

Research Information Sheet for Practices (RISP)

Access study: Evaluation of patient access to medical test result services in general practice

R&D assurances	Bristol, North Somerset and South Gloucestershire CCG, Bath and North East Somerset CCG, Wiltshire CCG, Gloucestershire CCG, Swindon CCG
CPMS ID	39455
IRAS ID	249637
Type of study	Mixed-methods study: an evaluation.
Study design and background	<p>Increasingly patients are being offered the opportunity to access medical test results electronically, for example via online portals and text messaging. This has the potential to offer benefits to patients and general practices but could also result in unintended negative consequences. The evidence on both sides is currently limited.</p> <p>Our research aims to find out what types of electronic medical test results services are currently being used in general practices in England and to find out what patients and staff think about these services. To do this our project has three phases:</p> <ol style="list-style-type: none"> 1. Questionnaire survey (approx. 528 practices) 2. Retrospective patient data collection (approx. 20 practices) 3. Qualitative work with patients and staff (approx. 6 practices) <p>We are approaching your general practice to take part in the questionnaire survey (Phase 1), which has been designed to audit the electronic medical test results services (for example online, text messaging, etc.) that are currently being offered to patients by different types of practices, including those that do not offer such services.</p> <p>Please note: only a small selection of the general practices that take part in the questionnaire audit will be recontacted about taking part in Phase 2 and/or 3 of the project. Additional information about these parts of the study will be shared as necessary.</p>
Study aim and objectives	<p>The aim of this questionnaire survey is to find out what types of electronic medical test results services are being offered to patients at general practices across England.</p> <p>To fulfil this aim, our questionnaire survey objective is:</p> <ul style="list-style-type: none"> • To undertake an identification exercise of electronic medical test results services offered to general practice patients in England.

Primary care organisation target	Each general practice is required to complete one online (or paper) questionnaire, which will take 30 minutes in total.
Duration of study recruitment	Recruitment for the questionnaire will run from 17/12/2018 to 31/03/19.
Service Support Costs (SSCs)	Not applicable.
Research Costs (RC) (optional)	<p>£10.98 per questionnaire completed by a staff member at each practice (30 minutes of a Practice Manager's time).</p> <p>Payment details (i.e. payee information) will be requested and processed by the University of Bristol study team. Payment will then be made by bank transfer or cheque, depending on your preference.</p>
Eligibility criteria	<p>There are no inclusion or exclusion criteria as such, rather we plan to recruit practices according to the following sampling criteria:</p> <ul style="list-style-type: none"> • Practice list size (small, medium or large) • Deprivation quintile (according to patients registered with the practice) • Electronic health system (EMIS, SystmOne, Vision, Evolution, etc) • Training practice (yes or no) • Proportion of practice list aged 65+ years (2 levels) • Rural or urban practice. <p>These criteria yield 480 possible combinations. We will attempt to recruit one practice from each. If practices are not available for a given combination we will randomly select another combination and recruit another practice of that type. This strategy will ensure the questionnaire is sent to a diverse range of practices, thereby ensuring we produce meaningful and translatable results.</p> <p>Adoption of medical test result services may be less likely in non-research active practices (i.e. not affiliated with a LCRN) when compared to research active practices. To investigate this, we will also send the questionnaire survey to a random 10% sample of non-research active practices.</p>
Study activities	
Primary care organisation activities	<p>The Practice Manager (or another suitable staff member) will be asked to complete the questionnaire, which will take up to 30 minutes in total.</p> <p>The questionnaire will be available electronically and a link will be emailed to the relevant staff member so that they can complete it online. A paper copy can be made available if preferred.</p>

Patient involvement	Not applicable.
What are the likely benefits to the patient/primary care organisation?	We have designed this study to produce evidence for the Department of Health and Social Care about patient access to electronic medical test result services. The results of this work will allow policy makers and the NHS, including the many practices currently not offering patients electronic access to their test results, to consider how best to implement these services in the future to improve patient care.
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RSI Contract	This is a recruiting study. Practices will be allocated 1 recruit for completion of the survey.