MyCare Patient Survey

The views and experiences of Croydon residents

Final version – June 2023

Introduction

MyCare Online Patient Access is a secure and confidential online system, servicing Croydon University Hospital, and Purley War Memorial Hospital, for patients 16 and over, to look at their hospital records, view hospital appointments, receive a selection of test results, and receive messages from their hospital care team. It is also available from a smartphone.

Healthwatch Croydon, the independent local champion for health and social care agreed to survey outpatients from Trauma and Orthopaedics, Gynaecology, Cardiology and the Main Outpatients departments at Croydon University Hospital. We had a face to face engagement with 230 participants who took part in the survey over eight days to find out their views.

The aim of this survey is to find out more about patient user experience or barriers to the use of the MyCare portal, that allows patients to have all their documentation in one place on an online portal.

We have collected and analysed this report based on the data to help Croydon Health Services NHS Trust improve the MyCare Online Patient Access service in response to patient feedback.

Key Findings

- **Awareness**

  - **Only 27% (63 patients) were aware of MyCare Online Patient Access. The younger the patient the more likely they were to be aware of it (see Q1, p.8).**

- **• Of those who did know about it, 57% heard about it from a text link (36 patients) (see Q2, p.11).**

- **Sign-up**

- **• Of the 63 patients who were aware of it, 57% (36 patients) signed up, again the younger the patient the more likely they would sign up (see Q3, p.14).**

- **• Of those who decided not to sign up, reasons ranged there being too much digital, patients not being interested or not sure about it (see Q3, p14-15).**

- **Ease of sign-up**

- **• Of the 37 that said they signed up, 64% (24 patients) used the link in the text message while other used the website. Only one used the QR code. (see Q.5, p.22).**

- **• Of the 35 that gave their view on the ease of signing up, 68% (24 patients) found it very easy, and a further 25% (9 patients) found it easy, again the younger the patient the easier they should it to access (see Q.6, p.25)**

Key Findings

Usefulness

• Of the 31 that answered, 55% (17 patients) found it extremely useful, and 32% very useful (10 patients). (See Q.7, p.28). Comments also reference to carers and family members using it on behalf of patients.

Improvements

• Themes included that the app sometimes froze; that data was not up to date and that it would be good to have a chat box to help patients use it. Some reported that documents cannot be seen due to 'unknown error'; some said it was good for people who are computer literate but not for others; and there were issues about needing to regularly sign in again. (Themes from Q.8, p.32).

Those who did not sign up but would Consider using MyCare

• Of the 195 who had not signed up 61% (119 patients) would consider it (see Q.9, p.33), but over those aged over 60 are less likely.

Reasons for using it

Easier access: convenience; a quicker service; ability to access medical history and test results: good for remembering information and it was familiar to other similar digital systems (see p.36).

Key Findings

Reasons for not using it

Included: already having the NHS app or another that is seen to have the same functionality; already have access to another portal (CUH or other NHS related app); patients do not think it is necessary; too old a phone; patients already get texts as part of the existing system; patient feels too old; carers feel that patient cannot use apps;; don't have the right equipment; don't use a computer (see page 37).

Preventing patient using MyCare

• Of 199 patients who responded, 12% (23) did not have an appropriate device, 15% (30) did not have an interest in using it; 9% (17) were not confident about knowing how to use it 5% (10) not understanding the benefits of using it. (see Q.9, p.37).

• Of the other comments patients said they were concerned about unnecessary messages, sharing details and privacy: patient feels too old to use it; too many apps; confusion over the apps; patients have their own system and this may complicate; issues with software; patient didn't complete process; only use it for a single appointment; perception that it is a long process; too many passwords to remember; already use another patient portal. (see Q.10 page 38).

What helps patient to consider using MyCare

• Better communication of what it is; more information about it; show how easy it is to use; support and help in using it, assurances on security and privacy (see Q.11 pages 42-43).

