



# Healthlink User Survey Report

Author: Karina Hull  
The National Healthlink Project  
July 2011

## Introduction

A user survey was carried out by the National Healthlink project during April 2011. The survey questionnaire consisted of 19 questions covering four general topics:

- Usage of the HealthlinkOnline application
- Familiarity with Referral services
- User contact with the Healthlink support team
- Recommendations for new features and services

The questionnaire also allowed for qualitative feedback to capture users' opinions, suggestions and comments.

311 completed surveys were received, 213 online and 98 by post, giving a response rate of approximately 32%.

## Findings

### Q1. On average, how often do you log on to HealthlinkOnline?

Almost half of all respondents (48%) log in several times a day showing their reliance on the system and the services provided. The vast majority log in at least once a day.

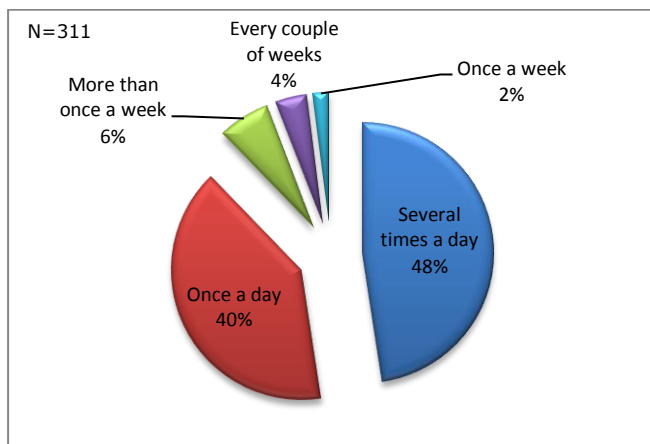


Figure 1: Regularity of use of HealthlinkOnline

### Q2. Do you log on through our website or directly from your practice management system?

Two-thirds of respondents (65%) log in through the HealthlinkOnline website while 32% log in via their local software systems. A small amount do both for instance where referral forms aren't yet available through the practice management systems.

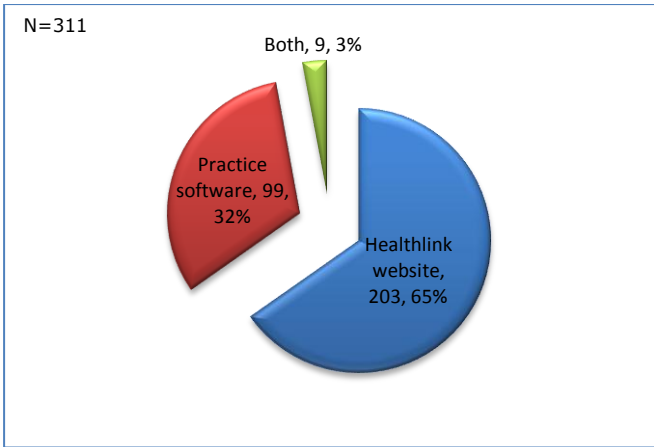


Figure 2: Method of access

**Q3. If you are still logging on through our website which practice management system do you use?**

Exactly half of all users logging in online use HealthOne. All the other systems were represented albeit in smaller numbers.

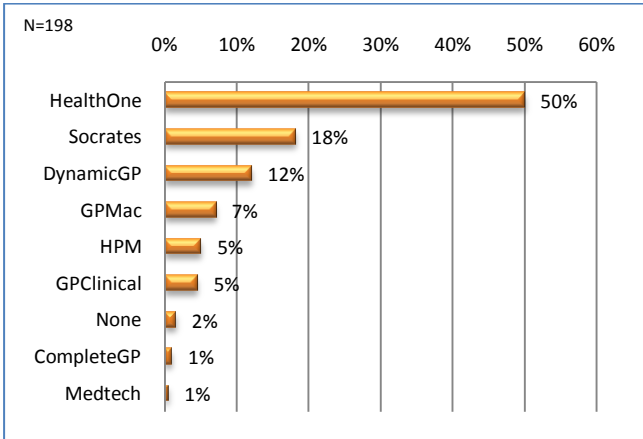


Figure 3: PMS used if logging in via website

**Q4. Do you find HealthlinkOnline easy to use? Please rate overall ease of use on a scale of 1-5 where 1=easy to use, 5=difficult to use.**

57% of respondents rated the application as easy to use with 6% as difficult to use. Respondents were given the opportunity in the following question to highlight any areas where they felt usability could be improved.

