

How doctors use health information in and after a consultation

A summary of key findings from the online survey conducted in September 2018

METHODOLOGY AND DEMOGRAPHICS

The survey was conducted online by Doctors.net.uk, the UK's leading online professional health community (part of M3 Group) with quotas to ensure good regional representation.

234 DOCTORS



111 PRIMARY CARE



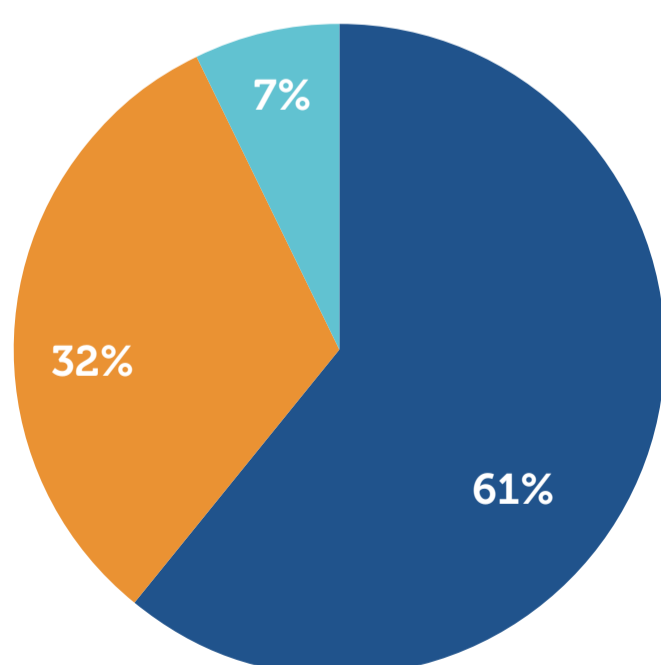
57% MALE MEDIAN AGE 40-49 43% FEMALE

123 SECONDARY SPECIALIST



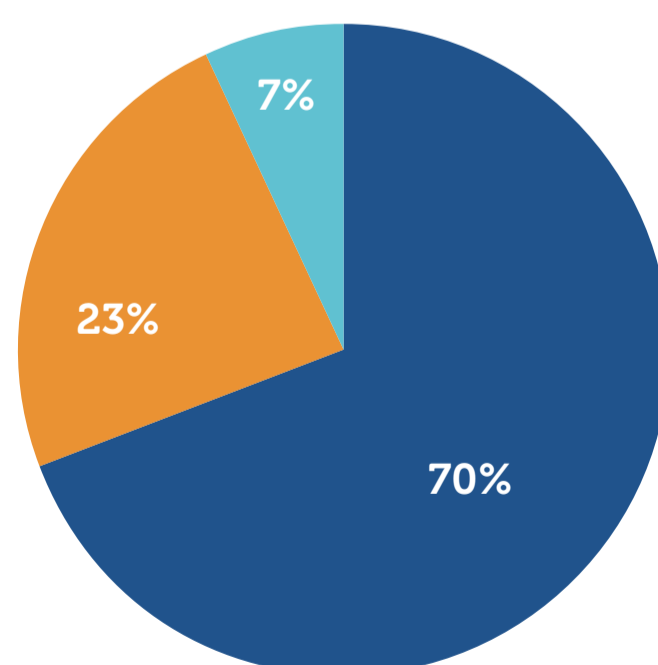
59% MALE MEDIAN AGE 40-49 41% FEMALE

PRIMARY CARE



- GP PARTNER
- SALARIED
- LOCUM

SECONDARY/SPECIALIST



- CONSULTANT
- TRAINING
- OTHER

The overall sample was 58% male respondents which is similar to the overall NHS workforce for medical and dental staff in the NHS (55% male NHS employers data). Our sample for primary care was 43% female respondents, whereas the NHS average is reported as 52% female. The sample included a wide range of seniorities (junior doctors were excluded).

HOW MANY PATIENTS DO DOCTORS SEE EACH WEEK?

G P S

SPECIALISTS

121

patients per week

130

patients per week
50-59 years

18

inpatients per week
50-59 years
(21.5 patients)

