Patient Reported Experience Measure (PREM)

**Patient and public perspectives on receiving X-ray results via online electronic health records (EHR) access**

**Lay summary**

From October 2023, NHS England required all GPs to improve the patient experience and satisfaction by access to their health information through online electronic health records (EHR). This should empower patients by benefiting from reading their clinical records to understand test results better. Historically, the typical radiology (X-ray) report was designed to communicate diagnosis and recommendations to the doctor, not the patient. Thus, the medical language and format may not be patient-friendly and accessible.

**Survey**

Your knowledge from your own lived experienced, or from the care of others, is important to improving healthcare servcie delivery and contributes to the future in shaping recommendations and guidance on how to provide X-ray results to patients in an inclusive and understandable language and format.

**What will you be requried to do?**

In order to determine the relative importance of each suggested theme, you will be presented with questions on your own lived experiences in receiving X-ray results and asked to rate them on the basis of their significance. You will be asked how important each item is on a five-point Likert scale.

* 1=**Not important at all** (Would not have any value or significance).
* 2=**Not very important** (Would have limited value or significance)
* 3=**Moderately important** (Would have some value)
* 4=**Important** (Would have value or significance)
* 5=**Very important** (Will definitely have value or significance)
* \* You can also optionally add comments or suggestions in a free text format.

**Consent**

I Confirm that I have read and understand the participant information for the survey and have had the opportunity to ask questions.

Yes □ No □

I understand that any personal information that I provide to the researchers will be kept strictly confidential and in line with the Ethical Good Practice in Research.

Yes □ No □

I understand that my participation is voluntary and that I am free to withdraw my participation at any time, without giving a reason (GDPR 2018).

Yes □ No □

I agree to take part in the survey.

Yes □ No □

**Instructions**

When completing this survey, please place a tick in the boxes provided. There are three sections to the survey.

**Section 1. Looking back/framing**

**1= Not important at all, 2= Not very important, 3= Moderately important, 4= Important, 5= Very important**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Who reports your X-ray examination**  | **1** | **2**  | **3** | **4**  | **5**  |
| 1. | How important is it you know the about healthcare professional that provided the X-ray report/result as long as they have the required qualifications and meet NHS standards to do the role. |  |  |  |  |  |
| 2. | How important is it you get your results by email link to your online Electronic Health Record before any other appointments, such as (GPs). |  |  |  |  |  |

3. Additional suggestions/comments (free text response)

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**Section 2. The experience of receiving the X-ray report**

**1= Not important at all, 2= Not very important, 3= Moderately important, 4= Important, 5= Very important**

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| --- | --- | --- | --- | --- | --- |
| **The X-ray report language** | **1** | **2**  | **3** | **4**  | **5**  |
| 4. | How important is reading your X-ray report, including all medical terminology, jargon, and language. |  |  |  |  |  |
| 5. | How important is understanding medical terminology, jargon, and language in your X-ray reports. |  |  |  |  |  |
| 6. | How important is inclusive ‘patient friendly’ language in your X-ray report to help you understand what is being said. |  |  |  |  |  |
| 7. | How important is reading your X-ray report even though it was written for your Doctor. |  |  |  |  |  |

8. Additional suggestions/comments (free text response)

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| **The X-ray report terminology** | **1** | **2**  | **3** | **4**  | **5**  |
| 9. | How important is it to have the opportunity to discuss your X-ray report/result with your Doctor to clarify any terms and uncertainties or answer further questions. |  |  |  |  |  |
| 10. | How important is it to have inclusive ‘patient friendly’ explanations or definitions of terms/language used to help understand what is written. |  |  |  |  |  |
| 11. | How important is it to have signposting to a ‘verified’ NHS-approved website with inclusive ‘patient friendly’ explanations or definitions of terms/language used to help understand what is written. |  |  |  |  |  |

12. Additional suggestions/comments (free text response)

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| **The X-ray report format** | **1** | **2**  | **3** | **4**  | **5**  |
| 13. | How important is it to read the full X-ray report as it is provided to your Doctor (for them to act upon). |  |  |  |  |  |
| 14. | How important is it for a more inclusive ‘patient-friendly’ format and structure that helps understand what is being said. |  |  |  |  |  |

15. Additional suggestions/comments (free text response)

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| **The X-ray report recommendations** | **1** | **2**  | **3** | **4**  | **5**  |
| 16. | How important is it for inclusive ‘patient friendly’ findings at the end of the report to help you be part of the decision-making process regarding what happens next. |  |  |  |  |  |
| 17. | How important is it for the X-ray report includes recommendations to your Doctor for the next steps. |  |  |  |  |  |
| 18. | How important is it that your Doctor has time to read the X-ray report first to decide on the next steps before seeing or talking to you. |  |  |  |  |  |
| 19. | How important is it to have time to first read your X-ray report and any recommendations and process the information to make unpressured decisions before seeing or talking to your Doctor. |  |  |  |  |  |

20. Additional suggestions/comments (free text response)

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| **The X-ray report supplementary details** | **1** | **2**  | **3** | **4**  | **5**  |
| 21. | How important is it to have signposting to a ‘verified’ NHS-approved website with inclusive ‘patient friendly’ diagrams of the anatomy/condition in the report to help understand what is written. |  |  |  |  |  |
| 22. | How important is it to have confidence when looking up medical terminology and jargon used in my X-ray report to help clarify and understand what has been written. |  |  |  |  |  |

23. Additional suggestions/comments (free text response)

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| **Reflection on improving services**  | **1** | **2**  | **3** | **4**  | **5**  |
| 24. | How important is it for you to receive your X-ray report/results electronically if it was faster. |  |  |  |  |  |
| 25. | How important is it for you to read your X-ray report online ( Electronic Health Record) to assists in making decisions in partnership with your Doctor. |  |  |  |  |  |
| 26. | How important is it for you to read your X-ray report online ( Electronic Health Record) to gain second opinions if you should require it. |  |  |  |  |  |

27. Additional suggestions/comments (free text response)

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