



**Staffordshire and
Stoke-on-Trent**
Integrated Care Board

People's Panel Survey

Access to healthcare and the NHS App

Direct Data Analysis Ltd
May 2024

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Introduction



1 Introduction

1.1 Background and objectives

This was a People's Panel survey looking at views on use of the NHS App. The survey obtained feedback on the following topics:

- Methods used by respondents to contact their healthcare provider (GP practice or pharmacy).
- Use of the NHS App.
- Barriers to use, where a respondent did not use the NHS App.

1.2 Approach

The survey was designed with input from the Staffordshire and Stoke-on-Trent Integrated Care Board during March 2024.

Each questionnaire contained a unique survey ID, to identify non-respondents for the survey reminder and to allocate the survey response to a given demographic profile for any further analysis.

Technical testing of the survey

As part of the design process, the questionnaire was tested as follows:

1. In-house, using a robust plan that fully tested the design and operability of the survey.
2. Piloting with five external members, who checked and reported on areas such as usability, complexity of wording, etc.
3. Software to check that the survey had an acceptable fatigue and accessibility score.

Fieldwork

The survey fieldwork period was as follows:

- 28th March 2024 – Email invite to all panel members.
- 5th April 2024 – Email reminder to all panel members who had not completed the survey.
- 14th April 2024 – Final email reminder to all panel members still to complete the survey.
- 26th April 2024 – Survey closed.

New members joining the panel during the fieldwork period were also given the opportunity to participate in the survey.

During the fieldwork period, fourteen members unsubscribed from the panel.



Who we spoke to

Email invites



1,656
Delivered

Responses



392
Completed

Response Rate



24%
Completion

Prize draw

All completed questionnaires were entered into a prize draw to win one of two £50 love2shop vouchers, to be spent either in the high street or online. The prize draw took place in April 2024 and the two winning panel members were sent their £50 vouchers via email.

Technical notes

Percentages - Due to rounding, not all percentages shown may equal 100%.

n= - Where shown in this report, 'n=XX' is the number of responses received for a given question.

Respondent comments – Only a selection of respondent comments are shown in this report. A full list of comments has been provided to the Integrated Care Board.

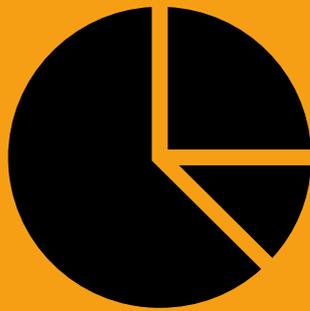
Survey, data analysis and report production undertaken by Direct Data Analysis Ltd, who run the panel on behalf of the Integrated Care Board.

Direct Data Analysis Ltd
Brampton Business Centre
10 Queen Street
Newcastle under Lyme
ST5 1ED
Email: enquiries@direct-data-analysis.co.uk
Web: www.direct-data-analysis.co.uk
Tel: 0800 0996 422



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Survey findings

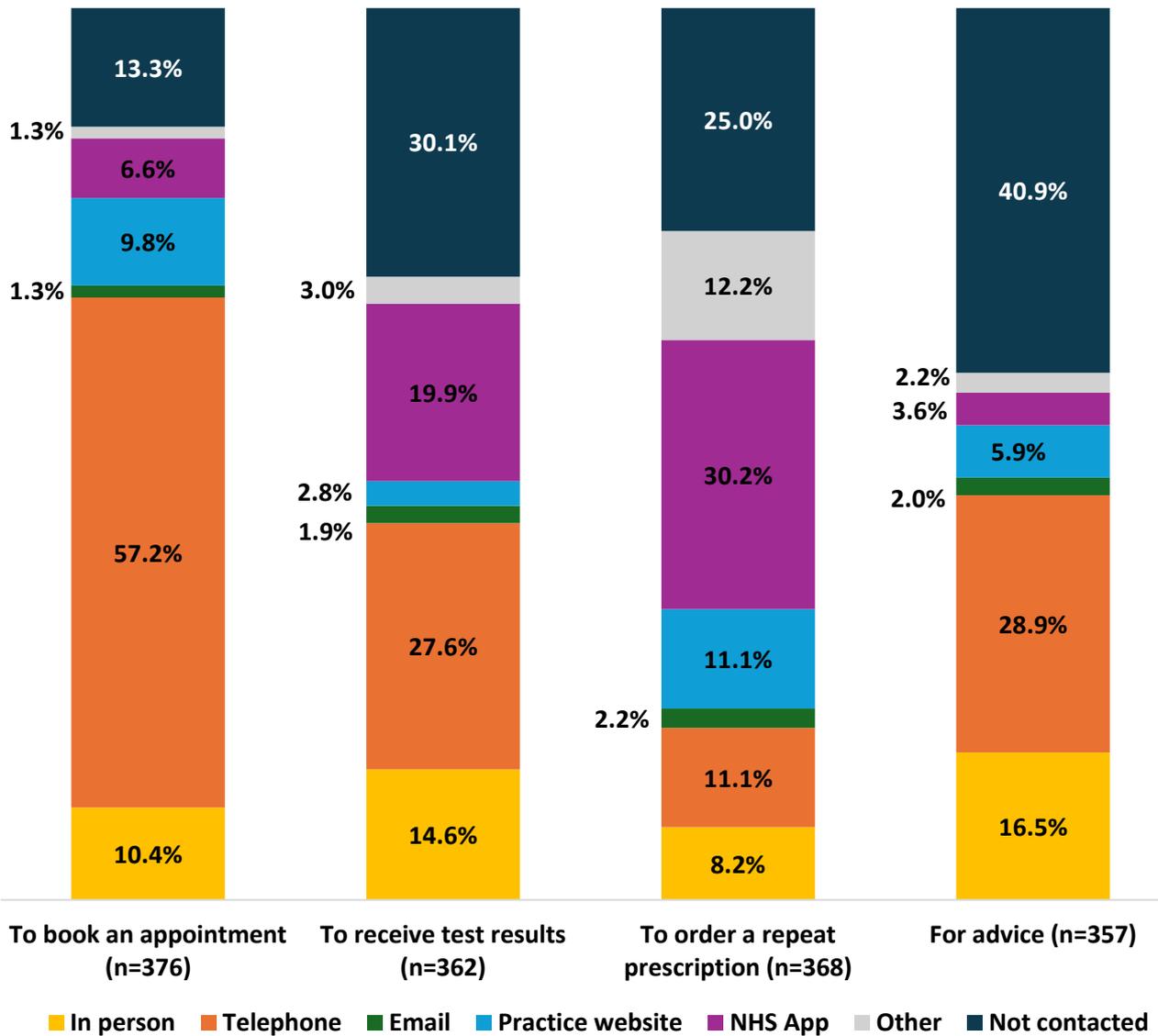


How do you access your healthcare?