31

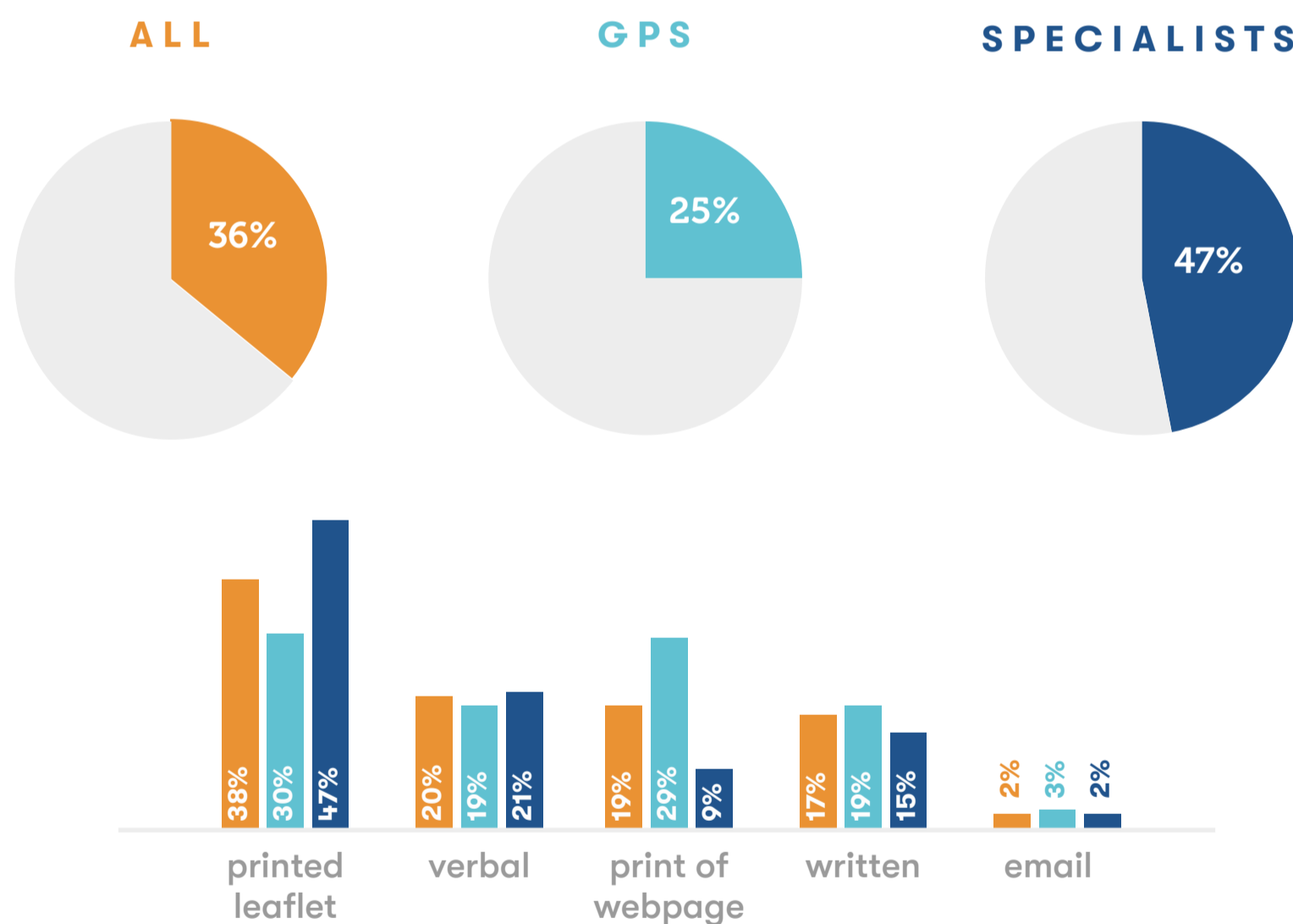
outpatients per week
50-59 years
(39 patients)

Key findings

Primary care doctors reported seeing an average of 121 patients per week; an average of 30 patients per day (based on average GP seeing patients 4 day per week) . Doctors in the age group 50-59 report that they see more patients than the other age groups.

Secondary care doctors report that they look after 18 inpatients per week and 31 outpatients per week

ONLINE INFORMATION CREATES CONCERN OR ANXIETY



Key findings

Doctors say that they recommend or give health information to patients in just over 1/3 of consultations. There is a significant difference between primary and secondary care specialists; specialists are much more likely to recommend or give information (47%) than GPs (25%). Printed leaflets and print outs of web-pages are the most commonly used methods of distribution. Email is rarely used.

*Percentages have been rounded to the nearest whole number.

For further information on our survey results and activities of our group, please visit:
<https://pmsociety.org.uk/category/patient-engagement>

DOCTORS RECOMMEND NHS RESOURCES AND PATIENT.CO.UK TO PATIENTS (IN ORDER OF FREQUENCY)

GP	Specialist
1 Patient.co.uk	1 Patient charity websites
2 NHS Choices	2 NHS Choices
3 Patient charity websites	3 Patient.co.uk
4 GP practice website	4 Social media
5 Wikipedia	5 Wikipedia
6 Social media	6 GP practice website
7 WebMD	7 Pharmaceutical
8 Newspapers	8 Google
9 Blogs, forums, patient communities	9 Blogs, forums, patient communities
10 Google	10 WebMD
11 Pharmaceutical	11 Newspapers

Key findings

NHS.net (formerly known as NHS Choices) sources of information are frequently recommended by both primary and secondary care doctors to their patients. Primary care doctors cite Patient.co.uk (part of EMIS) as the resource they recommend most frequently, whilst secondary care doctors report that they recommend patient charity websites to their patients.

WHAT DO DOCTORS THINK IS NEEDED?

<p>”</p> <hr style="width: 100%;"/> <p>Kill the daily mail.</p>	<p>”</p> <hr style="width: 100%;"/> <p>More audiovisual resources (e.g. web video).</p>	<p>”</p> <hr style="width: 100%;"/> <p>General Health education at School from early age.</p>	<p>”</p> <hr style="width: 100%;"/> <p>Factual information written at the correct level for the non-medic that gives realistic outcome expectations.</p>
<p>”</p> <hr style="width: 100%;"/> <p>An easily recognised standard 'badge' denoting the information provided by websites meets certain standards of accuracy.</p>	<p>”</p> <hr style="width: 100%;"/> <p>Advice line for those who would like to ask more questions than they did during the appointment.</p>	<p>”</p> <hr style="width: 100%;"/> <p>A health myth busting site.</p>	

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