

BSO Family Practitioner Services Statistics User Engagement Survey 2019



Contents

Page

Introduction

1

Usage of Family Practitioner Services
(FPS) Statistics

2

Meeting User Needs

3

Statistical Content, Users and Areas of
Interest

4

Interview Feedback

5

Appendix 1 - Questionnaire

6

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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.

On 12th March 2019, the Unit launched a follow-up online survey to ascertain how useful customers found the 2017/18 compendium and quarterly tables and what further analysis and outputs they would like to see developed for the next set of statistical publications.

A reminder email was issued to all recipients on 21st March 2019.

The Survey closed on the 1st April 2019, by which point 20 responses had been 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 were aware 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.

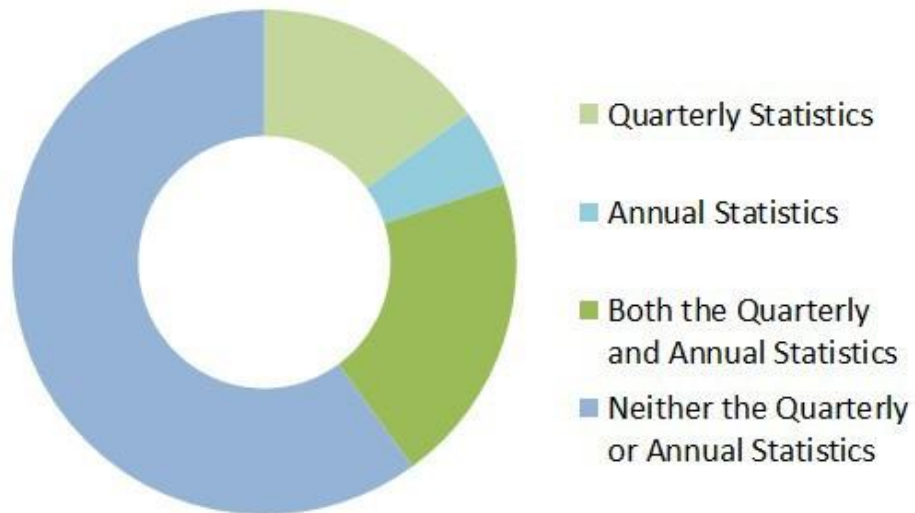
A total of 7 respondents, both internal customers and external users of the reports then took part in in-depth formal interviews to further inform and develop the range of statistics covered in the reports.

This paper summarises the findings of the 2019 user engagement survey and in-depth interviews