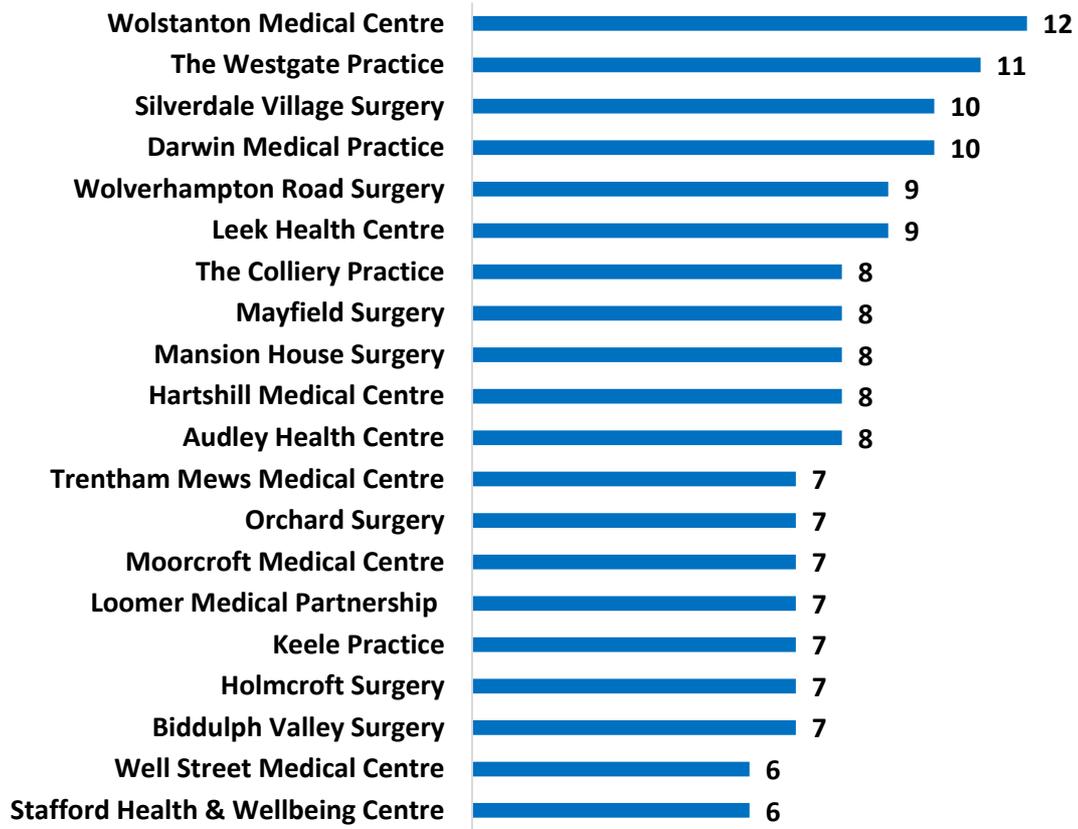
Members of the People's Panel were first asked a series of questions relating to methods used to contact their healthcare provider (GP or pharmacy).

- **57.2%** used the telephone to book an appointment compared to 6.6% who used the NHS App to book an appointment.
- **28.9%** used the telephone to contact their GP or pharmacy for advice.
- **30.2%** used the NHS App to order a repeat prescription.
- **30.3%** did not use the NHS App and 29.8% used the NHS App less than once a month.
- Most respondents who did not use the NHS App were unaware of the App's current features.

Thinking about the last time you contacted your healthcare provider (GP practice or pharmacy), which of the following methods did you use?

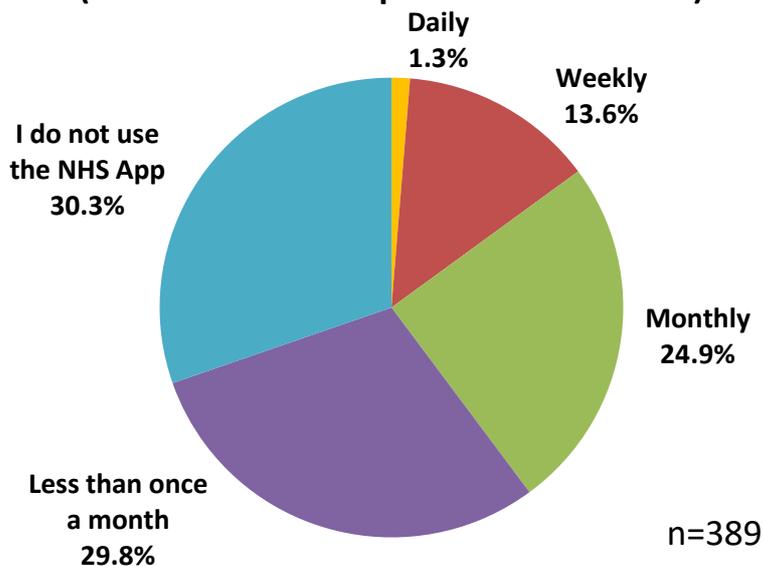


What GP practice are you currently registered with?



The graph shows the twenty most selected practices only. Number of responses shown.

How often do you use the NHS App? (Please select the option that is nearest)



Respondents currently not using the NHS App

What stops you using the NHS App to access health and care?

I do not use a smartphone, but an ordinary laptop computer. I have now looked at the "set up the NHS app" at the end of this survey, and it confirms that a smartphone is needed, but that the NHS is working to widen it to ordinary computers.

Nothing stops me, I don't want it.

Not very easy to fill out forms on a smartphone. Prefer if you could use this on your computer rather than on your phone. Maybe then I would use it.

I don't know how to use it and we have two profoundly disabled adult children and want them all on my app to order prescriptions etc. and manage appointments. It will only allow me one person per email.

Last time I used this, it had no useful information and I do not know what it can now offer.

Nothing really - I very rarely need to access medical services at present so have no real need to use the app.

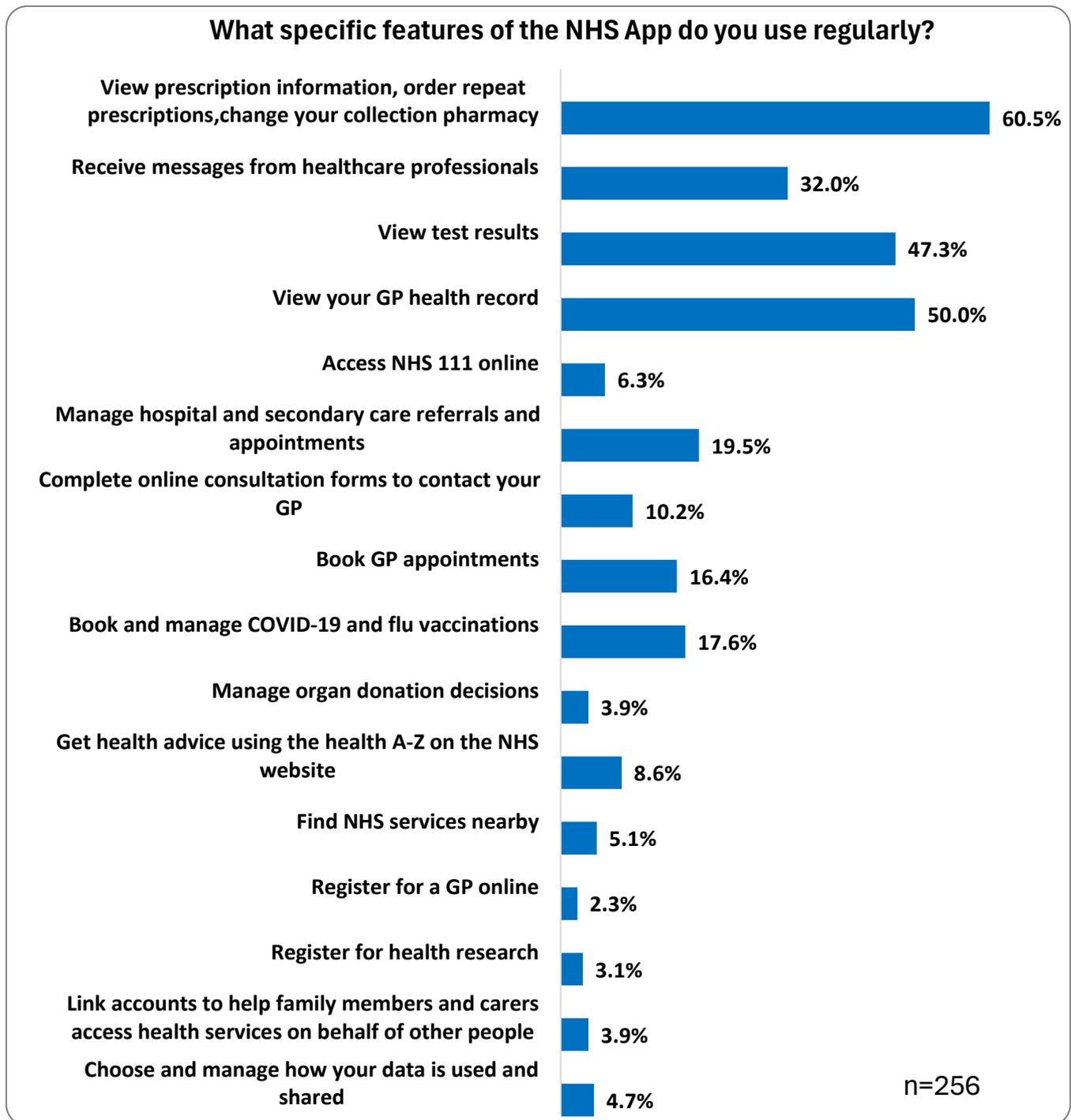
Don't really know much about it. I used it a couple of years ago for my covid pass, but I felt at the time its features and use were very limited.

