

OurGP Staff Survey 2016

Introduction

This ground-breaking, innovative project is funded by the Scottish Government, managed by the (Health and Social Care) ALLIANCE Scotland along with an NHS 'co-design' team called mHabitat.

OurGP will be exploring how digital technology (mobiles and tablet devices; online and off line) could be used to meet some of these needs in order to improve healthcare experience and management of a wide range of health conditions, like asthma, heart and circulatory conditions or anxiety.

We are working with citizens accessing GP services and the staff supporting them, to explore how we might use more online/digital tools to help improve people's wellbeing in the future.

This survey aims to define how GP practice staff use digital technology, both personally and in their day to day practice. It will take less than 10 minutes to complete.

Many thanks for your time to complete this survey. We will be publishing the outcomes via the ALLIANCE website in due course.

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About you:

About you:

1. How old are you:

16 - 20 21 - 30 31 - 40 41 - 50 51 - 60 61 - 70 71 - 80 Over 80

2. Type of work base (tick all that apply):

- Town
- City
- Village
- Rural (situated within the countryside)
- Remote (situated far from the main centres of population)
- Single person practice
- Single site multi-practice
- Practice on shared site e.g. large health centre with multiple practices

Other (please specify)

3. Job role:

- Practice Manager
- GP
- GP Trainee
- Practice Nurse
- District Nurse
- Health Visitor
- Pharmacist
- Reception Team
- AHP
- Midwife
- Student Health Professional
- Volunteer
- Physiotherapist
- Occupational Therapist
- Speech and Language Therapist
- Dietician
- Chiropodist
- Podiatrist
- Social Worker

Other (please specify)

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Personal and professional use of digital technology

4. Which of the following do you use (tick as many boxes as apply):

- Personal mobile phone (no internet)
- Personal mobile phone (internet enabled) [iPhone, Android, Windows]
- Personal tablet [iPad, Android, Windows]
- Personal laptop
- Personal desktop computer
- Work mobile phone (no internet)
- Work mobile phone (internet enabled) [iPhone, Android, Windows]
- Work tablet [iPad, Android, Windows]
- Work laptop
- Work desktop computer

5. Which of the following would you say is your **primary personal device** (please choose the one you use the most):

- Personal mobile phone (no internet)
- Personal mobile phone (internet enabled) [iPhone, Android, Windows]
- Personal tablet [iPad, Android, Windows]
- Personal laptop
- Personal desktop computer

6. What do you use your **primary personal device** for? (tick as many boxes as apply):

- Phone calls
- Texts
- Emails
- Internet browsing
- Social media (for example Twitter, Whatsapp and Facebook)
- Lifestyle apps (for example, banking, weather, transport)
- Health and wellbeing apps for your own use (for example, self-monitoring health conditions)
- Other (please specify)

7. What is your **primary work device**? (please choose the one you use the most):

- Desktop computer
- Laptop
- Tablet
- Smart phone
- Mobile phone

8. What do you use your primary work device for? Rate each task in order of how frequently you use it:

	1 - Never	2 - Hardly ever	3 - Sometimes [once a month]	4 - Often [once a week]	5 - Regular [day to day use]
Phone calls	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Texts	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Emails	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Internet browsing	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Social media (for example Twitter and Facebook)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Lifestyle apps (for example, banking, weather, transport)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Health apps for your own use (for example, self-monitoring health conditions)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Wellbeing apps (for example, exercise apps)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
To access data and evidence to assist your practice	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Continuous Professional Development (CPD)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Do you use your primary work device for any other tasks? Please comment:

9. The next page features questions for healthcare practitioners only, are you a healthcare practitioner?

- Yes
- No (please go to question 17)

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Healthcare practitioner questions:

10. Do you use digital tools (for example: websites and apps) as part of your day-to-day practice?

- No – I have never downloaded digital tools for healthcare practice
- No – I have downloaded and looked at some but have not used any
- I sometimes use digital tools in clinical practice (once a month – once a week)
- Yes – I regularly use (twice-weekly to daily) digital tools in clinical practice
- Other (for example online therapy services):

11. How do you use digital technologies to support delivery of care? (tick as many boxes as apply):

- Assistive technologies
- To support making decisions in frontline practice
- Telehealth / video conferencing
- Teleconsultation / remote consultation
- To support service users/clients/patients to access and use health and social care resources
- Digital diagnostics

12. In the last six months, how often have patients/service users told you they are using apps to manage their condition?

Never	Hardly ever	Sometimes [from once a month to once a week]	Often [twice-weekly to daily]
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

13. In the last six months, how often have patients/service users asked you to recommend apps to manage their condition?

Never	Hardly ever	Sometimes [from once a month to once a week]	Often [twice-weekly to daily]
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

14. In the last six months, how often have you recommended apps to patients/service users to manage their condition?

Never	Hardly ever	Sometimes [from once a month to once a week]	Often [twice-weekly to daily]
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

15. What are you most concerned about when considering digital technologies for use in healthcare practice? (rank in order 1 = most concerned about, 8 = least concerned about):

<input type="checkbox"/>	<input type="text"/>	Usability
<input type="checkbox"/>	<input type="text"/>	Security
<input type="checkbox"/>	<input type="text"/>	Privacy
<input type="checkbox"/>	<input type="text"/>	How data may be used
<input type="checkbox"/>	<input type="text"/>	Cost
<input type="checkbox"/>	<input type="text"/>	Clinical effectiveness
<input type="checkbox"/>	<input type="text"/>	Safety
<input type="checkbox"/>	<input type="text"/>	Interfaces with other health systems (primary care, secondary care and social care)

16. Are there any other concerns you have when considering using digital technologies for use in healthcare practice? Please explain:

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Survey questions continued

17. What digital services does your practice currently offer? (tick all that apply)

- Electronic appointment booking
- E-prescriptions
- Electronic patient record
- E-consultations

Other (please specify)

18. What factors have been most significant in you making use of digital technologies in your practice? (Rank in order of importance):

	1 - Not important	2 - Slightly important	3 - Important	4 - Very important	5 - No opinion
Usability of the device and/or the software	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Peer support	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Peer enthusiasm and encouragement	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Knowing the GPs are committed and enthusiastic about digital	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
IT facilitator support from the Health Board	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Personal interest and enthusiasm	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Knowing there is a benefit to patients	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

19. When interacting with citizens/patients what is the primary communication method within your practice? (choose the most relevant answer)

- Face to face
- Phone
- Email/online
- Letter
- Other (please specify)

20. How would you describe your feelings towards the use of digital technology in health and care?

- Enthusiastic
- Positive
- Interested but cautious
- Opposed
- Don't have a strong opinion

Please comment

21. Overall, do you support greater emphasis on use of digital technologies in the NHS?

- Yes
- No

Could you briefly say why?

22. In your opinion, what are the **top three problems** that need to be addressed in GP services in the future? (excluding appointments, prescriptions and access to medical records)

1.
2.
3.

Thank you for your time.

If you would like to get involved in the project, please contact: DHCScot@alliance-scotland.org.uk or find out more about this project on the [DHC Scotland website](#).