

# Digital NHS Health Check: The Citizens' View

July 2015

A Trustmarque study into how British citizens view the progress of a digital NHS

**68%** of British adults think the NHS could and should use technology more to increase efficiency, improve patient outcomes, and improve the patient experience.



## Patient Records

NHS England 2020 Vision to have all GP records available online to citizens by the end of 2015 far from a reality:

**96%** of British adults don't have access or don't know if they have access to their health records online

**39%** of British adults stated that they or someone they knew had to repeat the same medical information to health professionals on more than one occasion

**28%** of British adults said that they, or someone they knew, had experienced a delay in receiving care due to health professional's inability to share patient information

## Appointment Management

British adults in favour of digital technology when it comes to appointment management:

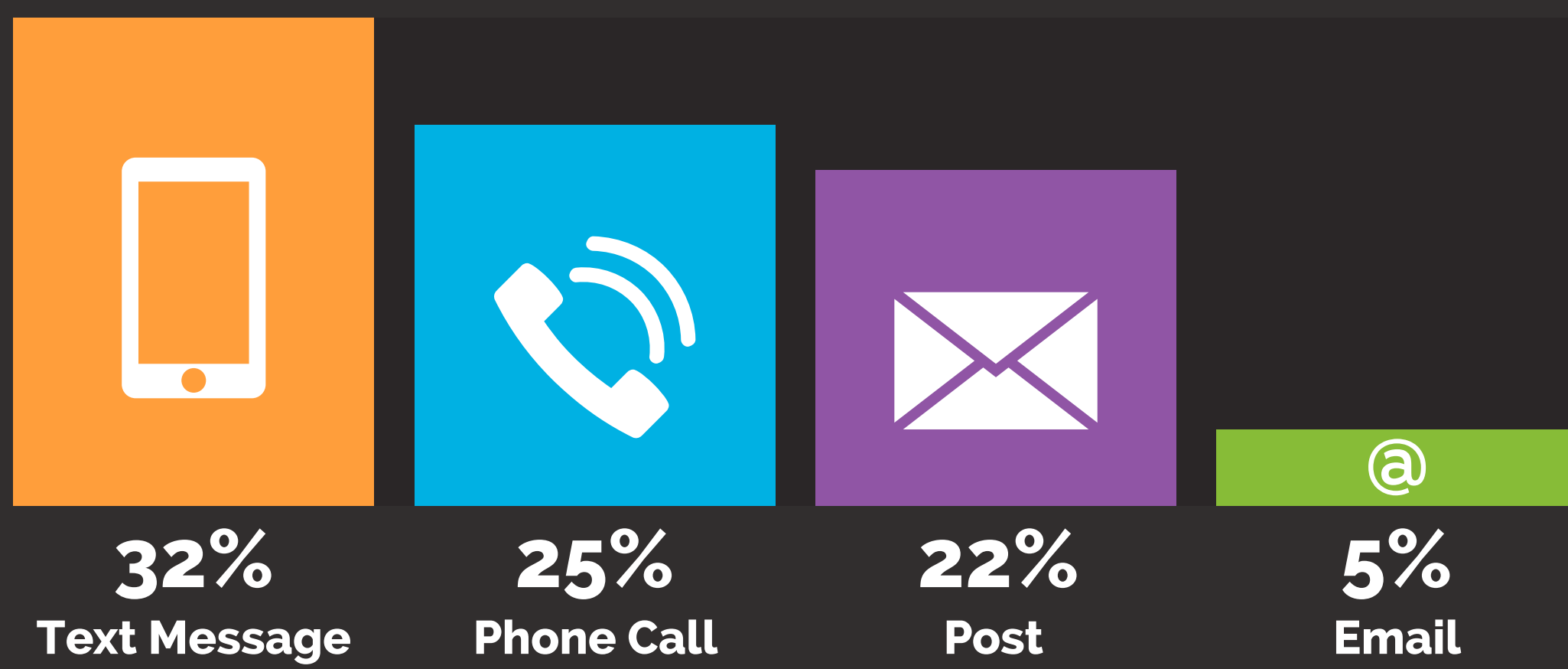


Over **90%** of healthcare providers allow patients to book appointments through the NHS e-Referral Service or The Appointments Line