Surgery does not connect to the NHS App.

I can't get on because I need ID and it's difficult without driving license or passport.

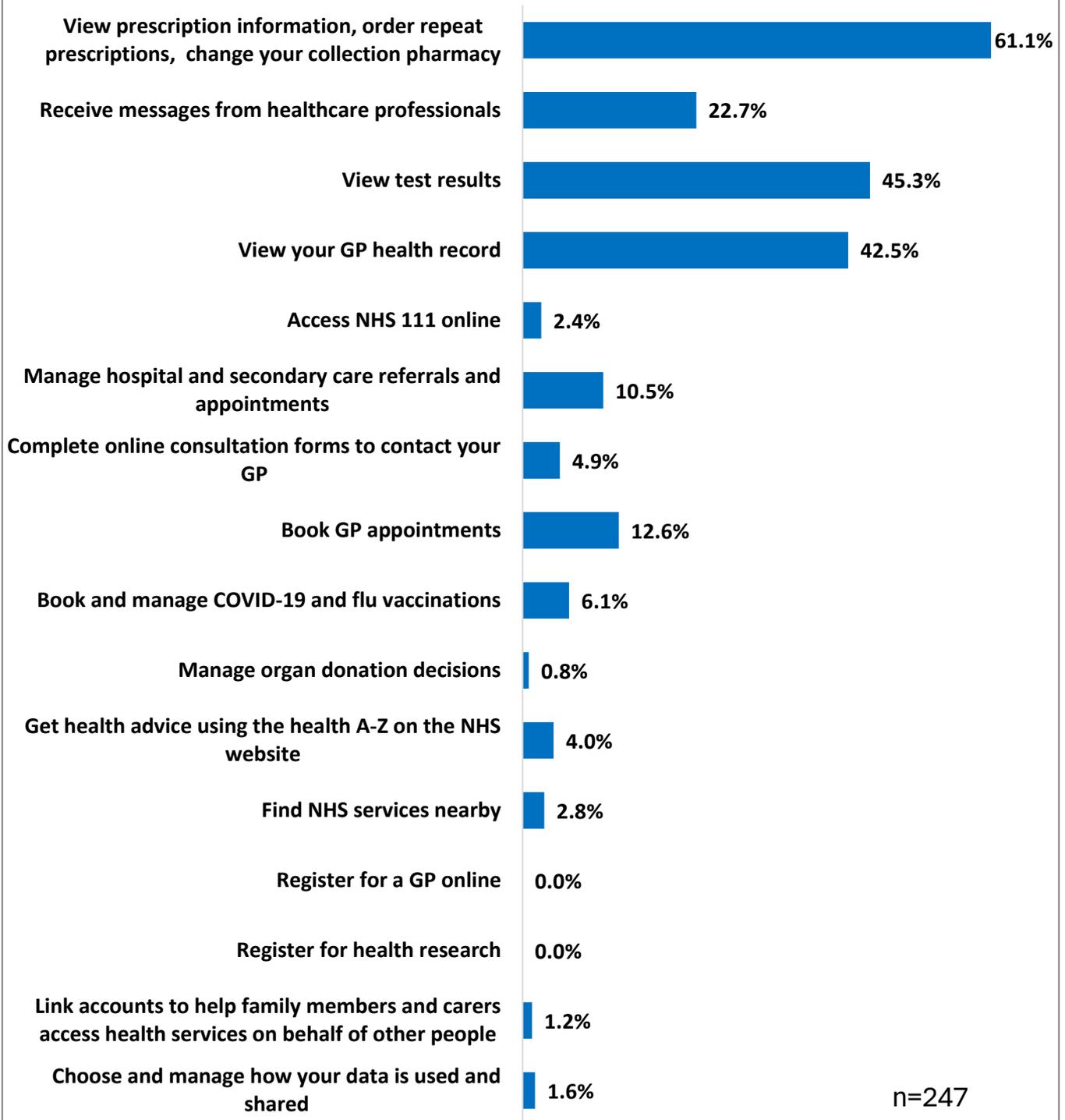
Respondents currently using the NHS App

The following set of questions were answered only by respondents currently using the NHS App.

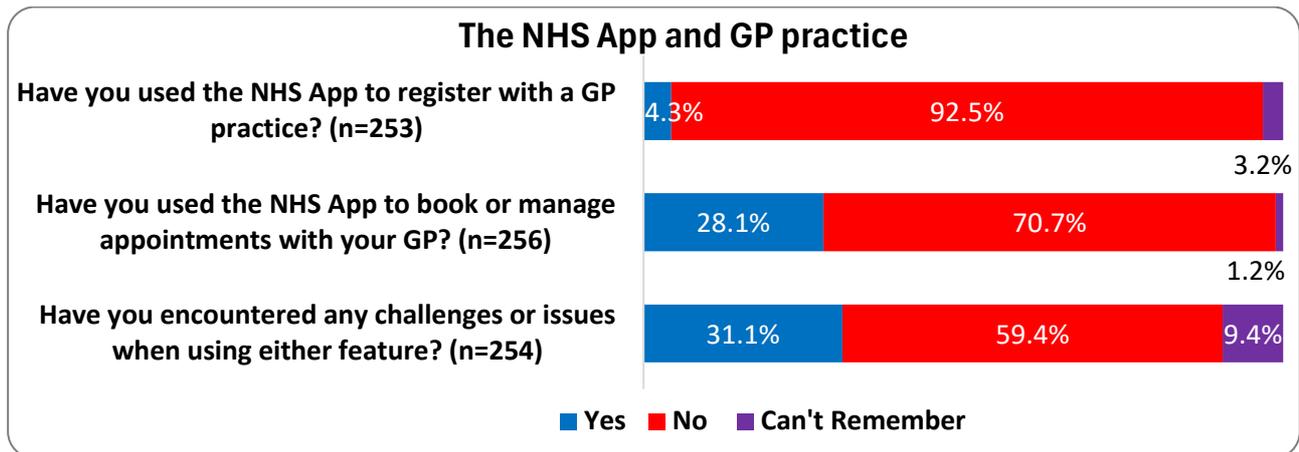


Respondents could select all features they used.