Recommendations

- **Create more awareness of MyCare:** Marketing and signposting are crucial elements in promoting an online service and attracting Croydon residents and users. Social media platforms like Facebook, Instagram, Twitter, and LinkedIn can be utilised to create awareness about the online service. Share updates, teasers, and behind-the-scenes glimpses of the development process. Engage with users and respond to their questions and feedback.

- **Provide a user-friendly guide:** Providing a user guide for MyCare online service is an essential step towards ensuring that Croydon residents and other users can utilize the online service effectively. A well-designed user guide should be easy to understand, concise, and visually appealing and should include step-by-step instructions on how to use each feature of the online service. It should also provide troubleshooting tips and frequently asked questions to help users overcome any challenges they may encounter while using the online service. By providing a user guide, online service developers can ensure that users have a positive experience with their online service, leading to increased user engagement and satisfaction

- **Testing MyCare online service quality:** It's important to thoroughly test the MyCare online service to identify and fix any bugs or errors. Without proper testing, the online service may not function as expected and can cause frustration for users. Testing also helps ensure the online service is compatible with different devices and operating systems. Therefore, it's essential to conduct thorough testing to reduce the number of bugs and errors and improve the overall quality of the online service. This can include various testing methods such as unit testing, integration testing, functional testing, and user acceptance testing. The more testing an online service undergoes, the more likely it is to be successful and provide a positive user experience.

Statement from Stakeholder

"The steering group for MyCare, patient portal and the outpatient transformation board at CHS would like to thank Healthwatch for their work on undertaking this survey and report. Croydon launched MyCare in September 2022, and to date we have invited 75,000 patients to join, our overall adoption is very good with 52% of patients registering.

"The findings from this report provide useful insight into the experiences of patients who have used the portal thus far as well as an insight into what might be preventing other residents from using MyCare, and therefore what we can do to support more people who want to use MyCare, and continue to increase the number of patients registering.

"Multiple patients mentioned their use of NHS App and so we are pleased that MyCare is now integrated with NHS App, which will provide more seamless access to MyCare through a route we know that patients already use.

"As a result of the survey we plan to take a number of actions, including developing further our communications strategy, addressing privacy concerns, and promoting ease of use. By raising a greater awareness of MyCare, and focusing on the benefits of using the portal that respondent's said matters to them most we aim to increase our overall adoption rate.

"At Croydon we are committed to improving digital inclusion, so that as many residents as possible have the opportunity to use and benefit from digital services, such as MyCare, whilst ensuring we provide the same high level of care to those who do not wish to or who are unable to use the digital systems offered."

Dr Liz Heitz, Associate Medical Director for Digital, and Anita Allen, Transformation Lead, Croydon Health Services NHS Trust