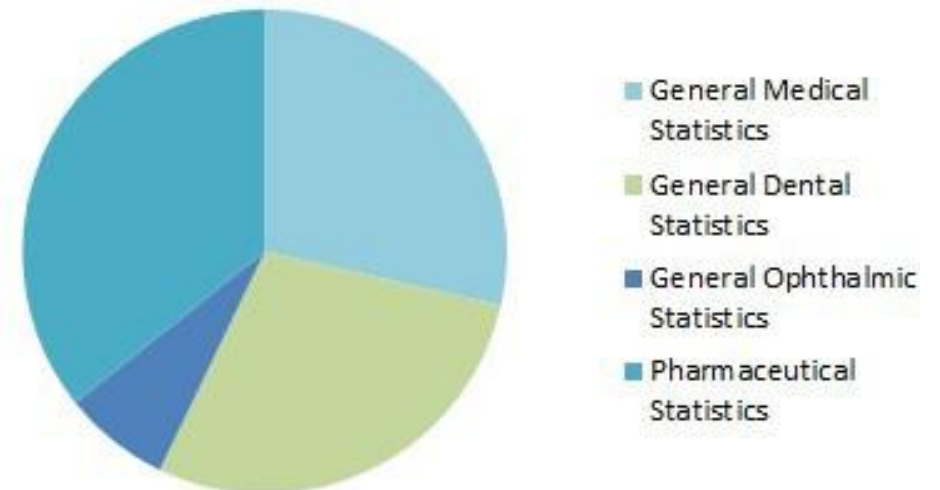


Usage of Family Practitioner Services (FPS) Statistics

Usage of FPS Statistics



Areas of FPS Statistics which users felt would be useful to them



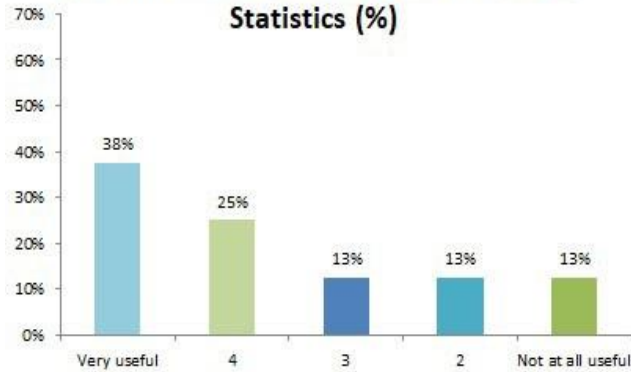
Three fifths (60%) of respondents to the survey used neither the Quarterly or Annual Statistical publications. Reasons for not having used FPS Statistics included 'It is of no impact to my work'; 'I only required figures for a bespoke data request'; 'I get the information in another way'; 'I haven't needed the figures yet'; and 'I didn't know the publication existed'.

Respondents who had not used FPS Statistics were asked which area of FPS Statistics may be of interest to them. Pharmaceutical Statistics (36%) followed closely by General Medical Statistics and General Dental Statistics (both 29%) were of most interest, with General Ophthalmic Statistics accounting 7% of responses.

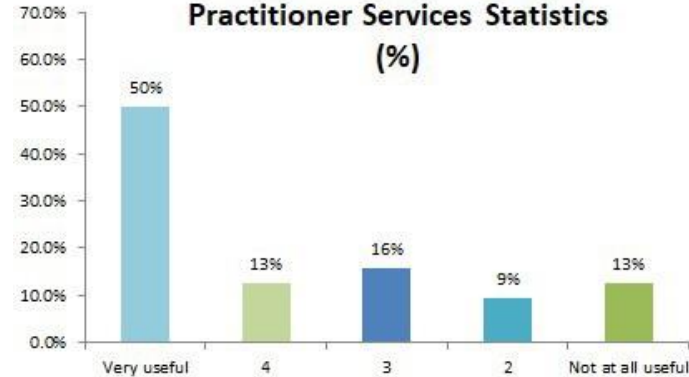


Meeting User Needs

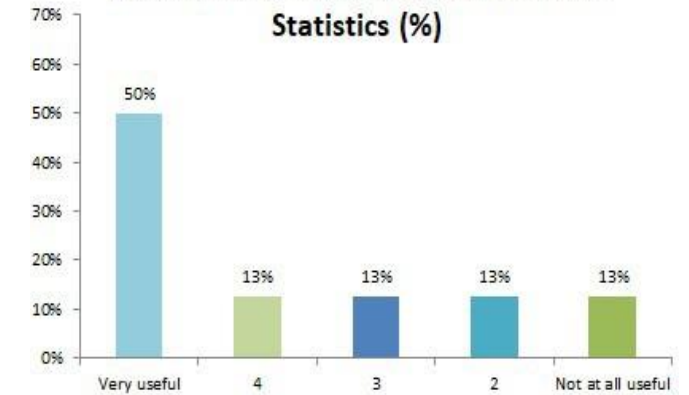
Usefulness of General Medical Services Statistics (%)



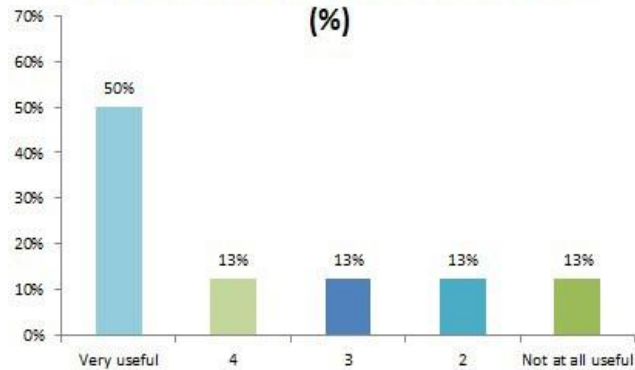
Overall Usefulness of Family Practitioner Services Statistics (%)



Usefulness of General Dental Services Statistics (%)



Usefulness of Pharmaceutical Statistics (%)