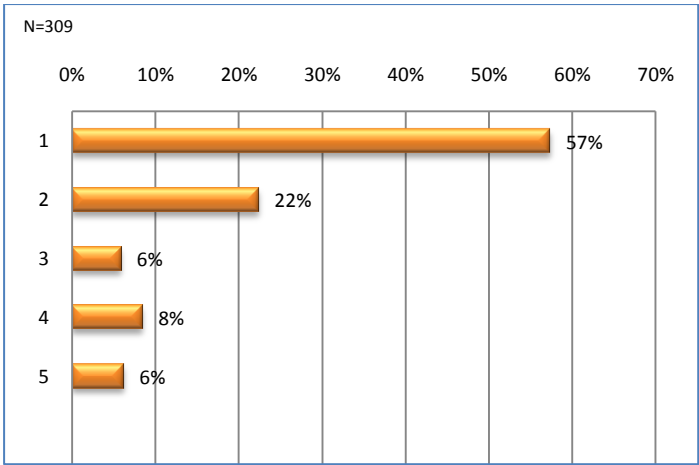


Figure 4: Ease of use

**Q5. Is there any area where you think functionality could be improved or made easier?**

A range of responses were given to this question concerning both general functioning of the application and specific services. The most common suggestions are listed below:

- Faster log-on
- Faster downloading
- Longer period before session timeout
- Faster lab order process
- Faster access to referral forms
- Referrals through PMS
- Lab order through PMS

**Q6.1. Is the information sent by Healthlink easy to interpret? Please rate Lab Results**

Close to 100% of respondents said that Lab Results sent by Healthlink are easy to interpret. Users were given the opportunity to provide feedback also on this question. Some comments made were:

- Microbiology legibility problems
- Lab results from Beaumont are missing the code (episode number) we are asked for if we call the lab.
- Could PSA be separate to the Thyroid Function tests? (Limerick Lab)

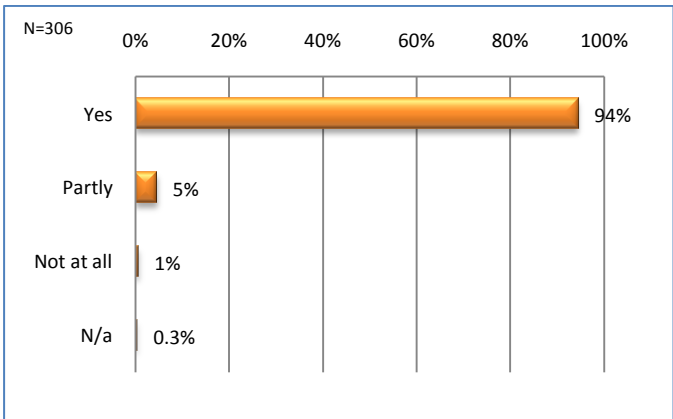


Figure 5: Lab results

**Q6.2. Is the information sent by Healthlink easy to interpret? Please rate Radiology Results**

83% of respondents rated Radiology results as easy to interpret while 9% said not at all. Some comments were as follows:

- Does not give details of the hospital where an X-ray was taken (in Practice Management Systems)
- Radiology reports writing very small