What do you find most useful in the NHS App?



Respondents could select up to three features.



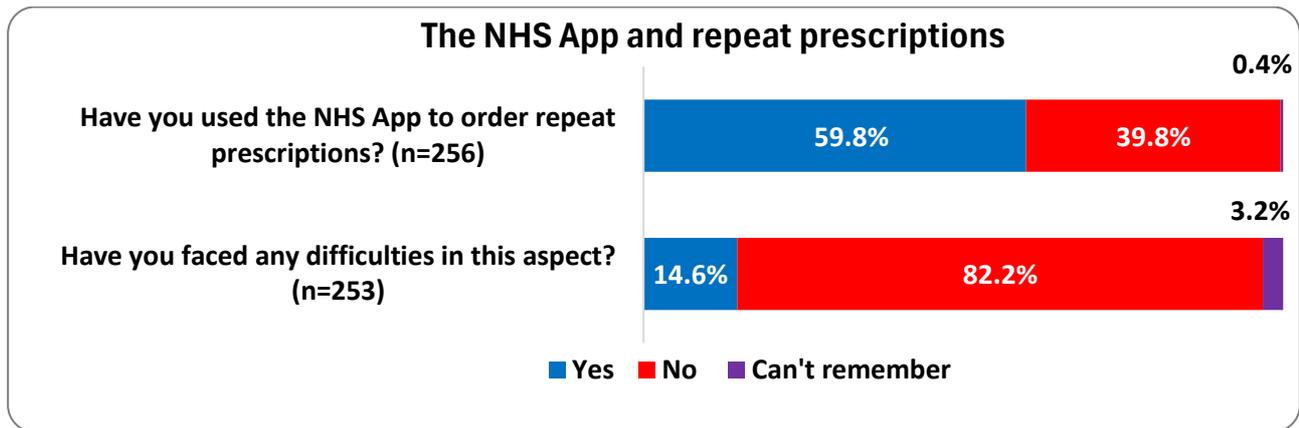
What challenges or issues did you encounter booking or managing appointments on the NHS App?

Can no longer book GP appointments via the app at my practice. Have to ring at 8am on the day (even a few minutes past and the phone queue is full).

You cannot book appointments on the NHS App at my GP practice; you have to ring. I would love to book appointments on the App. You can cancel appointments on it though.

Tried to use the app to book a GP appointment, but it showed no appointments available. I then phoned my surgery the following morning and was given an appointment for the same day. Since then, I have no longer bothered to use the app.

Online booking did not state the appointment was by phone, so I turned up for a face-to-face appointment.



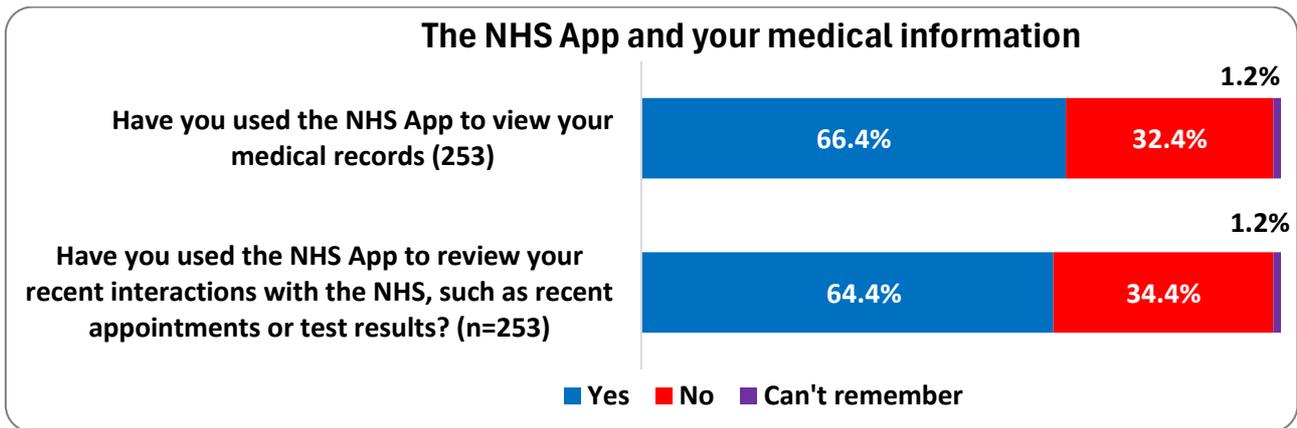
What difficulties did you encounter when ordering repeat prescriptions using the NHS App?

*Works fine if want an exact repeat prescription. Issues:
1/ If GP changes medication.
2/ Comments section is useless.
3/ The GP pharmacist says he can't immediately see it on his pc.*

Prescription was declined as required a checkup but was not informed of this until I chased it up.

Again, I can't order them via the app for my surgery. It's all well and good making these services but if the surgeries don't actually use them then it's all a bit useless.

Prescription didn't get sent pharmacy. I went in surgery and script was in a box on receptionist's desk.



What information do you find most valuable in your medical records?

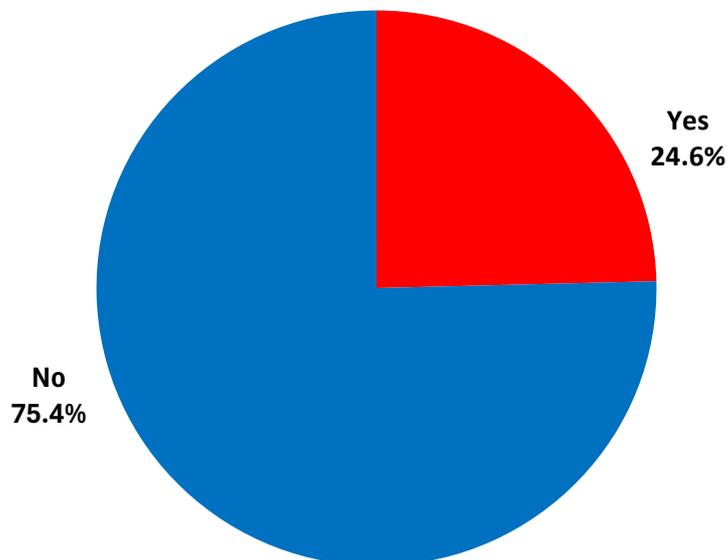
Test results, especially blood tests as GPs don't always contact to discuss results.

Awareness of test results and timelines - enabling more informed decision making about my care.

Information on consultations and active conditions. Comparing test results with previous results.

Being able to view test results and my last consultations and being able to check which conditions I have a diagnosis for. It's very helpful.

Do you have any concerns or suggestions regarding the accessibility of your medical history on the NHS App?



n=256

What concerns or suggestions regarding the accessibility of your medical history on the NHS App do you have?