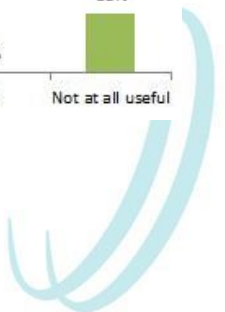
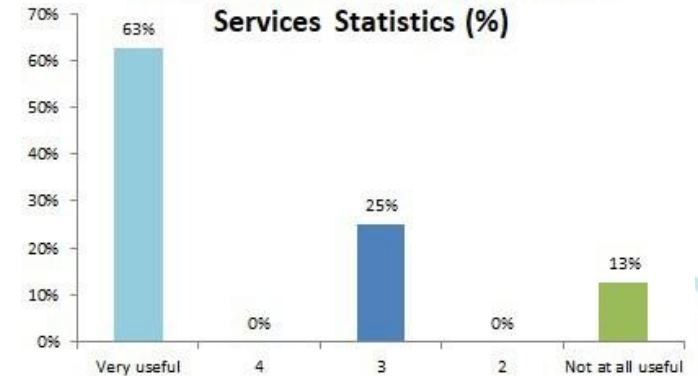


Of the survey respondents who had used/referred to Family Practitioner Services (FPS) Statistics, half reported that they found them 'very useful' with one in eight (12.5%) saying that they found them 'not at all useful'.

When looking at the breakdown by area, 63% of respondents found General Ophthalmic Services Statistics to be 'very useful' while less than two fifths (38%) of respondents found the General Medical Services Statistics to be 'very useful'.

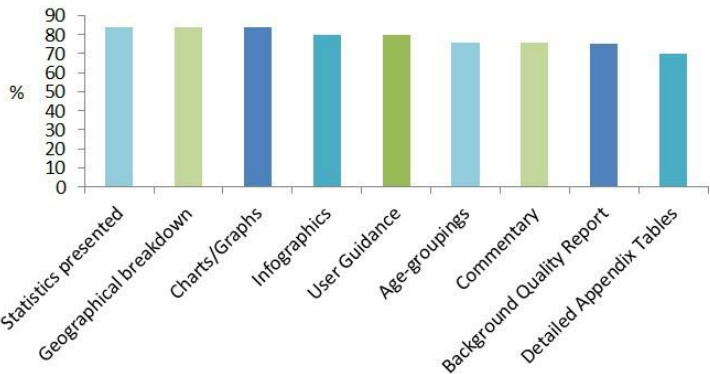
For each of the four areas 13% of respondents answered that they found statistics presented 'not at all useful'.

Usefulness of General Ophthalmic Services Statistics (%)



Statistical Content, Users and Areas of Interest

Usefulness of each aspect of the FPS Annual Statistics



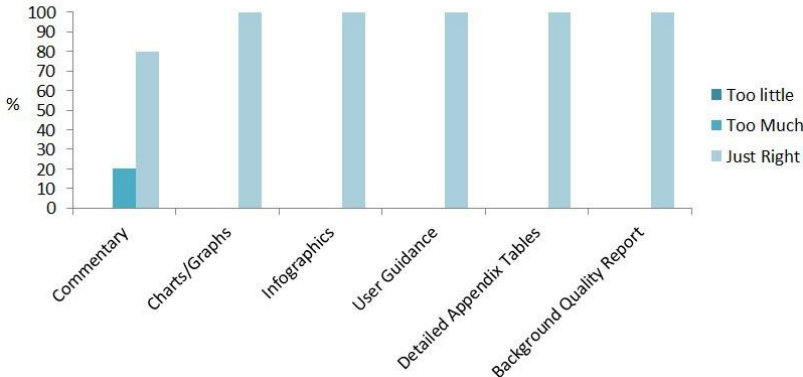
When asked to rate the usefulness of the different aspects of FPS Annual Statistics feedback was positive for all with ‘statistics presented’, ‘geographical breakdown’ and presentation using ‘charts/graphs’ the highest rated.

In terms of balance between the different aspects of FPS Annual Statistics, respondents generally said that balance was just right with the exception being commentary where 20% reported that there was ‘too much’.