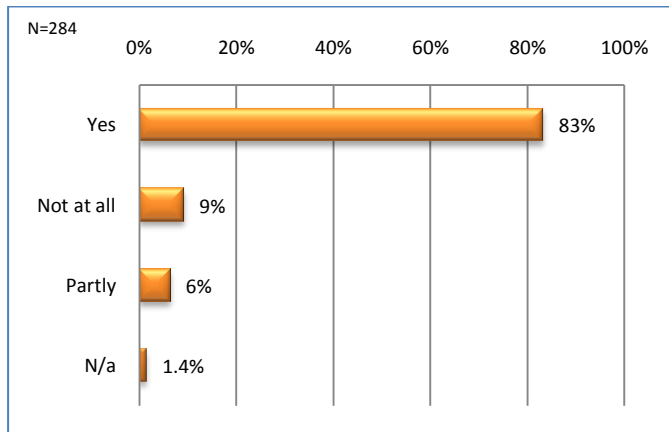


Figure 6: Radiology results

**Q6.3. Is the information sent by Healthlink easy to interpret? Please rate Referral Responses**

74% of respondents rated referral responses as easy to interpret. 11% said not at all and the majority of feedback on this related to the lack of detail sent in the messages.

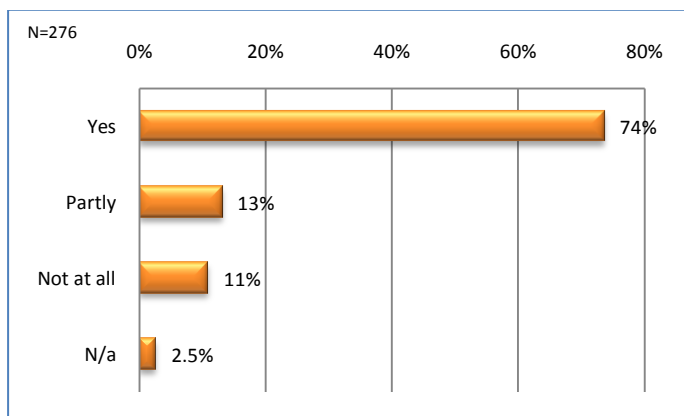


Figure 7: Radiology results

### Q7. A number of referral forms are available, which of the following have you used to date?

Respondents could select multiple answers to this question and the vast majority have used the Breast Cancer referral form (85%). The second most commonly used is the Prostate referral form, followed by Neurology and Lung referrals.

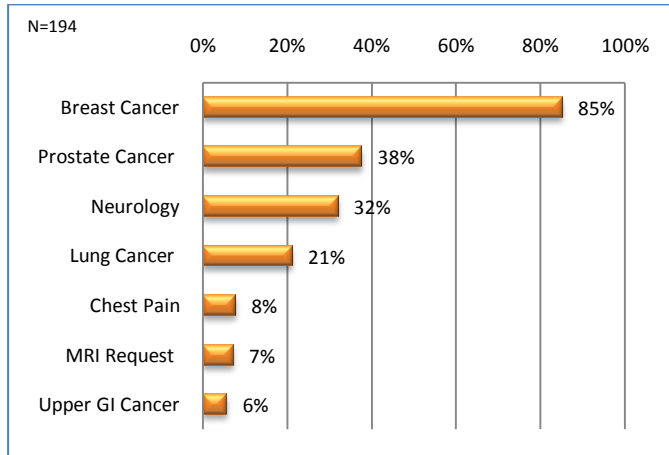


Figure 7: Usage of Referral forms

### Q8. What other referral services would you like to see developed?

Almost one third of respondents to this question said they would like to see all referral forms available online. The most popular was Radiology (25%) followed by Dermatology and Rheumatology both at 11%. Answers given in the 'Other' category included Obstetrics, Palliative Care, A&E, Ophthalmology and referrals to Medical Assessment Units.

