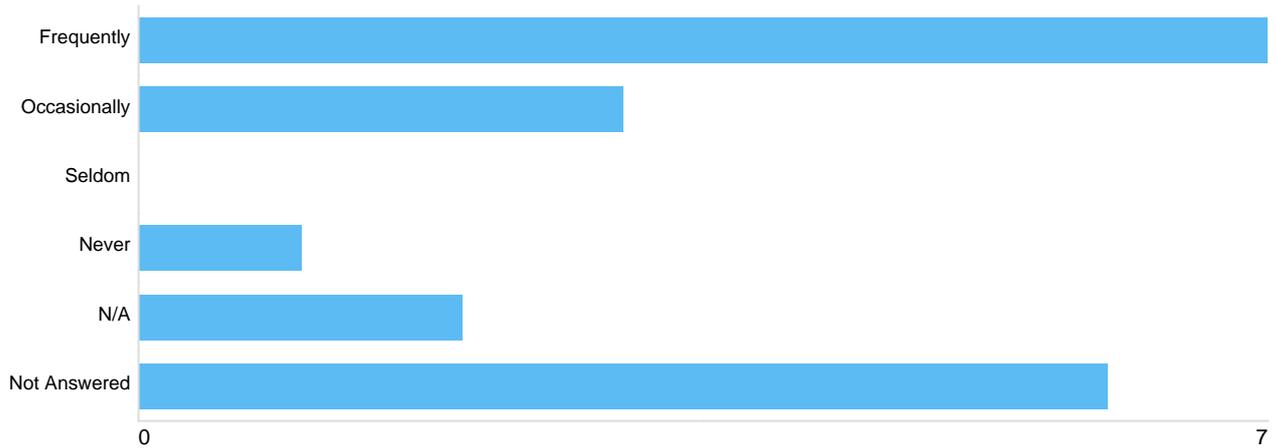
Option	Total	Percent
Frequently	8	42.11%
Occasionally	8	42.11%
Seldom	2	10.53%
Never	0	0%
N/A	0	0%
Not Answered	2	10.53%

Improved interaction - The information would help to involve me in decision making about my care



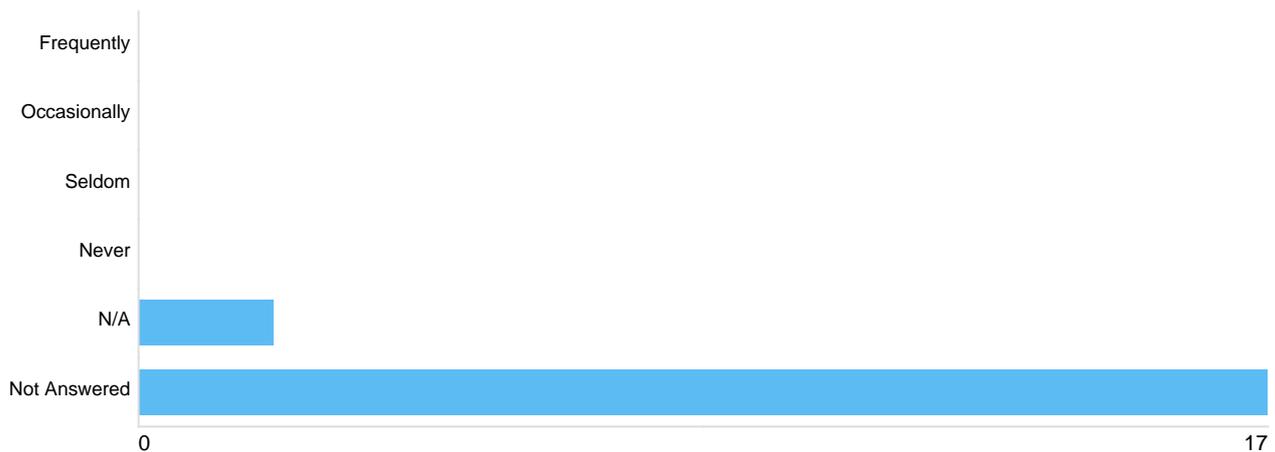
Option	Total	Percent
Frequently	8	42.11%
Occasionally	7	36.84%
Seldom	0	0%
Never	2	10.53%
N/A	1	5.26%
Not Answered	2	10.53%

Improved interaction - The information would help me to feel confident that the care professional would carry out my documented wishes



Option	Total	Percent
Frequently	7	36.84%
Occasionally	3	15.79%
Seldom	0	0%
Never	1	5.26%
N/A	2	10.53%
Not Answered	6	31.58%

Improved interaction - Other (please add comment below)



Option	Total	Percent
Frequently	0	0%
Occasionally	0	0%
Seldom	0	0%
Never	0	0%
N/A	2	10.53%
Not Answered	17	89.47%

Other:

There were 2 responses to this part of the question.