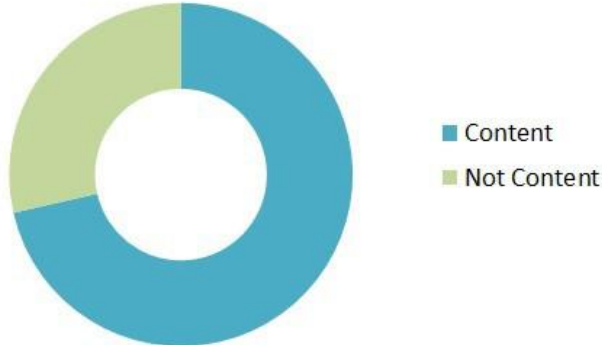
Over seven tenths (71%) of respondents who had used/referred to FPS Quarterly statistics said they were content with their content.

Half of respondents to the survey were from the Internal Public Sector while just over a fifth (21%) identified as ‘Business/Commercial Use’.

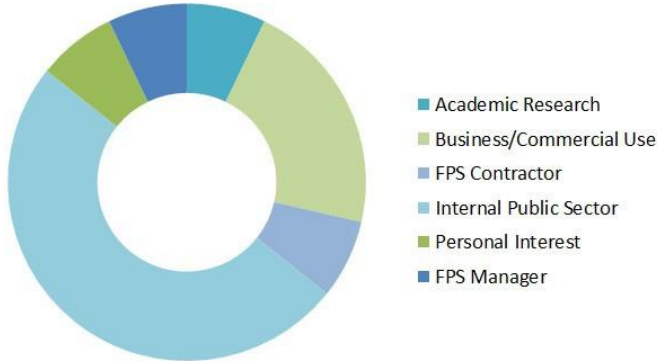
Balance of each aspect of the FPS Annual Statistics (%)



Contentment of users with the current content, breakdown and presentation of FPS Quarterly Statistics



Sectors to which the users of FPS Statistics belong



Interview Feedback

Follow up interviews were carried out with respondents who had indicated that they were willing to give more detailed feedback. This feedback further informed the range of statistics covered in the 2018/19 FPS Compendium Report.

Key points:

Pharmaceutical Statistics user feedback:

Typically required information to be more specialised and targeted towards specific treatments and patient demographics than what the publication can provide.

As well as prescription item and cost statistics, it would be useful to provide information on patient counts.

Users were very interested in geographical and longitudinal trends.

General Medical Services Statistics user feedback:

GP counts broken down by contractor type as well as inclusion of Locum counts would be of use when drawing comparisons with GB regions.

Information requirements are specific and often sensitive. Generally happy with content of what has been published but information on new registrations and patient moves would give value added.

General Dental Services Statistics user feedback:

User interested in knowing the number of patients who had dental treatment rather than just the number of items.

User stated that the publication and tables are not easy to find on the BSO website and also suggested an infographic for each area in the compendium for dissemination to increase the profile of the information held within BSO.

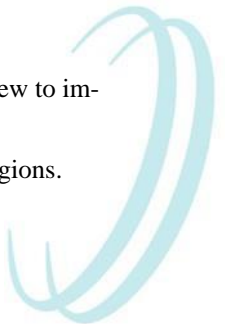
Appetite to use data to link to public health/oral health and produce more comparative GB information.

The publication of UK comparative data was welcomed. User advised on reasons that could attribute to a difference in figures between countries such as the introduction of a number of schemes with a specific focus on preventative treatment.

General Ophthalmic Services Statistics user feedback:

Limitations were highlighted in relation to desirable variables being unavailable. Agreement for statisticians to be involved in QA process of new Ophthalmic system with a view to improving reporting capability.

User welcomed new analysis on Local Enhanced Services and inclusion of UK comparisons, while providing advice on considerations when comparing data from other UK regions.



Actions from User Engagement Feedback

While our user engagement and subsequent interviews have been a useful way of determining the value of our publications and what our users require, the main aim of user engagement is to turn feedback into action. Unfortunately, we are unable to meet all user needs straight away, but we have been able to prioritise user needs and determine which can be carried out within current resources. It is also the case that some requests cannot be accommodated within our main publications; however, in these cases we will continue to endeavour to meet user needs where possible through the fulfilment of bespoke requests as well as facilitating the use of detailed health information for research through the Honest Broker Service.