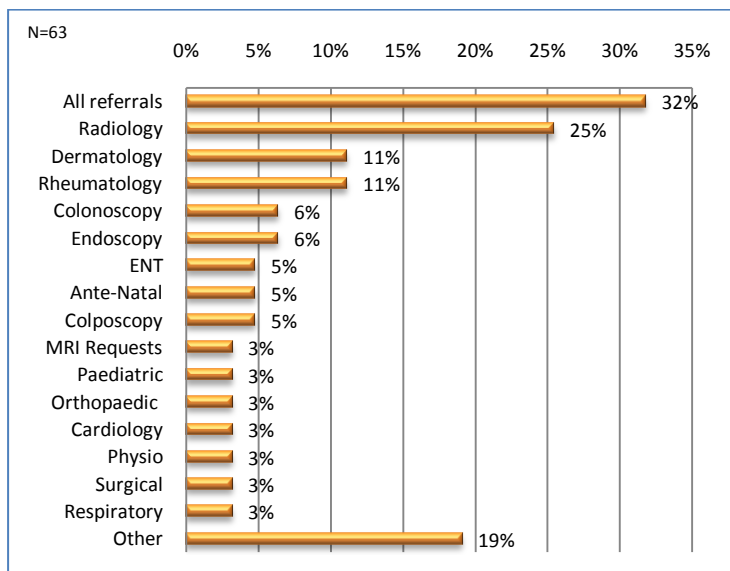


Figure 8: Referral form suggestions

### Q9. Are you familiar with accessing referral responses?

57% of respondents know how to access referral responses which ties in with the number who have used the referral forms. 43% said they would like some training on this.

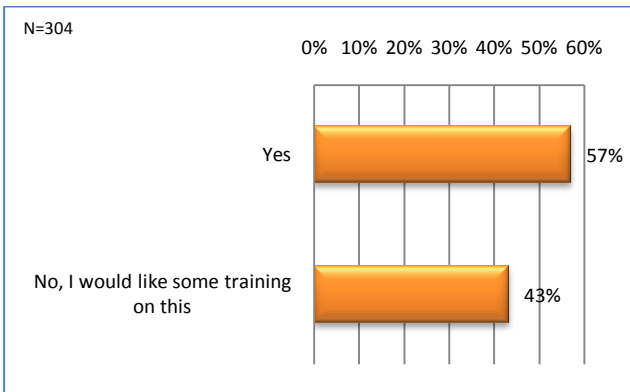


Figure 8: Access to Referral responses

**Q10. Please tick if you are interested in the following: Online Lab ordering, Online Radiology ordering**

A huge proportion of respondents said they are interested in Online Radiology Ordering which is a service we hope to make available in the future. A large number are also interested in Online Lab Ordering which is currently available in two hospitals and planned for additional sites.

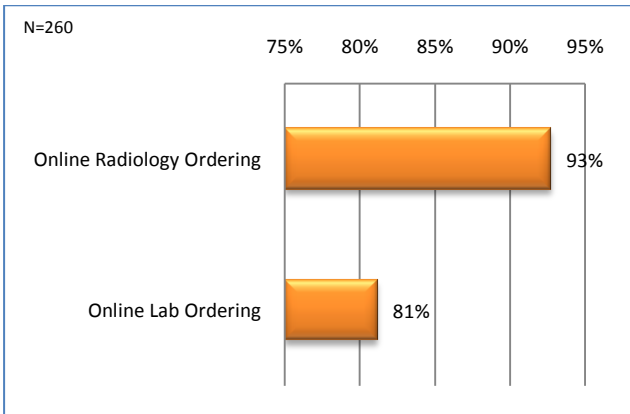


Figure 9: Radiology Ordering, Lab Ordering

**Q11. Are there any other services or features that you would like to see in the future? Please give details.**

A variety of answers were given to this question, the most commonly cited are charted below. It was also possible to break down the responses further so can ascertain that Discharge Reports were requested from hospitals such as St. James’s, St. Vincent’s and Portiuncula; Radiology reports from Mayo, Cavan General and the Midlands’ Hospitals; OPD Reports from St. Colmcille's, Mayo and the North East Hospitals and Microbiology reports from Cavan and the Midlands hospitals.

