

Healthwatch Nottingham and Nottinghamshire Question of the Month Survey (QOTM) 2018 and 2021 Data comparison

As a local independent patient and public champion, Healthwatch Nottingham and Nottinghamshire’s role is to hold local health and care leaders to account for providing excellent care by making sure they communicate and engage with local people, clearly and meaningfully, and that they are transparent in their decision making.

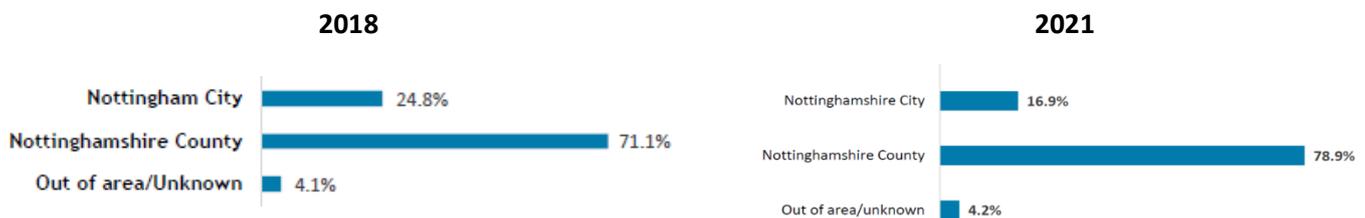
Connected Nottinghamshire worked closely with Healthwatch Nottingham and Nottinghamshire, as a key partner throughout September and October 2018. During this time they undertook a Question of the Month survey on behalf of the programme to gain a greater understanding of people’s use of Information Technology.

Across March and April 2021, we commissioned Healthwatch to re-run the ‘Can Technology Improve your care’ Question of the Month survey. The purpose of this was to help improve our understanding of how the Covid-19 Pandemic and rapid shift to virtually delivered healthcare had potentially impacted individuals’ perceptions, motivations and experiences.

The following document provides an analysis of the data captured from the 2018 and 2021 Question of the Month Survey results.

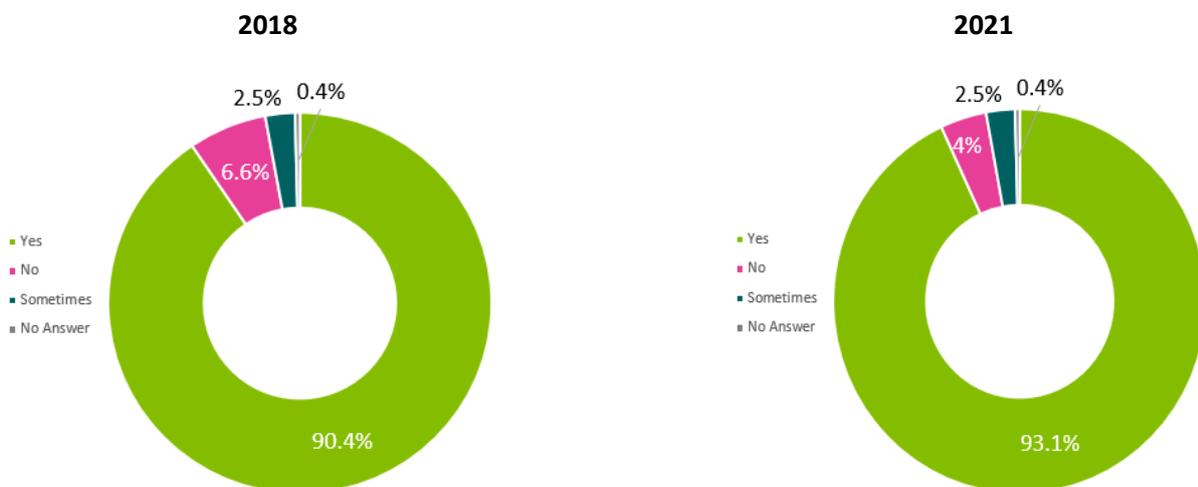
Resident area

The first question was to determine whether participants were from Nottingham City or the wider county