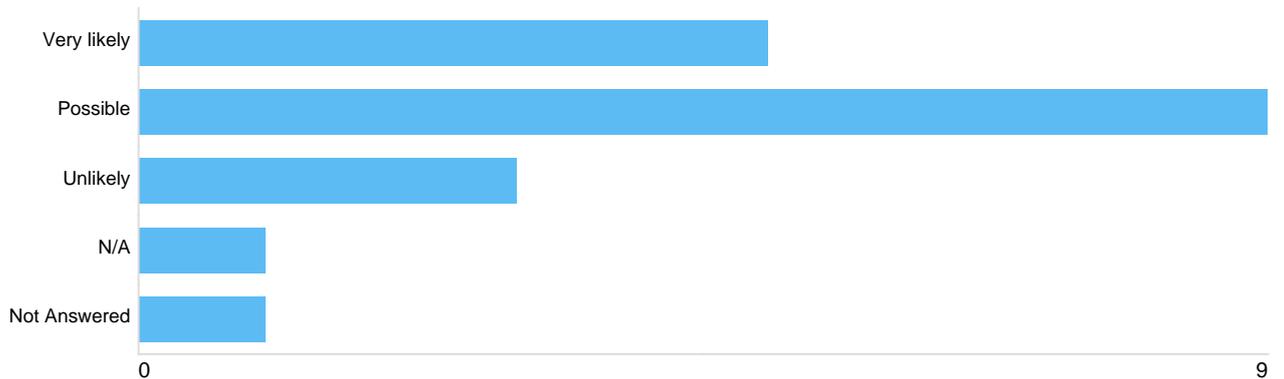
Question 17: From your experience, what do you think the impact would be if your SCR Additional Information was not available/ not viewed?

Impact not viewing AI - I could come to harm if all of the relevant information wasn't available



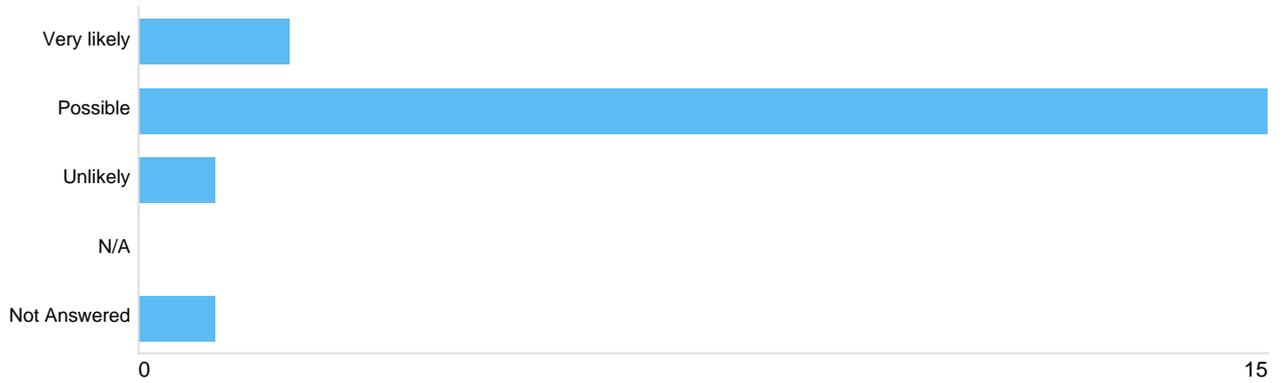
Option	Total	Percent
Very likely	2	10.53%
Possible	12	63.16%
Unlikely	3	15.79%
N/A	1	5.26%
Not Answered	1	5.26%

Impact not viewing AI - I would find it difficult to remember important/ relevant information



Option	Total	Percent
Very likely	5	26.32%
Possible	9	47.37%
Unlikely	3	15.79%
N/A	1	5.26%
Not Answered	1	5.26%

Impact not viewing AI - An unnecessary appointment could be booked if the information wasn't available