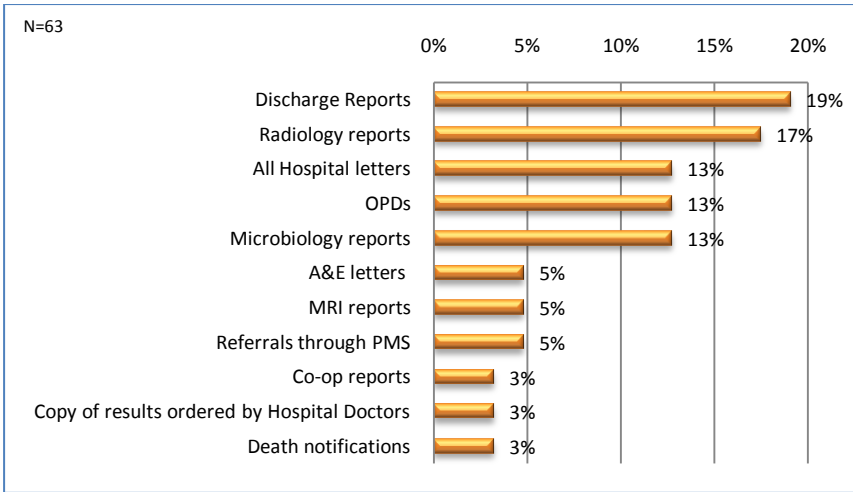


Figure 10: Requests for future services

**Q12. How easy is it to make contact with Healthlink support when required?**

Almost all respondents said it was very easy or easy to make contact with the Healthlink support team. 2% (7 people) said it was difficult while 1 person said very difficult.

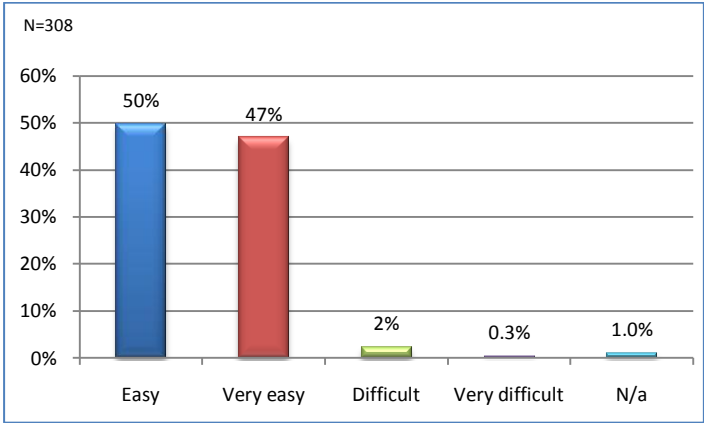


Figure 11: Ease of contacting Healthlink support

**Q13. How satisfied are you with the efficiency of call handling when you contact Healthlink?**

98% of respondents are very satisfied or satisfied with the efficiency of call handling. 1% (3 people) were dissatisfied.

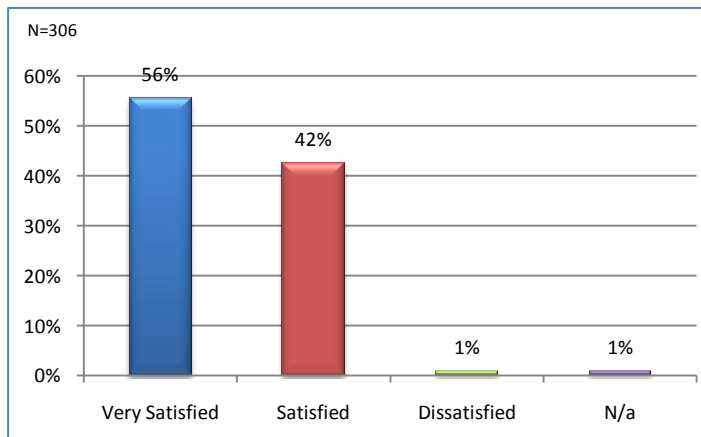


Figure 12: Efficiency of call handling

**Q14. How satisfied are you with the speed of problem resolution?**

97% of respondents are happy with the speed of problem resolution. 2% or 5 respondents were dissatisfied.