Question 1

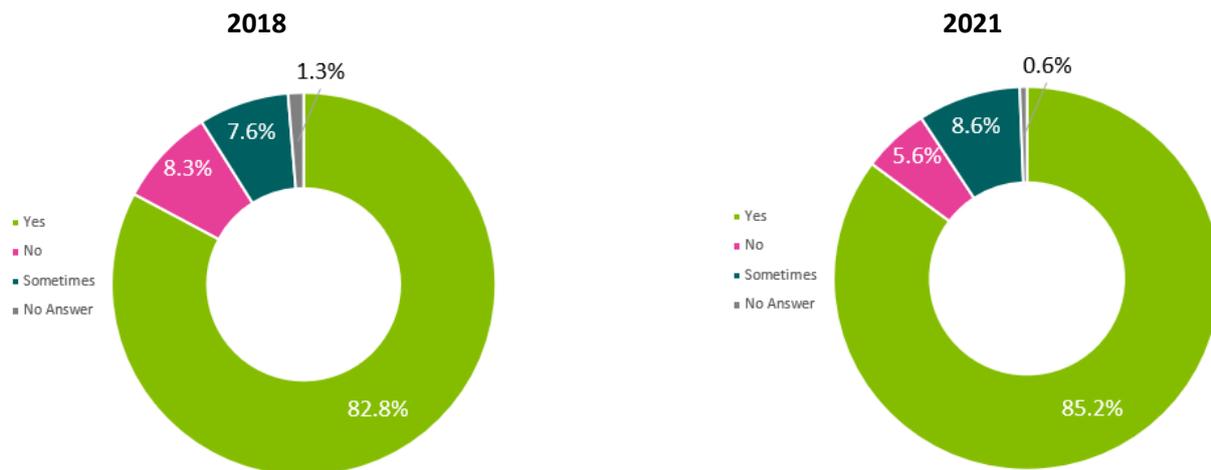
Do you have access to the internet?



For the participants who responded sometimes, they were asked how they accessed the internet. The responses included: library, through friends and relatives, on a mobile phone and at home.

Question 2

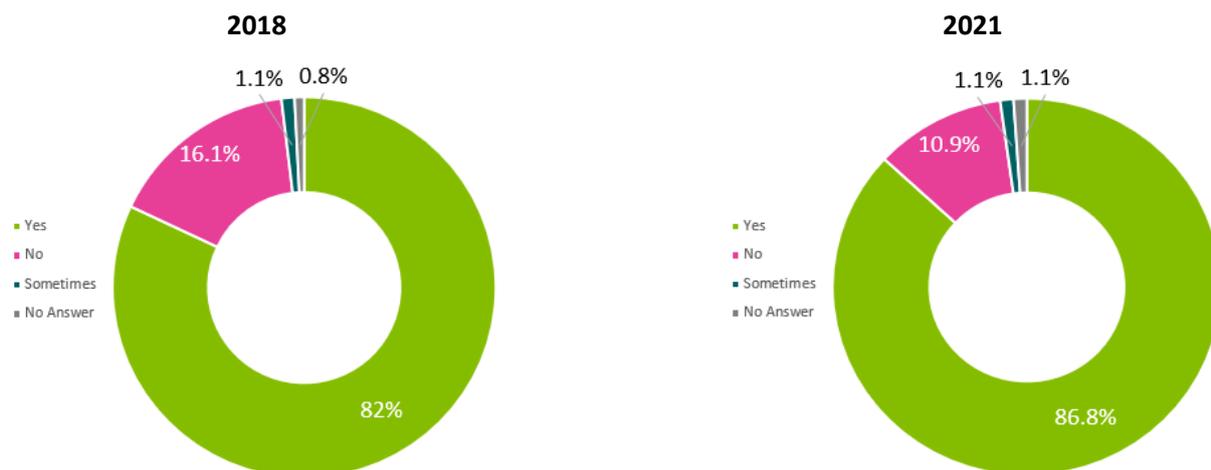
Do you feel confident using the internet to find information?



