

Perceptions of barriers to healthcare information for patients

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



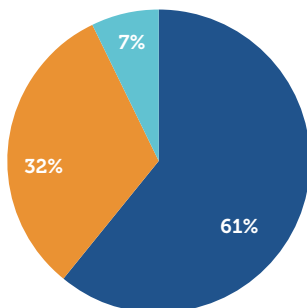
111 PRIMARY CARE



123 SECONDARY SPECIALIST

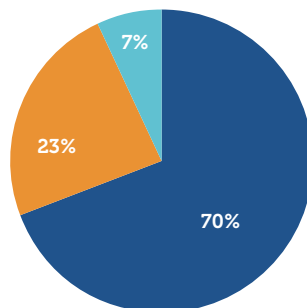


PRIMARY CARE



- 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).

HCPs SEE SEVERAL BARRIERS TO THE UPTAKE OF HEALTH INFORMATION BY PATIENTS



People have a poor understanding and looking online causes panic.



They all think they have cancer. They cannot process likelihood or that common things are common.

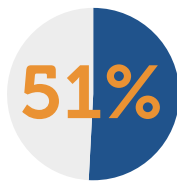


I work in a deprived area... we have lots of patients with general literacy issues. Medical terms are foreign language to them. It's easy to forget how little they understand.



Many patients struggle to understand letters from the NHS and often bring them in to get them read.

MORE THAN HALF OF PATIENTS STRUGGLE TO UNDERSTAND HEALTHCARE INFORMATION



51% of HCPs believe patients have difficulty in understanding healthcare information available to them

but

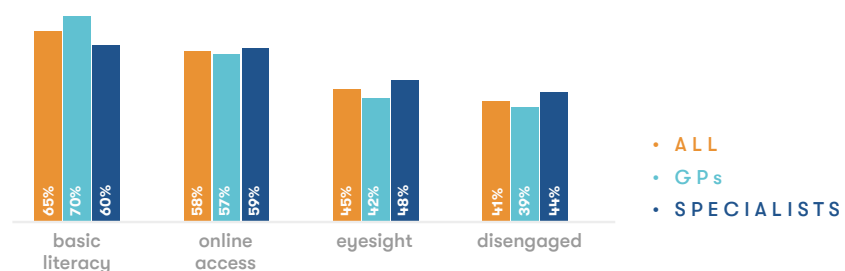


Healthcare professionals underestimate patients ability to access & understand healthcare related information.

Key findings

The consequences of patients not understanding the information provided to them are far reaching; from test results to appointment information, dosing and medicines guidance to lifestyle and wellbeing advice. How do HCPs determine if their patient is likely to struggle with understanding healthcare information available to them?

LITERACY AND ACCESS TO INFORMATION ARE THE TOP REASONS FOR PATIENTS NOT BEING INFORMED



Key findings

HCPs pinpoint basic literacy and numeracy as well as access to information as key barriers to uptake. Healthcare services and providers need to consider the health literacy and digital health literacy capability of each patient to support them in accessing, understanding and acting upon health information.

*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>