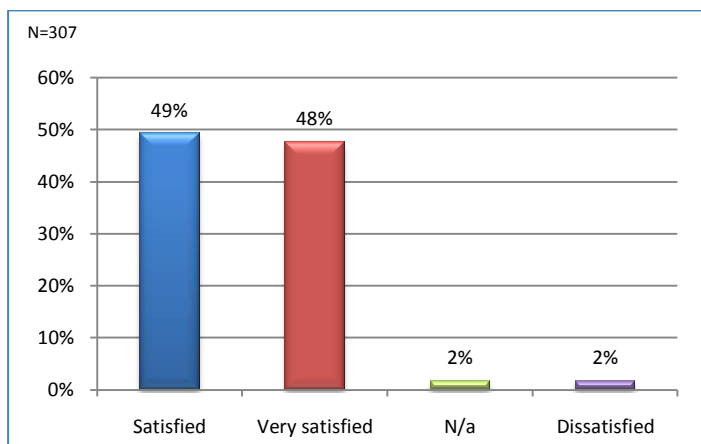


Figure 12: Speed of problem resolution

**Q15. Training is available to all Healthlink users. If you have availed of it, how satisfied were you with the training provided?**

Over one-third of respondents to this question are very satisfied with training they received from Healthlink. 33% are satisfied while 2% are dissatisfied.

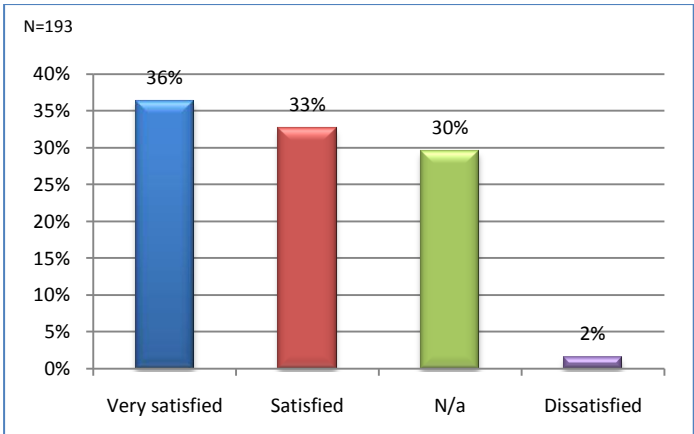


Figure 13: Training

**Q16. Healthlink is working with several new hospitals at present. Of the following which would you like to receive messages from?**

The majority of respondents wish to receive patient information from all hospitals working with Healthlink. 52% would like to be automatically enabled for any future hospitals we work with.

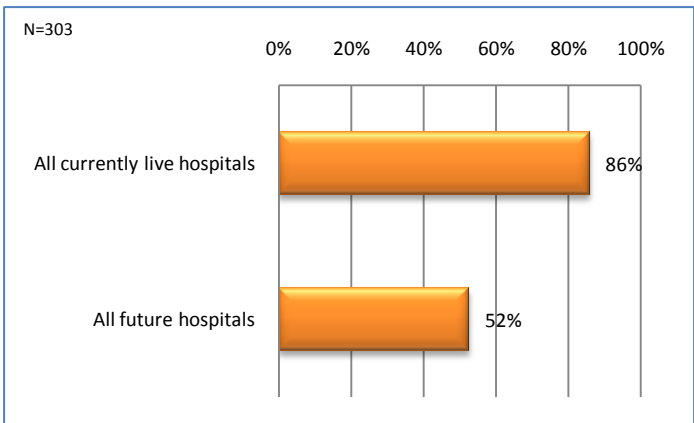


Figure 14: Hospitals

**Q17. Do you find the services from Healthlink reliable?**

80% of respondents said Healthlink services are definitely reliable. 19% said somewhat reliable while 1% (3 people) said not yet. 1 respondent said they don't find the services reliable.

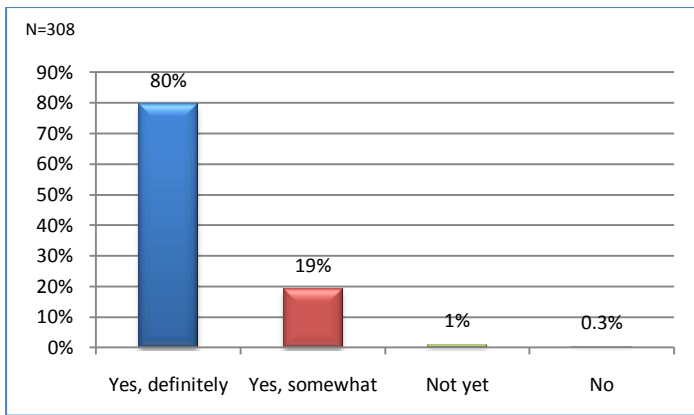


Figure 14: Reliability

**Q18. Would you recommend Healthlink to other GPs or practices?**

There were 308 responses to this question and all said yes, they would recommend Healthlink to other GPs or practices.