Insights

1. Are you aware of MyCare Online Patient? (Total no of responses =230)

Healthwatch Croydon interviewed 230 respondents and asked if they were aware of MyCare online patient access. 73% said they were not aware while 27% were aware of it.
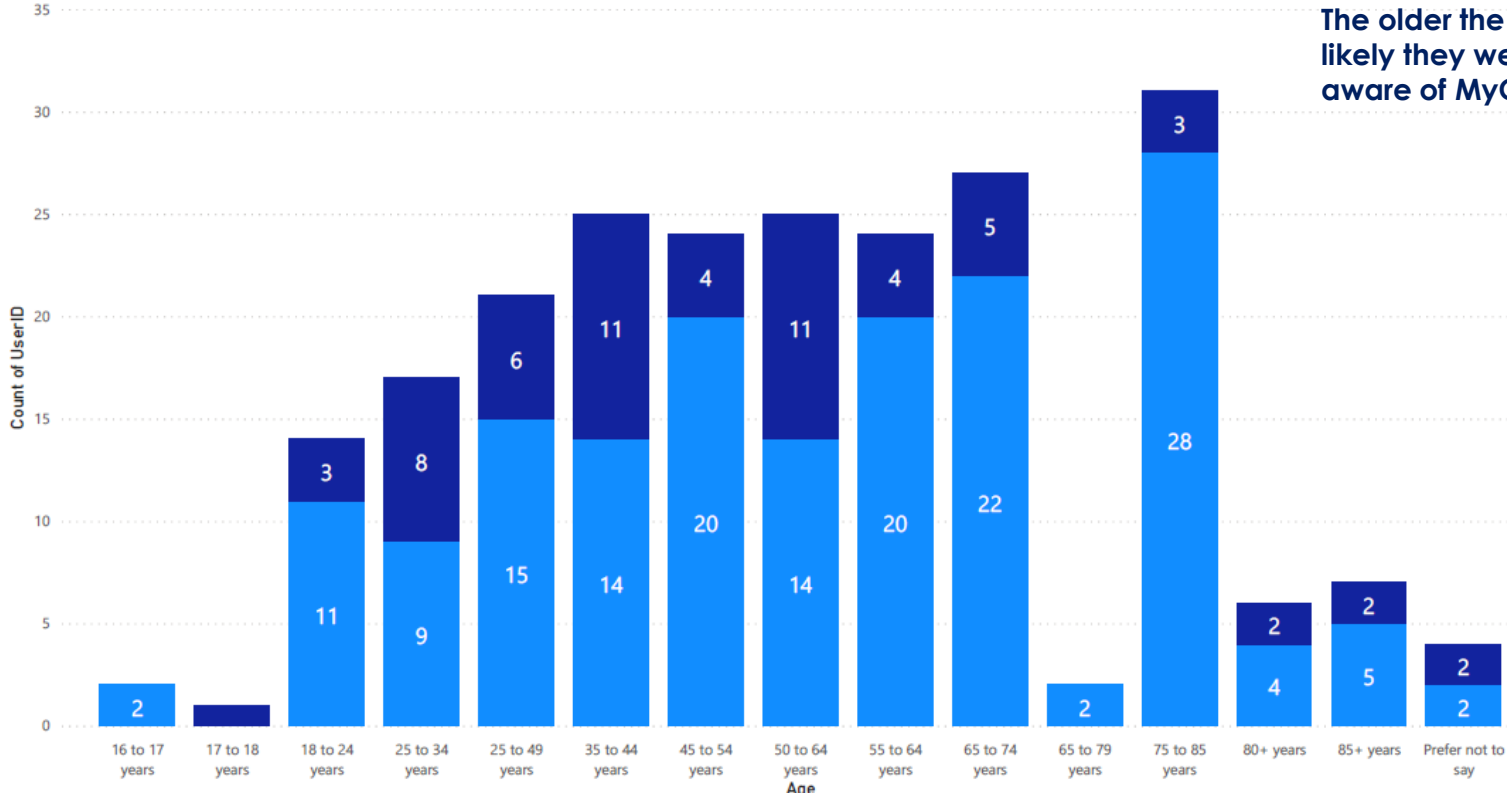

Yes - 27% (62)

No - 73% (168)