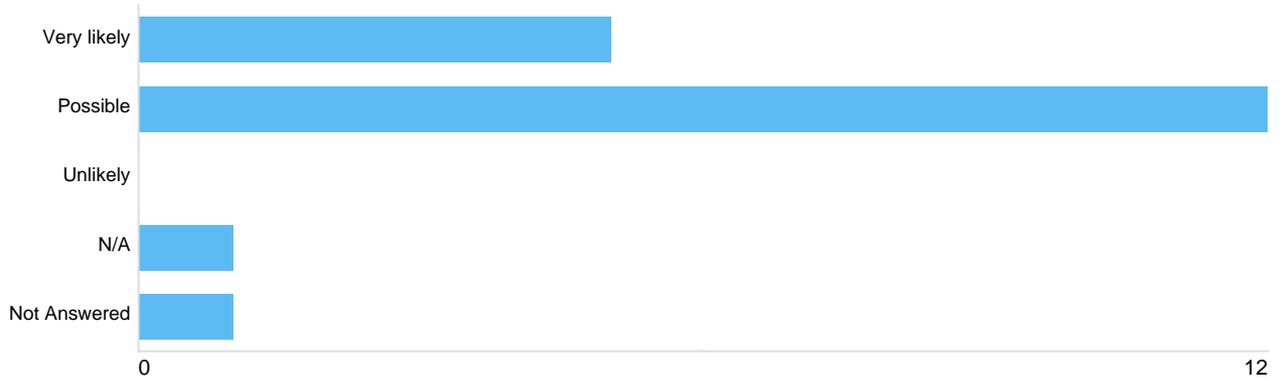
Option	Total	Percent
Very likely	2	10.53%
Possible	15	78.95%
Unlikely	1	5.26%
N/A	0	0%
Not Answered	1	5.26%

Impact not viewing AI - The appointment could take longer



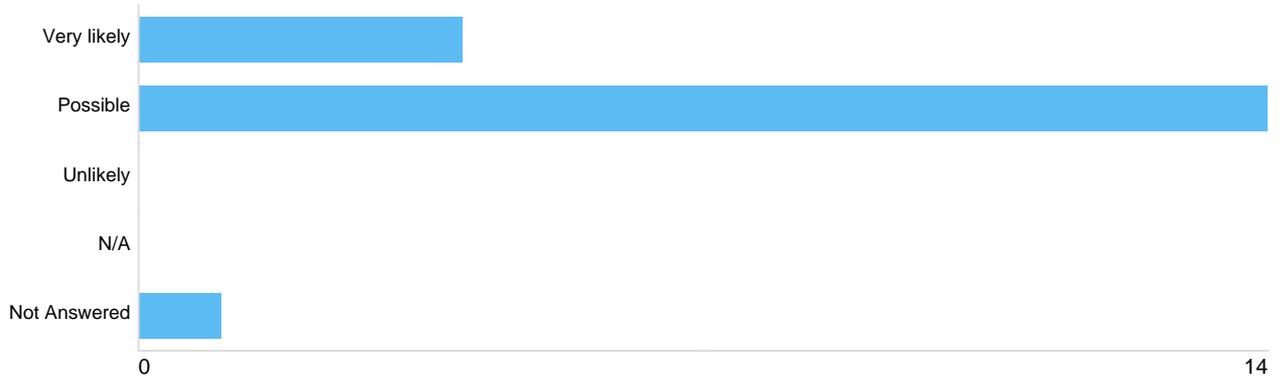
Option	Total	Percent
Very likely	3	15.79%
Possible	15	78.95%
Unlikely	0	0%
N/A	0	0%
Not Answered	1	5.26%

Impact not viewing AI - I would worry that my wishes / decisions may not be carried out



Option	Total	Percent
Very likely	5	26.32%
Possible	12	63.16%
Unlikely	0	0%
N/A	1	5.26%
Not Answered	1	5.26%

Impact not viewing AI - If my contact details were not available my family/carers may not be informed or there could be a delay in contacting them



Option	Total	Percent
Very likely	4	21.05%
Possible	14	73.68%
Unlikely	0	0%
N/A	0	0%
Not Answered	1	5.26%

Impact not viewing AI - Other (please add comments below)



Option	Total	Percent
Very likely	0	0%
Possible	1	5.26%
Unlikely	0	0%
N/A	3	15.79%
Not Answered	15	78.95%

Question 18: Do you have a story to tell about sharing your healthcare information? Would you be willing to share your experience(s) so that they could be included as part of a case study?

Contact details for Case study

There were 9 responses to this part of the question.

Question 19: Please provide any feedback regarding this survey - ease of answering the questions, language used etc.

Comments:

There were 12 responses to this part of the question.