

Family Practitioners Services Statistics User Engagement Survey



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Comments and feedback are welcome

Introduction

The Business Services Organisation's (BSO's) Information Unit launched an online survey using Citizen Space on 21st February 2018 inviting users/potential users of summary statistics related to Primary Care Services to provide feedback to help shape our statistical publications.

A reminder email was issued to all recipients on 5th March 2018.

The Survey closed on the 13th March 2018, by which point 86 responses were received.

The customer list was compiled from a variety of internal mailing lists and user groups as well as those people registered as having had a related data query answered by BSO Information Unit. Anyone in receipt of the survey was encouraged to pass it on to other users they may know of in order to provide us with a wide and varied opinion on our publication, but also to provide us with the best possible overview of what the main uses of the statistics actually are.

Links to the survey were also made available on the BSO website, NISRA website/ social media platforms.

The results of this survey will be used to ensure BSO Statistical publications meet user needs by informing the type of data presented in our publications, style of presentation and the frequency of update of statistics.

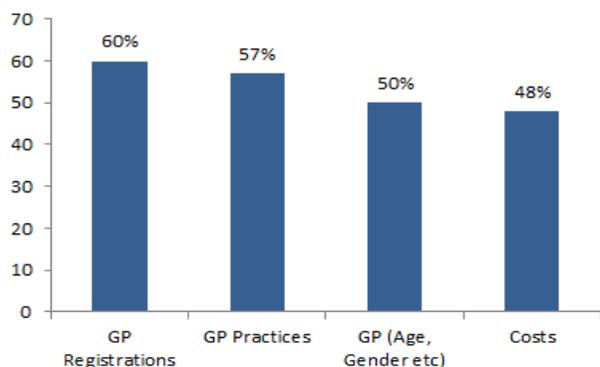
This paper summarises the findings of the 2018 user engagement survey.

As this is the first time that the BSO Information Unit have undertaken a user engagement survey we do not have any previous data to compare results with. However, going forward, we do intend engaging further with users.

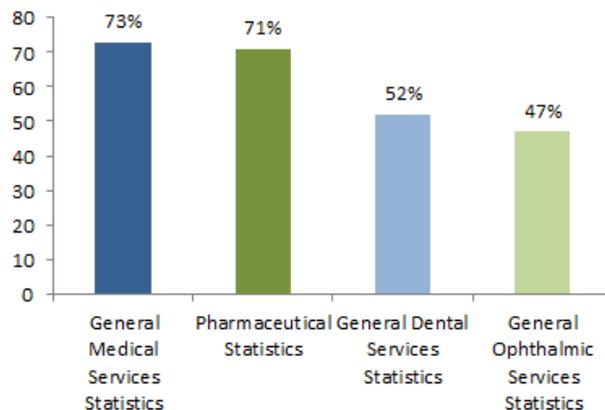


Statistics of interest

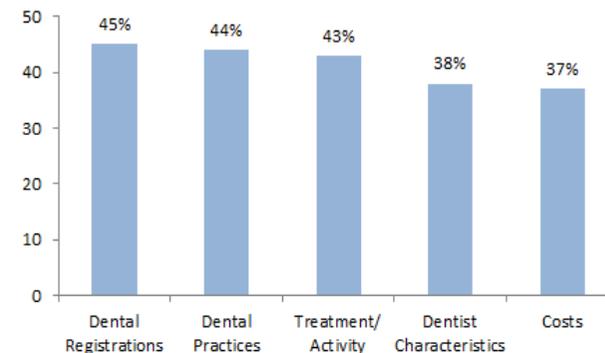
General Medical Services Statistics



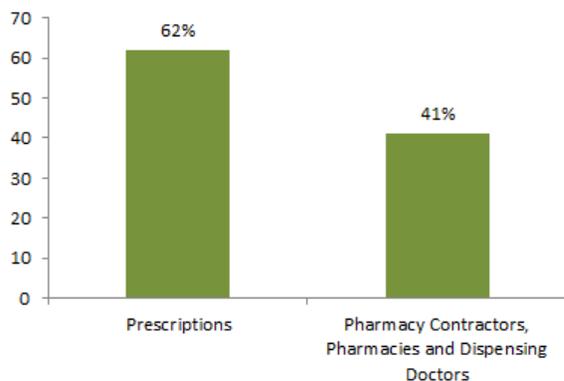
Family Practitioners Services Statistics