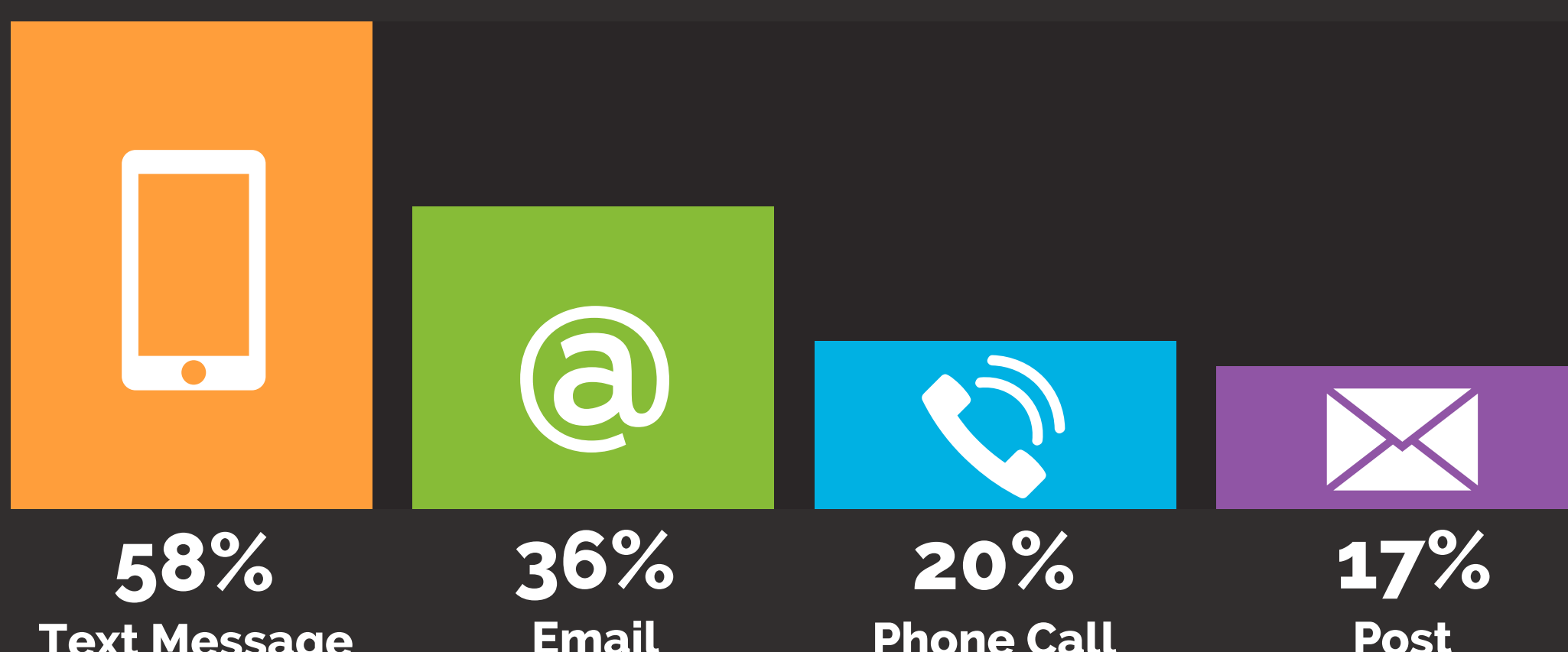
**BUT...**

**40%** of British adults don't think they can book a GP, hospital consultation or hospital test appointment online

## Current method of appointment reminders:



## Preferred method for appointment reminders:



## Patient – Health Professional Interaction

British adults want to interact in different ways



**48%** of British adults said they would support the NHS giving patients the option of virtual consultations

**72%** of British adults said they would like to be able to communicate with health professional outside of formal appointments:



**40%**  
via Phone



**35%**  
via Email



**26%**  
Online

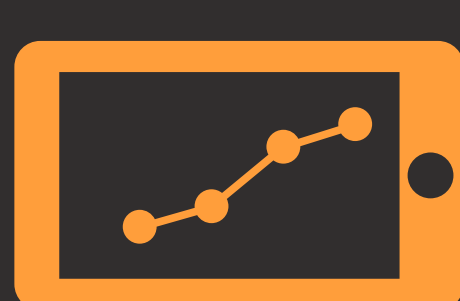
**1 in 2** British adults have used healthcare information online to identify and diagnose symptoms, or to suggest courses of action



**28%** of British adults would use online services more often, if more information was readily available

## Apps & Wearables in Healthcare

**10%** of British adults use health apps to help them monitor and manage their health



**3/4** of British adults think the NHS should offer or approve health apps

## What types of health services do you think should be offered via health apps?

**47%** Booking appointments

**42%** Managing prescriptions

**38%** Diet and exercise tracking and advice

**36%** Heart rate and blood pressure monitoring and advice

**32%** Reviewing symptoms and advice

**29%** Reporting symptoms and illness

**25%** Mental health support

**23%** Messaging with medical services

## In which of the following places would you like to see connected and wearable devices used in healthcare?

**50%** Monitoring vulnerable people

**44%** Monitoring patients at home

**39%** Helping patients follow diet and exercise regimes

**36%** Helping patients follow courses of medicine

**31%** Monitoring patients in hospital

**19%** Wouldn't like to see connected and wearable devices used in healthcare