For the participants who responded no or sometimes, they were asked what is it you feel less confident in finding information about. Common concerns included: the reliability of information and interpretation, especially around medical data. Lack of training was also mentioned as a barrier.

Question 3

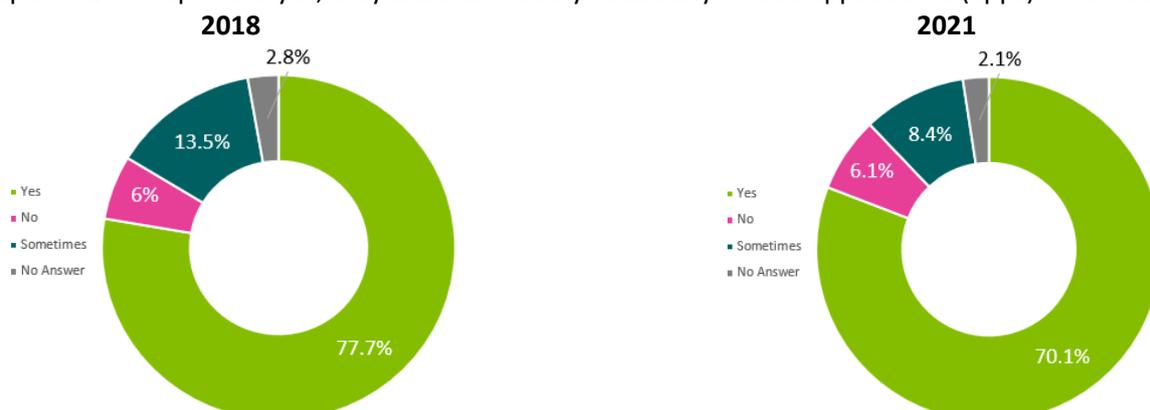
Do you have a smart phone or tablet? (iPad, Android device etc.)?



For the participants who responded sometimes, they were asked how do you access the smartphone or tablet. Relevant responses mentioned participants borrowed family and friends' devices.

Question 4

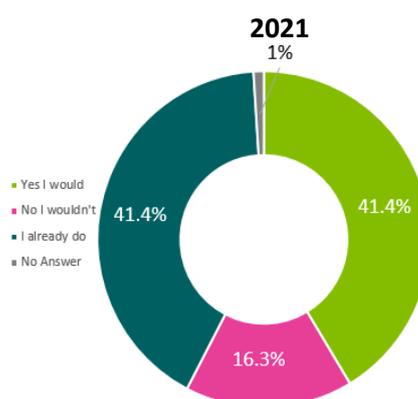
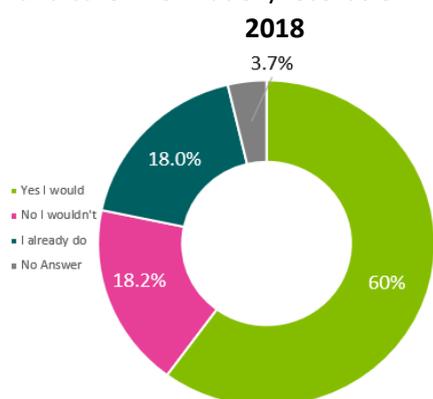
For participants who responded yes, they were asked do you use any mobile applications (apps) on the device?