● Yes   ● No
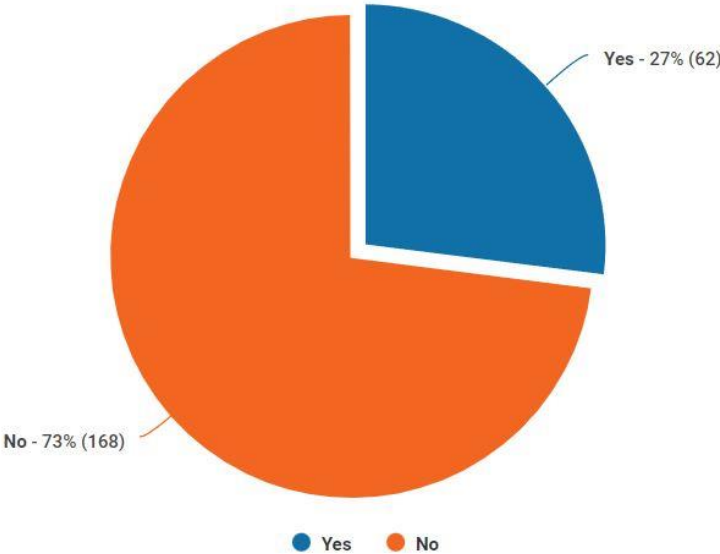
Insights – Age

1. Are you aware of MyCare Online Patient? (Total no of responses =230)
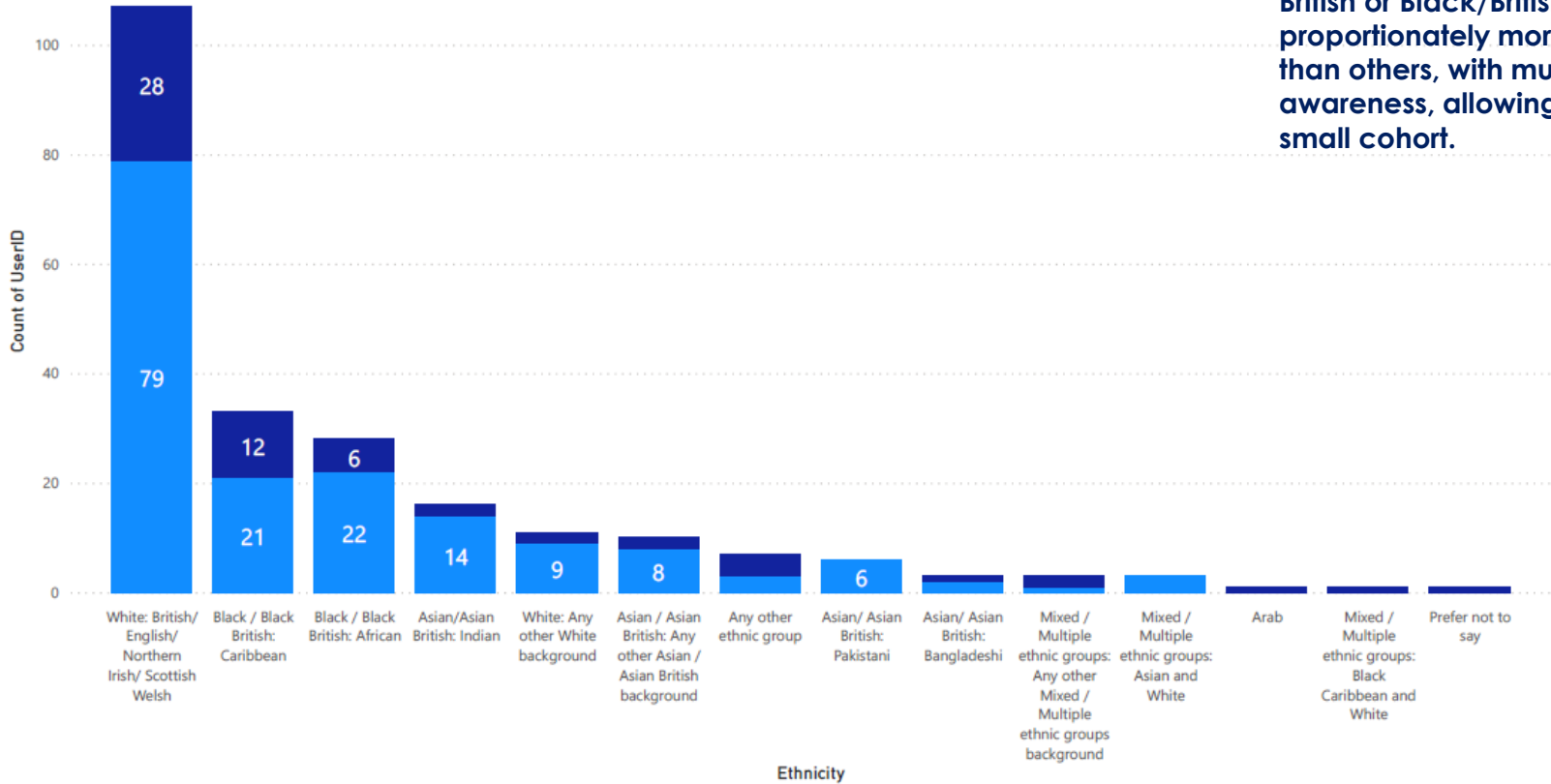

Aware of MyCare
● No ● Yes

The older the patient, the less likely they were to have been aware of MyCare.