Below are the actions that have been implemented into our 2018/19 publication based on feedback along with actions planned for future publications:

<u>Actions Implemented</u>	<u>Actions Planned</u>
<ul style="list-style-type: none"> - Breakdown of dispensing by BNF chapter, age and geographical area included. - Financial year comparison of the number of prescription items dispensed, ingredient cost and average cost per prescription item by BNF chapter included. - Number of New (first time in NI) GP Registrations including counts of Non-UK Nationals included. - GP's by contractor type breakdown (including Locum) included. - Number of patients who had dental treatment plus the number of treatment items included. - Dental Infographic included. - Information on Local Enhanced General Ophthalmic services included. - UK comparison data was included in the publication for all sections. 	<ul style="list-style-type: none"> - Topic Specific Reports – subject to consultation with Users (now complete). - Develop a summary FPS key facts document covering all service areas. - Further development of Topic Specific Infographics. - Development of Targeted Circulation Lists. - Improve signposting to Publication in line with BSO website development. - Conduct further targeted User Interviews.



Appendix 1 - Questionnaire

Primary Care Services Statistics—User Engagement Questionnaire

Family Practitioner Services (FPS) is part of the Health & Social Care Business Services Organisation (BSO) and provides a range of services to General Medical, Dental, Ophthalmic and Pharmaceutical practitioners working in primary care across Northern Ireland. These services include monthly payments to primary care contractors and as part of its functions FPS makes payments in excess of £800m per annum on behalf of the Health & Social Care Board and the Department of Health.

During 2018 the Information Unit within FPS began publishing a new series of annual and quarterly activity statistics relating to Family Practitioner Services:

[Family Practitioner Services Annual Statistics](#)

[Family Practitioner Services Quarterly Statistics](#)

You have been included on our mailing list for notification of these statistical releases, or we have identified you as a user of our statistics, and we are keen to obtain feedback on their content and usefulness.

We are also interested to hear your views on what additional information you feel would be of benefit to you or your organisation. 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 complete this short survey - it should only take you a couple of minutes.

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.



Have you used/referred to Family Practitioner Services statistics?

Select one option

I have used/referred to the quarterly statistics

I have used/referred to the annual statistics

I have used/referred to both the quarterly and the annual statistics

I have not used/referred to the quarterly or the annual statistics

Using a scale of 0= Not at all useful to 5= very useful, please rate the usefulness of Family Practitioner Services statistics to you or your organisation.

General Medical Services Statistics

General Ophthalmic Services Statistics

General Dental Services Statistics

Pharmaceutical Statistics

Using the below scale of 1 being not at all useful, through to 5 being very useful, please rate the following aspects of the FPS Annual Statistics.

Statistics presented

Geographical breakdown

Age-groupings

Commentary

Charts/Graphs

Infographics

User Guidance

Detailed Appendix tables (additional option 'Did not use')

Background Quality Report (additional option 'Did not use')



Please select the option which corresponds best to how you find the balance of the following aspects of the FPS Annual Statistics.

(Options: 'Too much' 'Just right', 'Too little')

Commentary

Charts/Graphs

Infographics

User Guidance

Detailed Appendix Tables (additional option 'Did not use')

Background Quality Report (additional option 'Did not use')

Please provide details on additional content and/or additional statistical breakdowns that you would find useful if included in the FPS Annual Statistics.

[Free text]

Are you happy with the high level content, statistical breakdown and presentation of the Family Practitioners Services Quarterly Statistics?

Yes

No

(If No) Please specify what could be improved and how [Free text]

Any additional comments about the Family Practitioners Services Quarterly Statistics?

[Free text]



Which of the categories below best describes you as a user of Family Practitioner Services Statistics?

Academic Research

Business/Commercial Use

FPS Contractor

Campaign/Fundraising

Internal Public Sector

Media

Personal Interest

Other (please specify) [Free text]

Would you be available to speak with BSO statisticians to provide more detailed feedback on Family Practitioner Services Statistics?

Yes

No

If Yes

Which method suits you best?

Face-to-face (preferred)

Telephone

Name: [Free Text]

Email: [Free Text]

Tel No: [Free Text]



Following question only asked to those who answered 'I have not used/referred to the quarterly or the annual statistics' [Routed from Question 1]

Which Family Practitioners Services Statistics may be of interest to you?

General Medical Services Statistics

General Dental Services Statistics

General Ophthalmic Services Statistics

Pharmaceutical Statistics

None of the above

Other (please specify) [Free text]