Question 5

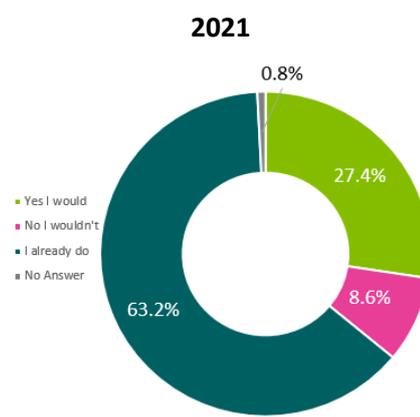
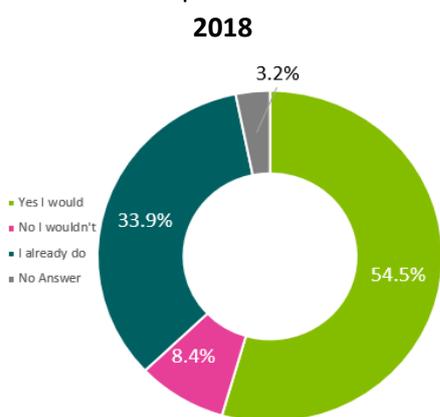
Would you like to, or have you already accessed the following;

Health and care information/records online?



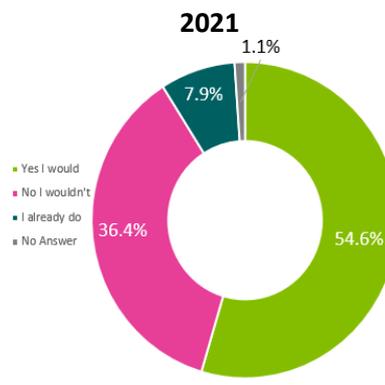
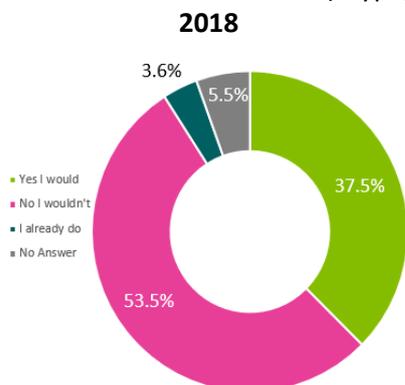
In comparison to 2018, there has been an increase of 23.4% of participants from Nottingham and Nottinghamshire who now advised they accessed their health and care records online. This number now equalled the percentage of participants who mentioned they would like to access their health information online. The same question also showed a slight reduction in the percentage of participants who advised they wouldn't like to access health information online by 1.9%.

GP appointments via telephone?



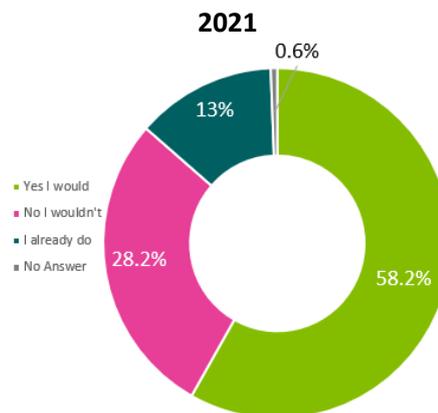
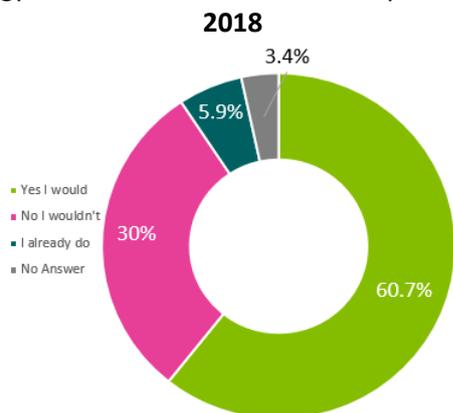
Since 2018, the percentage of participants who already accessed GP appointments via telephone had increased by 29.3%, almost double what it was in 2018. The percentage of participants who didn't want to access GP appointments via telephone also slightly increased, by 0.2% since 2018.

GP appointments via online video link (Skype, Facetime, etc)?