Insights – Ethnicity

1. Are you aware of MyCare Online Patient? (Total no of responses =230)

Those who identified as White British or Black/British were proportionately more aware than others, with much lower awareness, allowing for the small cohort.

Insights

2. How did you get to know about it? (Total no of respondents=62)

57% got to know about MyCare access portal through a text link as shown below; 5% said they knew it from a poster in the waiting room, poster in the corridor, and from friends or a relative respectively; 4% got the information from social media. An additional 28% knew about the app from other sources such as their GPs, from the hospital, mail shot, and clerk at reception.
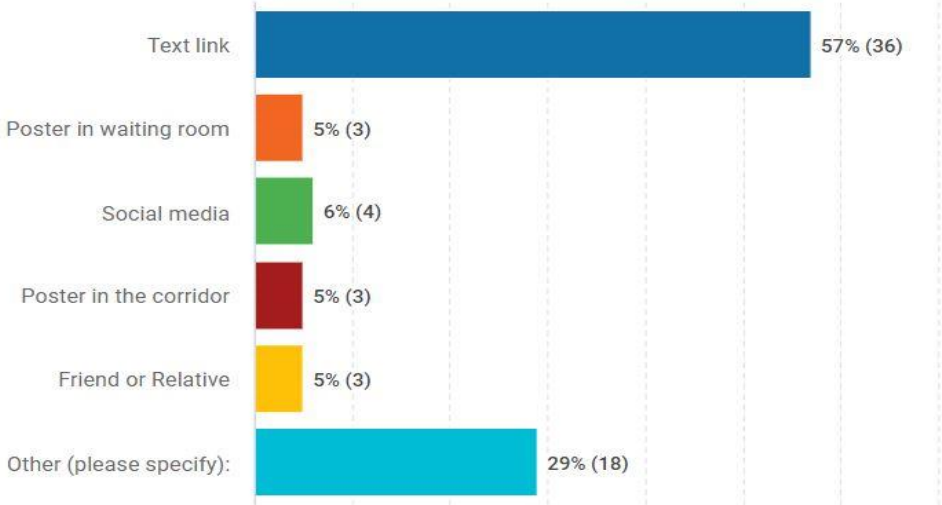
Of the Other responses, answers included:

GP: My GP informed me/ My GP told me about it/ Especially at the GP/ GP

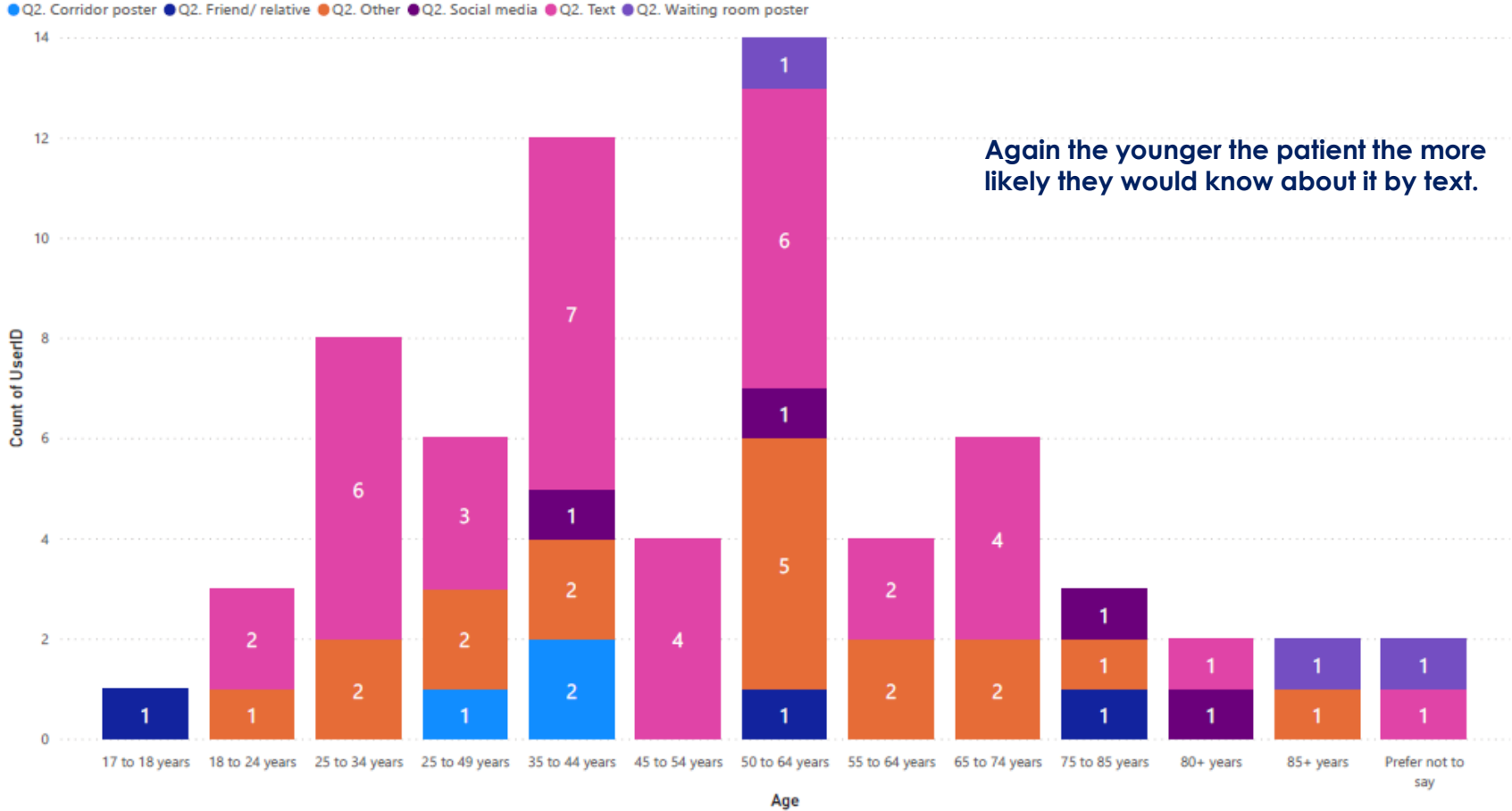**Hospital:** Hospital told me/ Mail shot/ NHS letter/ Appointment letter /Clerk at reception.

Family member: My wife told me about it Daughter.

Healthwatch (as part of the survey): Healthwatch ambassador/ Healthwatch NHS/ Interviewer told me/Researcher.

Insights – Age

2. How did you get to know about it? (Total no of respondents=62)

Q2. How did you get to know about it?