General Dental Services Statistics



Pharmaceutical Statistics

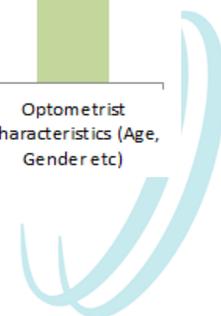
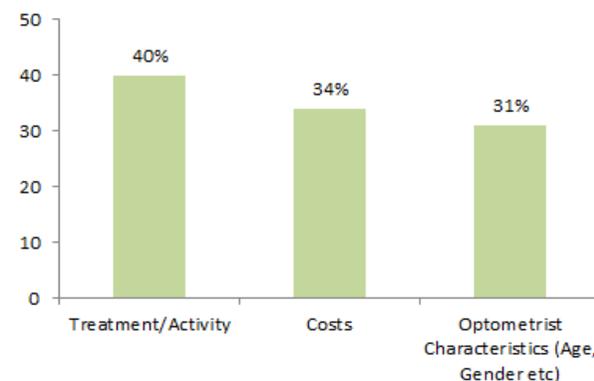


The majority of respondents are interested in General Medical Services Statistics (73%) and Pharmaceutical Statistics (71%). Approximately half of respondents are interested in General Dental Statistics (52%) and General Ophthalmic Statistics (47%).

For both General Medical and General Dental the most desired statistics are on Patient Registrations followed by information about GP/Dental Practices.

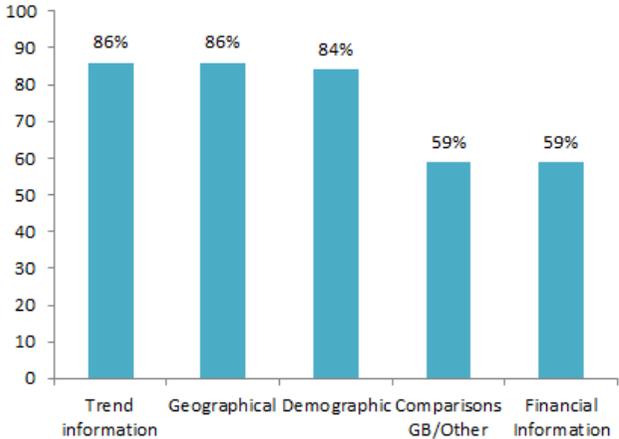
For Pharmaceutical Services the majority of respondents want to see information on Prescriptions while for Ophthalmic Services the most popular response was for statistics relating to Treatment/Activity.

General Ophthalmic Services Statistics



Presentation, Uses and Release of Primary Care Statistics

Statistical Breakdown

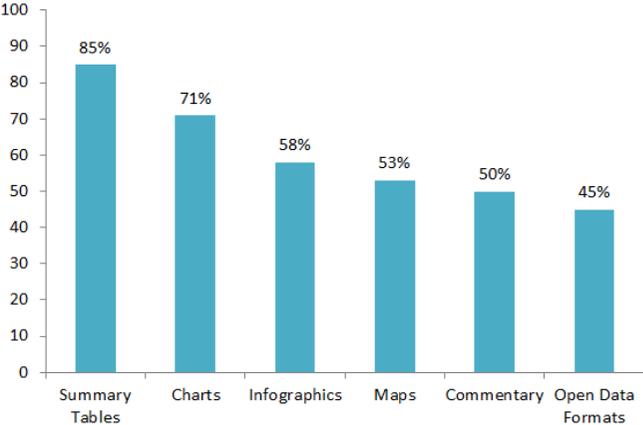


Feedback shows that a large proportion of respondents are interested in trend information (86%) as well as Geographical (86%) and Demographic (84%) breakdowns.

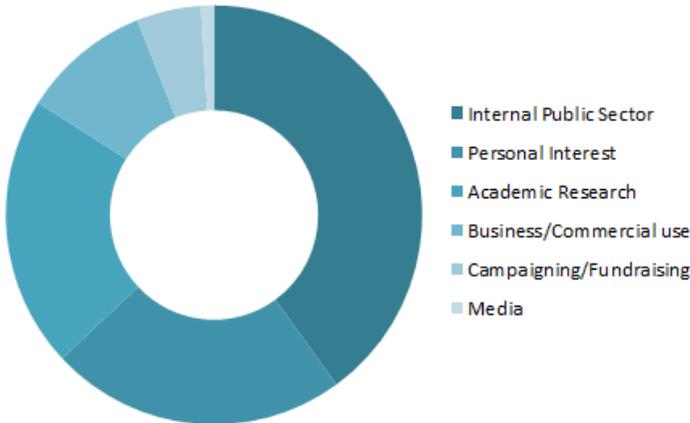
In terms of presentation of statistics the most popular response was Summary Tables (85%) followed by Charts (71%) and Infographics (58%).

This feedback is reflected in the detailed appendix summary tables accompanying the FPS Compendium Report 2017/18 with trend statistics presented showing demographic splits by Health Trusts and Local Government Districts. Charts and infographics have been used throughout the report to illustrate findings.