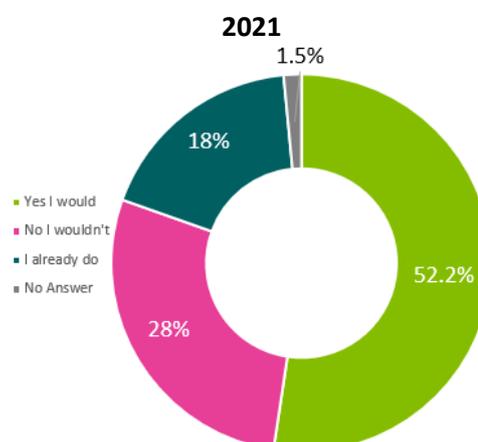
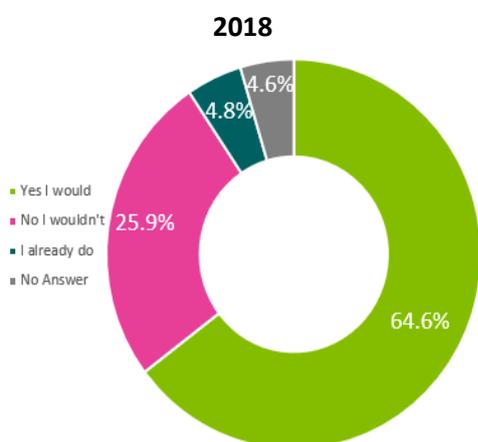
Since 2018, the percentage of participants who would like to have appointments via video link has increased by 17.1%, with the percentage of participants mentioning they wouldn't like to access GP appointments via video reducing by 17.1%. The percentage of participants who advised they already do use video links for GP appointments has also increased by 4.3%.

Technology or online services to monitor your health conditions?



Since 2018, the percentage of participants who already monitor their health conditions online increased by 7.1%. The number of participants who both would and wouldn't monitor their health conditions digitally both decreased by 2%.

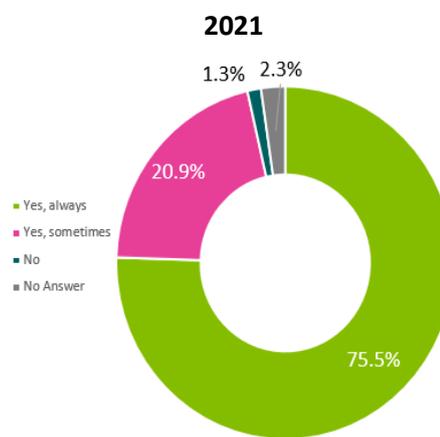
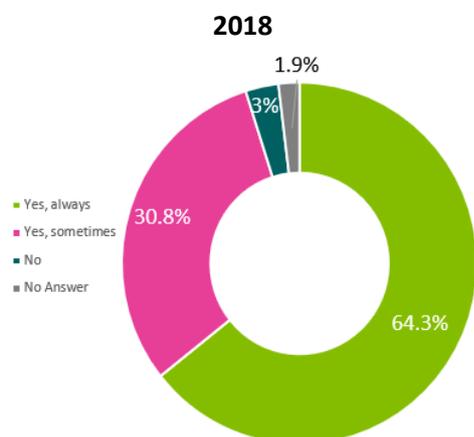
A web or app-based tool to link to local services or support?



Since 2018, the percentage of participants who already use an online tool to link to local services has increased by 13.2%. The percentage of participants who wouldn't want to use an online tool to link to local services also slightly increased by 2.1% and the percentage of participants who would decreased by 12.4%.

Question 6

When you get health and care information (this could be appointment letters, emails, or text messages) can you understand what it is telling you?



Since 2018, the percentage of participants who always understand what the health and care information is advising has increased by 11.2%.

Participants were asked to provide more information about the answer they had given. Responses included:

- Some letters that are received do not include all of the information required
- Letters sent tend to include acronyms and medical words which makes the information difficult to understand
- Due to not being able to understand what the letter is explaining, they have to ask friends, family or other third-party members to read and advise
- Letters received don't always clearly advise who is available to contact if the recipient has questions or concerns