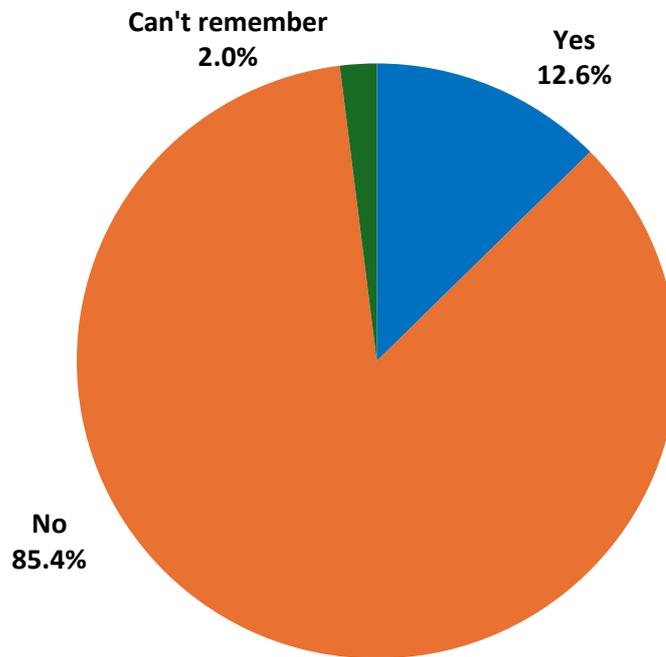
Most practices do not want; nor have the skills and resources to transfer medical history retrospectively onto the NHS app so re the NHS app any health concerns prior to my joining the app in 2023 are not recorded or shown.

I can see test results from GP but not from hospital appointments or blood test the hospital asked for.

Security of information. I have recently seen an article about Russia hacking into the details of millions of electoral records. What is stopping them from accessing and altering my medical records?

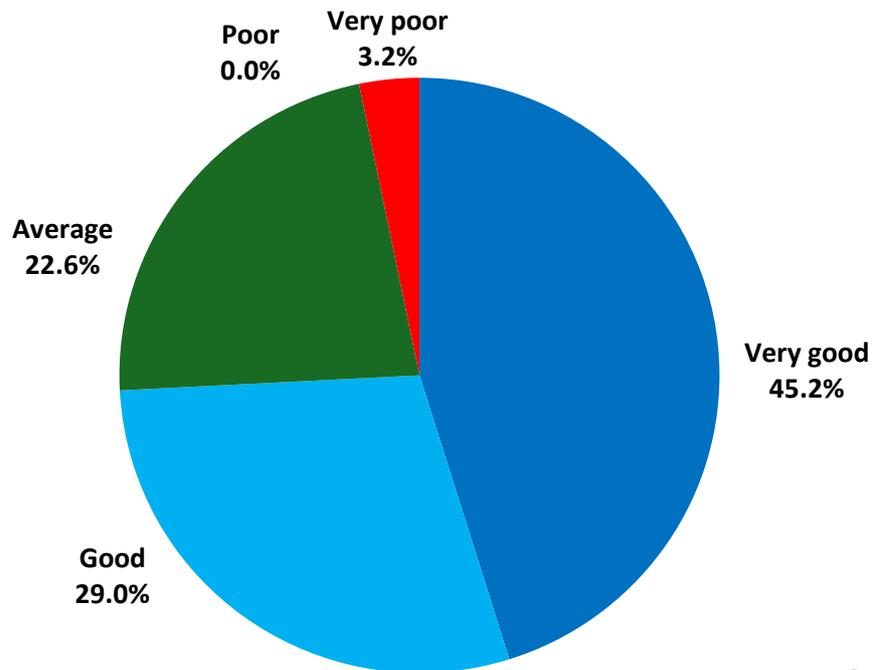
There is not enough detail. I'm not that interested when a receptionist booked an appointment, but I am interested in the clinical outcomes of a consultation.

Have you used the NHS app to 'Contact your GP about a health problem' successfully?



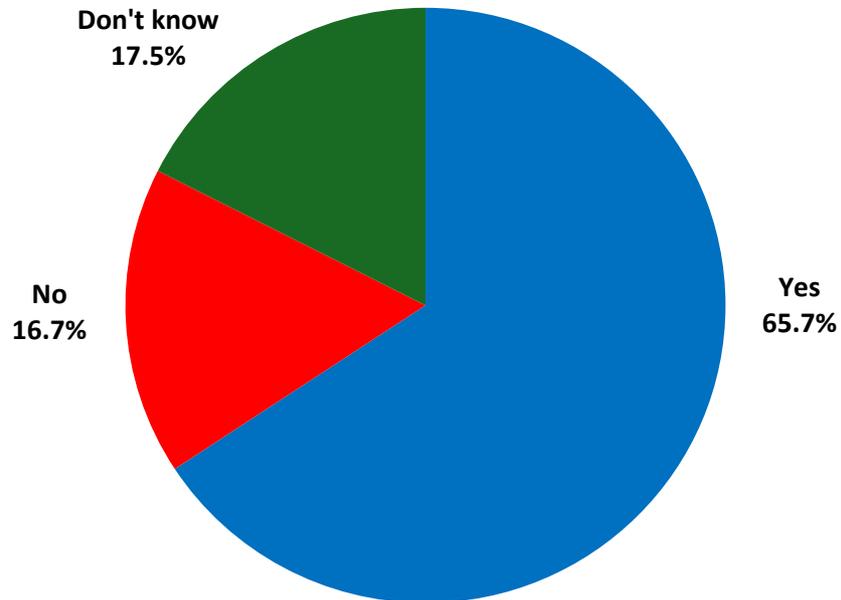
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How did you find the experience of using the NHS app to contact your GP about a health problem?



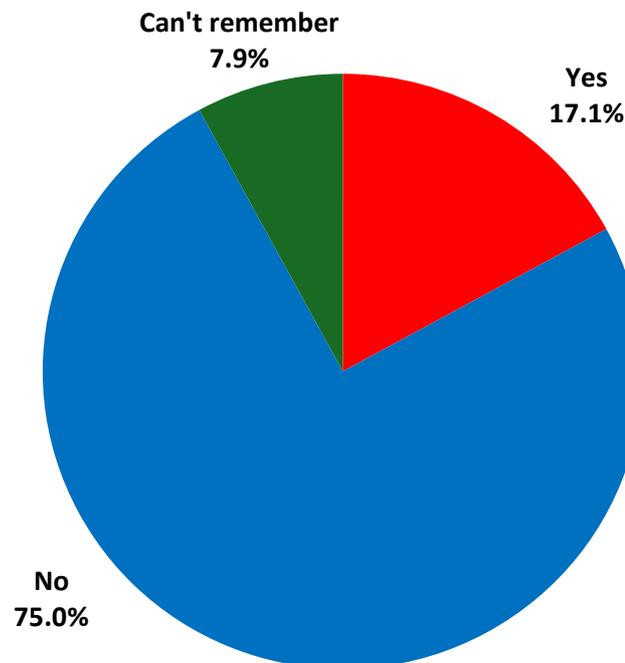
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Would you use the NHS App again for health information and advice?



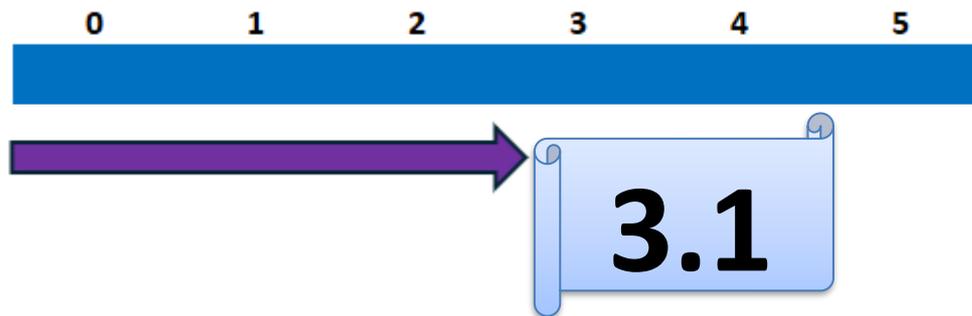
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Have you encountered any technical issues or challenges while either accessing or using the NHS App?