Presentation of Statistics



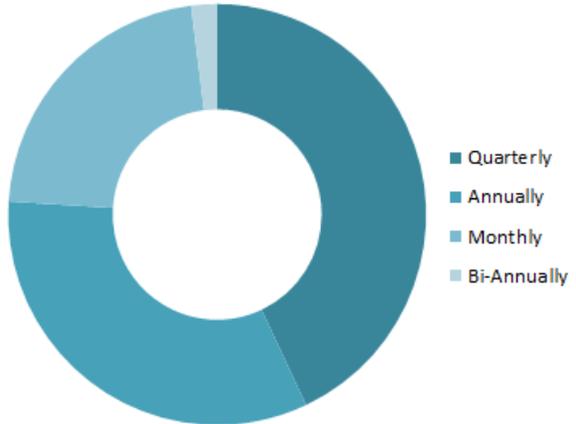
Main use for Statistics



Looking at the main users of our statistics responses suggest that there is a range of users with Internal Public Sector accounting for two fifths (40%), Personal Interest (23%) and Academic Research (21%) being the largest groups.

When asked how frequently they would like statistics to be updated to meet their needs, more than two fifths (43%) answered quarterly, a further third (33%) annually and 22% monthly. The remaining 2% only require statistics updated bi-annually to meet their needs.

Frequency of release of statistics to meet needs



Appendix 1 - Questionnaire

Primary Care Services Statistics—User Engagement Questionnaire

Overview

The Business Services Organisation (BSO) provides a broad range of regional business support functions and professional services to the Health and Social Care sector in Northern Ireland.

The Information and Research Unit (IRU) within BSO provide support, information and advice to both internal and external customers in relation to the provision of Primary Care Services (the services provided by our GPs, Pharmacists, Dentists and Opticians).

We at the IRU are keen to understand more about the uses/potential uses of Primary Care Services summary statistics.

Obtaining feedback is vital for us to ensure we can provide a high quality service which meets users' needs.

We would be extremely grateful if you could spend a few minutes completing the following survey.

Your feedback is voluntary and will be confidential. Individual responses will not be identified in any data or reports. All answers will be compiled together and analysed as a group.

Thank you.



General Medical Services

Are you interested in General Medical Services Statistics?

Please select only one item

Yes

No

General Medical Services Statistics

Which General Medical Services Statistics are of interest to you? (Tick all that apply)

Please select all that apply

General Practitioner Characteristics (Age, Gender etc)

Registrations (Patients Numbers/Demographics)

Practices (No of GP's, Patient List Size etc)

Costs

Other (Please specify)

General Dental Services

Are you interested in General Dental Services Statistics?

Please select only one item

Yes

No



General Dental Services Statistics

Which General Dental Services Statistics are of interest to you? (Tick all that apply)

Please select all that apply

Dentist Characteristics (Age, Gender etc)

Registrations (Patients Numbers/Demographics)

Practices (No of Dentists, Patient List Size etc)

Treatment/Activity

Costs

Other (Please specify)

General Ophthalmic Services

Are you interested in General Ophthalmic Services Statistics?

Please select only one item

Yes

No

General Ophthalmic Services Statistics

Which General Ophthalmic Services Statistics are of interest to you? (Tick all that apply)

Please select all that apply

Optometrist Characteristics (Age, Gender etc)

Costs

Treatment/Activity

Other (Please specify)



Pharmaceutical

Are you interested in Pharmaceutical Statistics?

Please select only one item

Yes

No

Pharmaceutical Statistics

Which Pharmaceutical Statistics are of interest to you? (Tick all that apply)

Please select all that apply

Pharmacy Contractors, Pharmacies and Dispensing Doctors

Prescriptions

Other (Please specify)

Statistical Breakdown

What type of statistical breakdown is of interest to you? (Tick all that apply)

Please select all that apply

Demographic (Age, Gender etc)

Geographical

Great Britain/International comparisons

Trend information

Financial information

Other (Please specify)



Presentation of Statistics

How would you like statistics to be presented? (Tick all that apply)

Please select all that apply

Summary Tables

Charts

Maps

Infographics

Commentary

Open Data Formats

Other (Please specify)

Main use of Statistics

What will you mainly use these statistics for?

Please select only one item

Academic Research

Business/Commercial Use

Campaigning/Fundraising

Internal Public Sector

Media

Personal Interest

Other (Please specify)



Frequency of release of Statistics

How frequently would you like these statistics to be updated to meet your needs?

Please select only one item

Monthly

Quarterly

Annually

Bi-annually

Additional Comments

Please include any additional comments below:

Further Contact

Please provide details below if you are content to be contacted regarding your feedback or wish to be informed of future release of statistics.

Please select all that apply

Content to be contacted regarding my feedback

Wish to be informed of future release of statistics

Name

Email Address