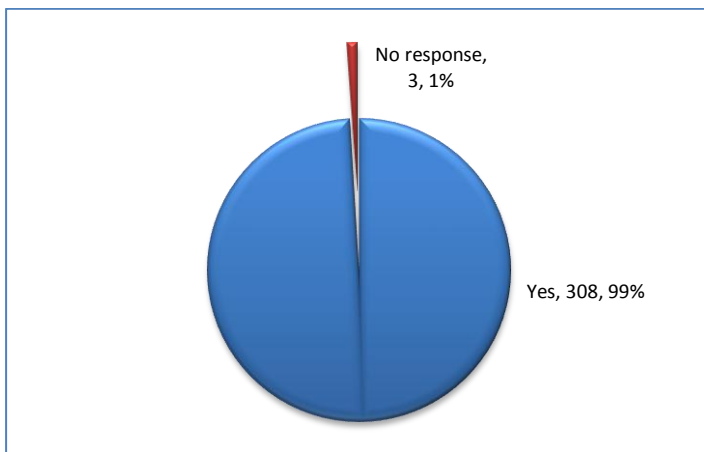


Figure 16: Recommendation

**Q19. Is there any additional feedback you would like to give?**

A range of feedback was given to this question, a selection of which is as follows:

Overall service

- A great addition. If the rest of hospital services could run as smoothly.
- Continue the good work. It has been a great start and more integration and increase in the speed of website would be very helpful.
- Excellent service overall and one which has made a huge difference to providing a quality service to patients - well done!
- Futuristic service
- Great service - has made our lives much easier, thanks
- Phone support is very efficient and all of my issues have been dealt with in a very helpful and pleasant manner

- In our practice there has been a vast improvement in dealing with results as they arrive so quickly.
- We were one of the first on the pilot scheme. All staff are efficient and extremely helpful. Excellent service and back up at ALL Times

#### Labs

- Output of results from UCHG is not standardised for Biochemistry. The same test seems to have several lab codes.
- Would like to see results returned in a standardised format eg. LFTs, PSAs often tagged onto other bio results which prevents user seeing all results of this type in a list or chart format.
- Positive urine results do not come highlighted in red to alert doctors
- Some departments still send paper results eg Haematology at GUH. What is their concern, should GPs be worried too?
- SJH very quick reporting with results.
- To minimise repeating unnecessary tests it would be very convenient if I could access all tests done on my patients regardless of ordering clinician.
- Lab Order needs to be a little faster and to retain previously entered data
- If bloods taken on house call late in day we cannot change date on online lab order form
- SJH through Healthlink not retaining patients' details, thus wasting a lot of my time.

#### Referrals

- Online referral forms are awkward and not automatically integrated into patient files.
- Possible to add in area where you select Consultant you would like patient to be seen by or to have as option?
- As we can only make referrals to the neurology and breast clinic at our local hospital I would like to have the range of clinics extended so we could do more on line referrals to WRH

#### Other

- Would like training on general use of system, unmatched results and referrals training.
- Some confusion as to whether software company or Healthlink provides instruction for use.
- Radiology reports are not marked Abnormal in red like the lab reports
- Connolly hospital not using to full extent - would be great if they did.
- Need to expand service to aid in drive towards paperless practice.

## Conclusion

The results of the survey combined with the respondent feedback provide Healthlink with valuable data and knowledge to improve the services we offer. The survey also highlighted areas where improvements can be made and we have a number of follow-ups to attend to based on comments given. Overall the results show that satisfaction is high among our users and HealthlinkOnline is a beneficial and effective service in General Practice.