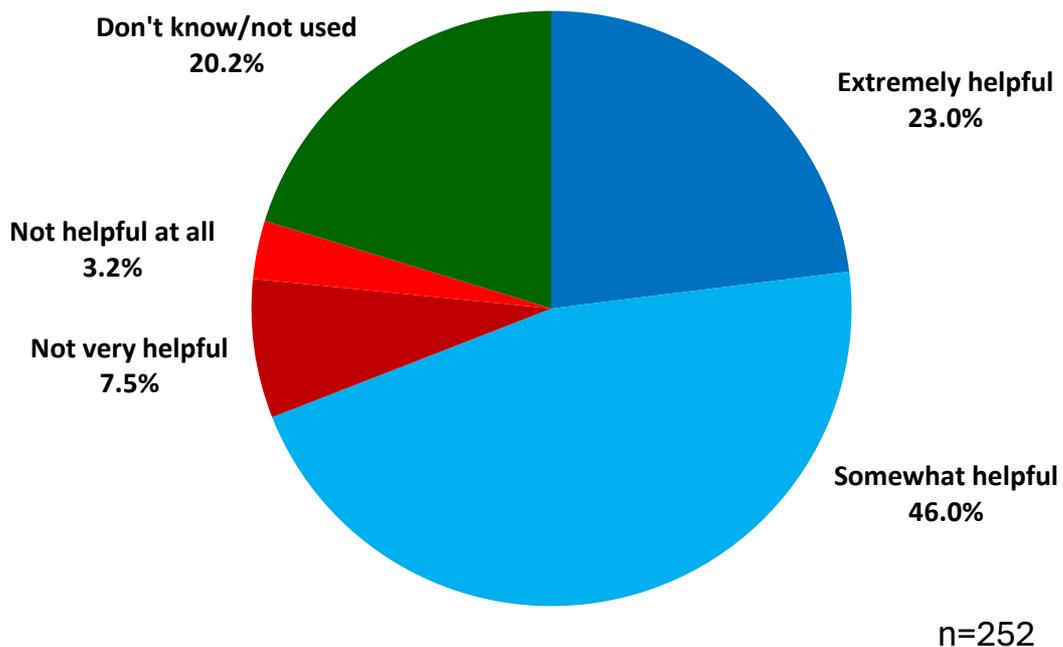
n=252

**How responsive and user-friendly do you find the app overall?
0 being the least, 5 being the most responsive and user-friendly.**



Average score of all 256 respondents.

How helpful do you find the feature of reviewing your interactions with the healthcare system?



Are there any improvements or additional features you would like to see?

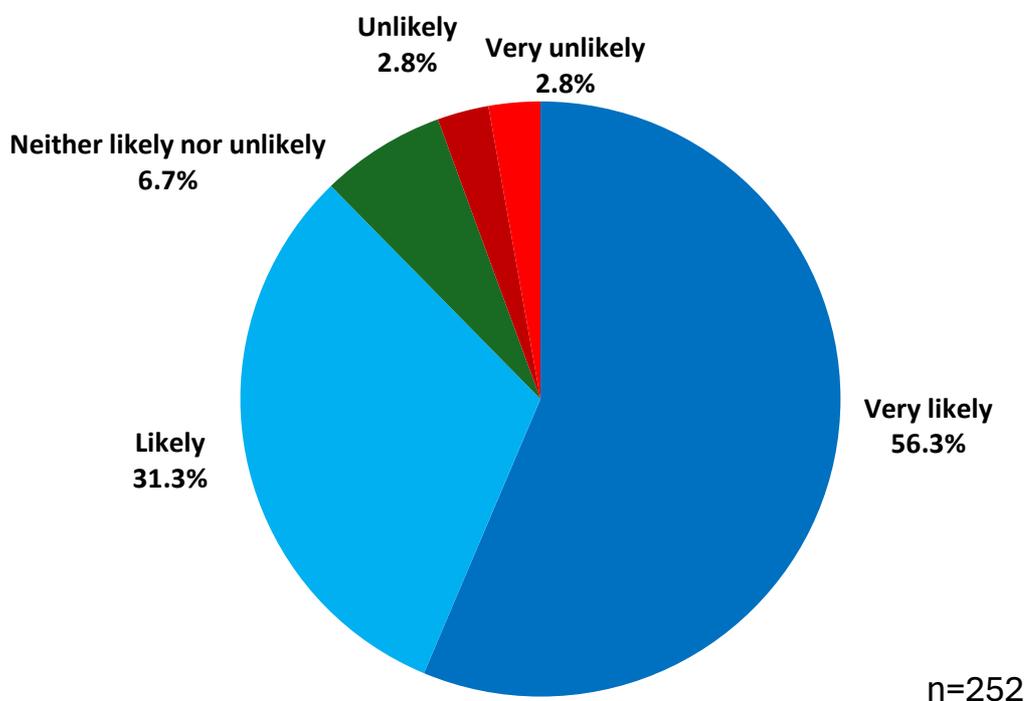
To be able to use it on your computer, not just mobile phone. I would feel far more at ease being able to use the app on my PC.

The search engine on health advice could be improved. I couldn't find the information I needed and had to use Google.

The ability to email your consultant/hospital team for advice.

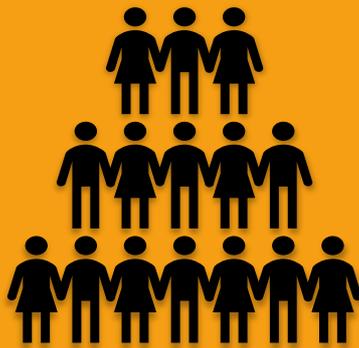
I would like to see options to create PDFs/print all parts of my records.

How likely are you to continue using the NHS App in the future?



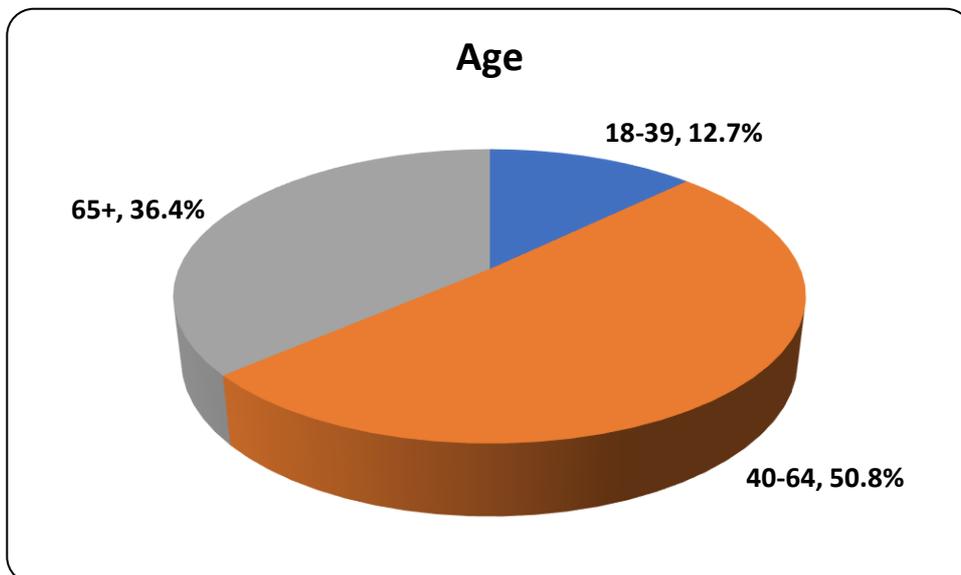
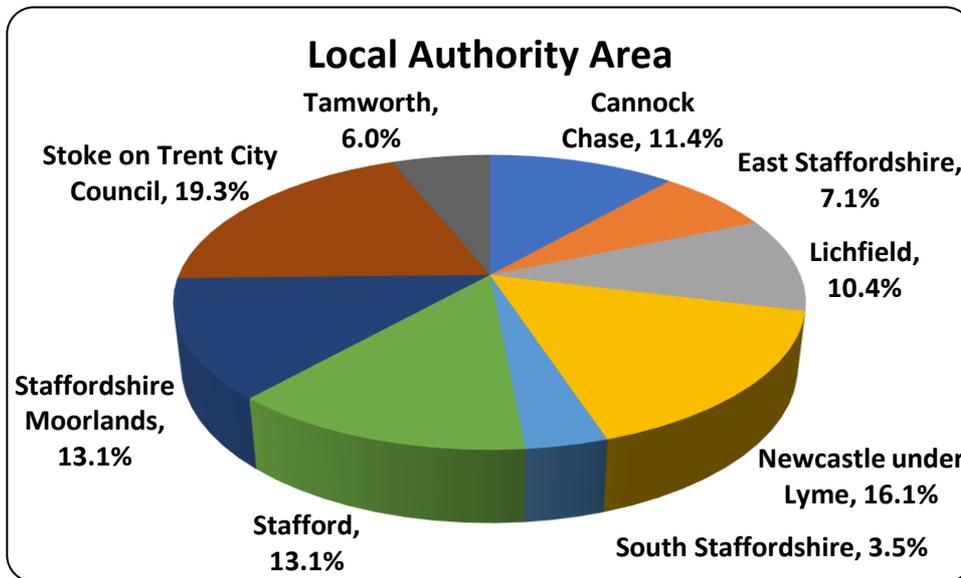
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Respondent profiles

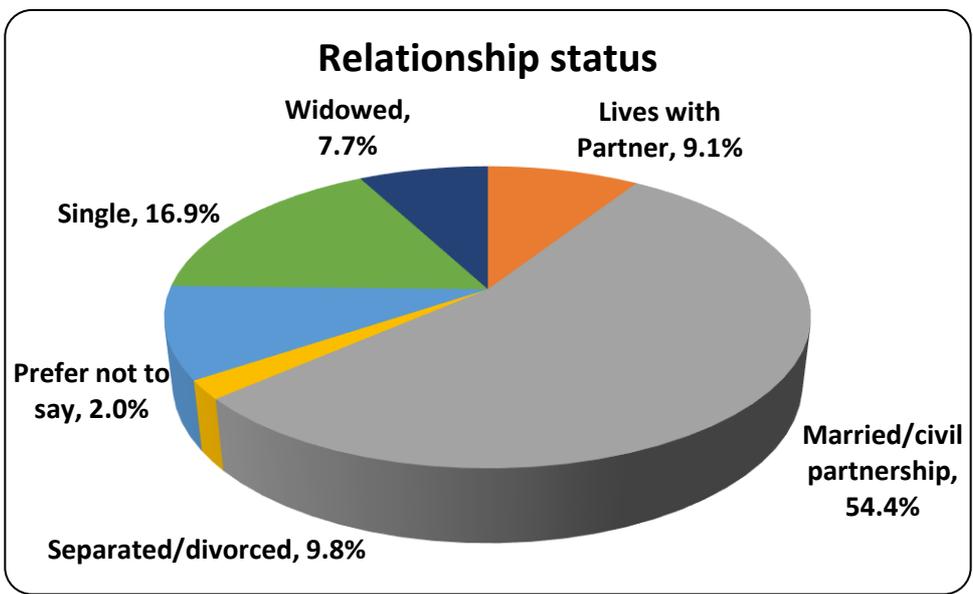
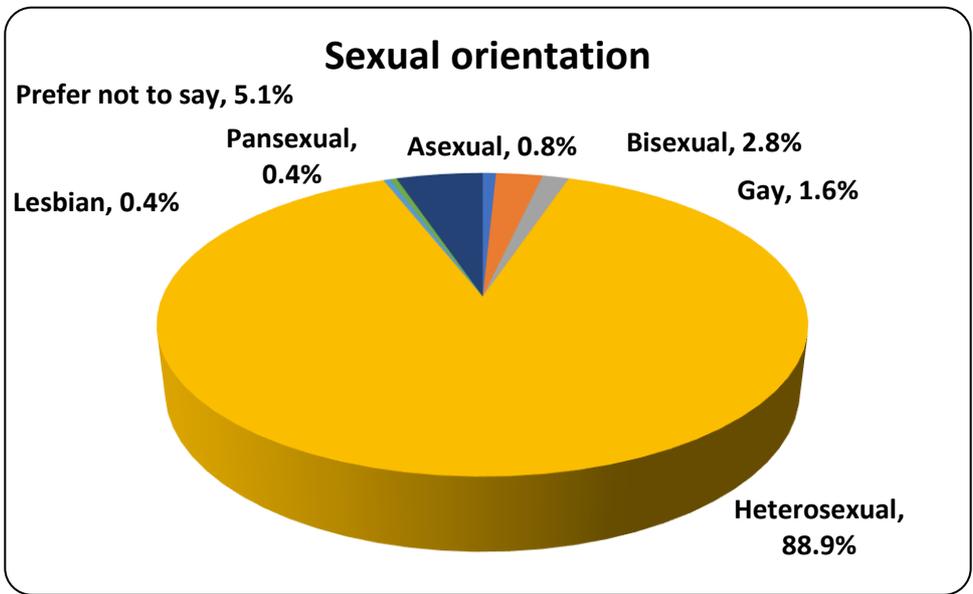
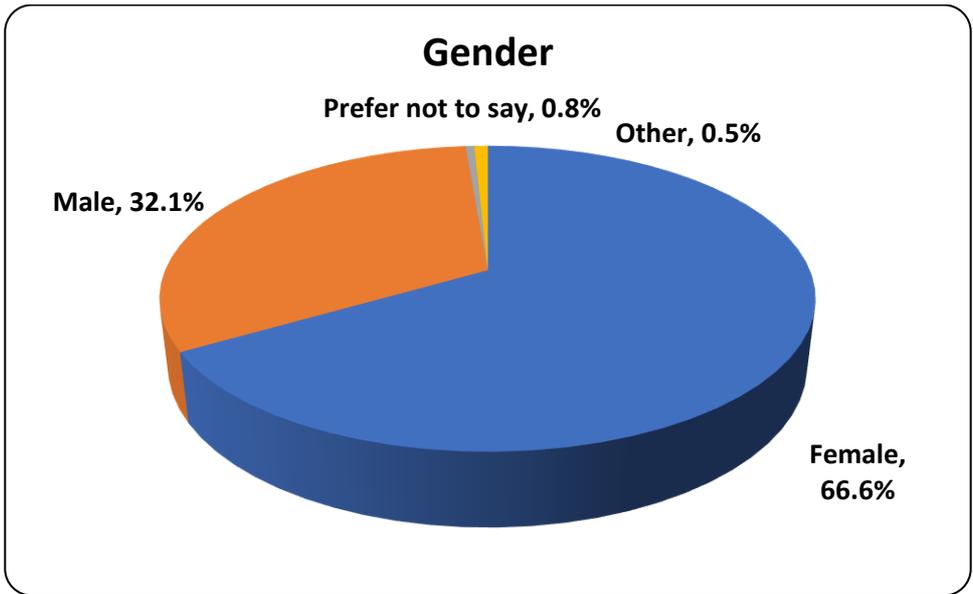


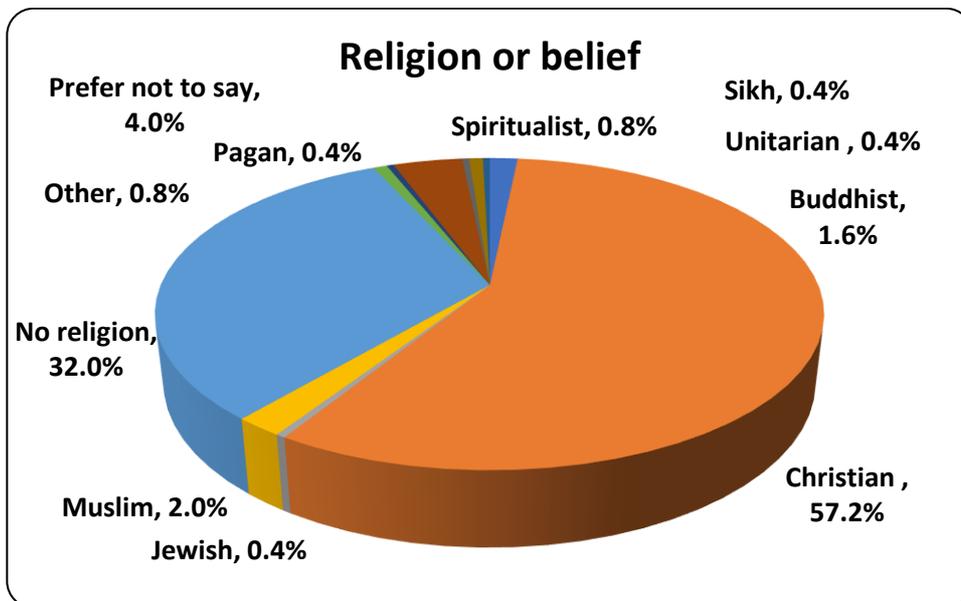
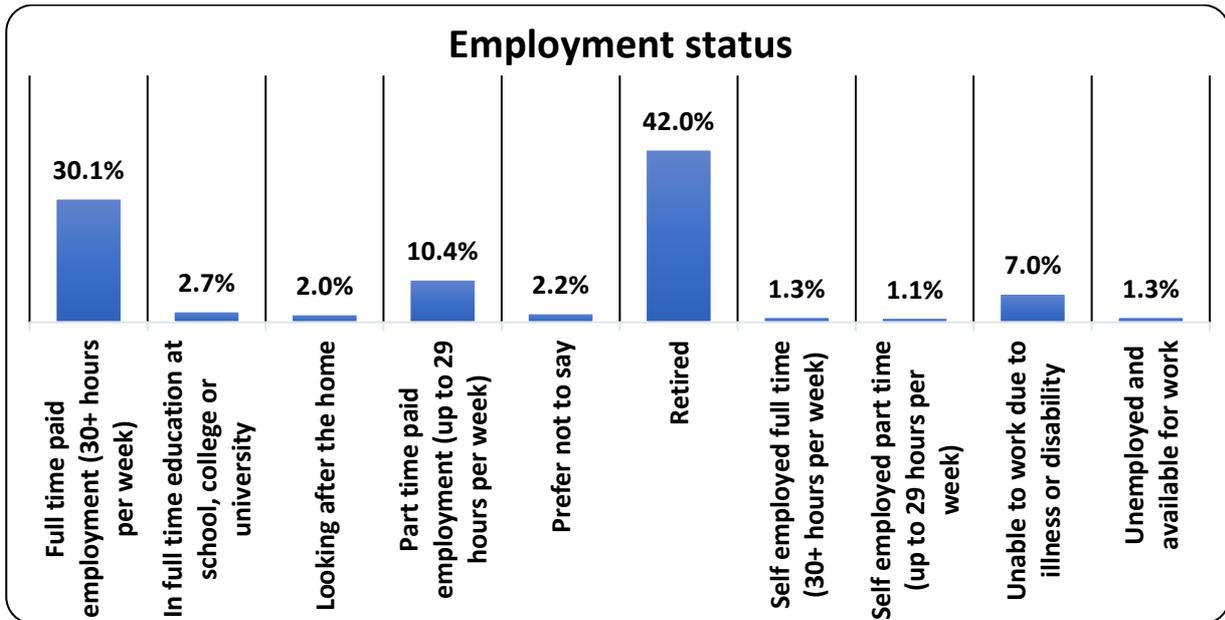
Demographics of the People's Panel are broadly representative of the profile for Staffordshire and Stoke on Trent (ONS 2021 Census data for Staffordshire and Stoke on Trent).¹

Data below excludes respondents who did not answer a demographic question.

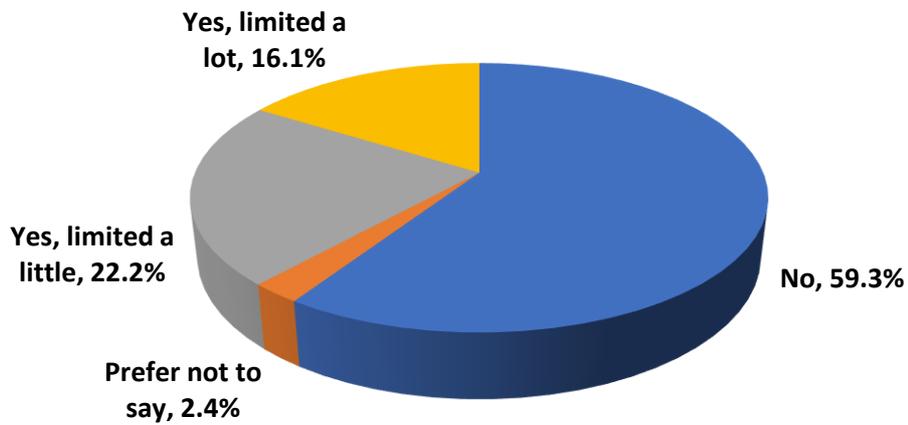


¹ Staffordshire and Stoke on Trent have separate ONS Census data
May 2024 (V1.0)

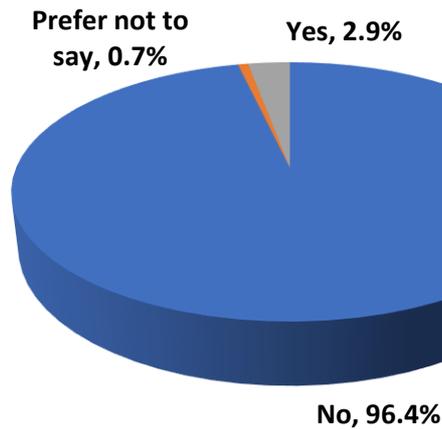




Are your day-to-day activities limited because of a health condition?



Have you ever served in the armed services?



Ethnicity