● Q2. Corridor poster ● Q2. Friend/ relative ● Q2. Other ● Q2. Social media ● Q2. Text ● Q2. Waiting room poster
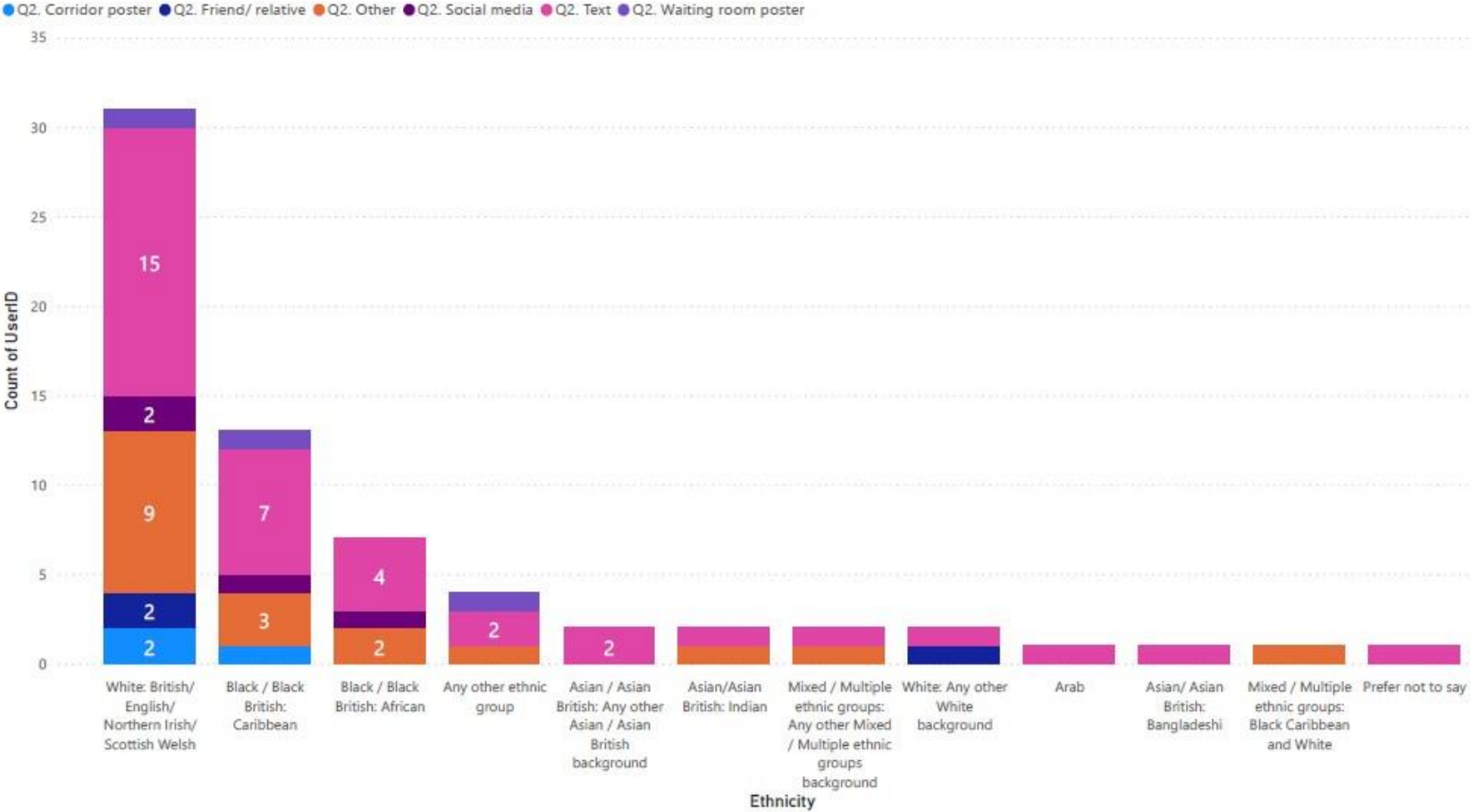
Again the younger the patient the more likely they would know about it by text.

Insights – Ethnicity

## 2. How did you get to know about it? (Total no of respondents=62)

Q2. How did you get to know about it?

● Q2. Corridor poster ● Q2. Friend/ relative ● Q2. Other ● Q2. Social media ● Q2. Text ● Q2. Waiting room poster

Insights

3. Did you sign up? (Total no of responses = 63)

We asked respondents if they had signed up and 57% said yes while 43% had not signed up. Please read a few comments on page 8 of the reasons why they had not signed up to using MyCare online patient access portal.

No - 43% (27)

Yes - 57% (36)

● Yes   ● No
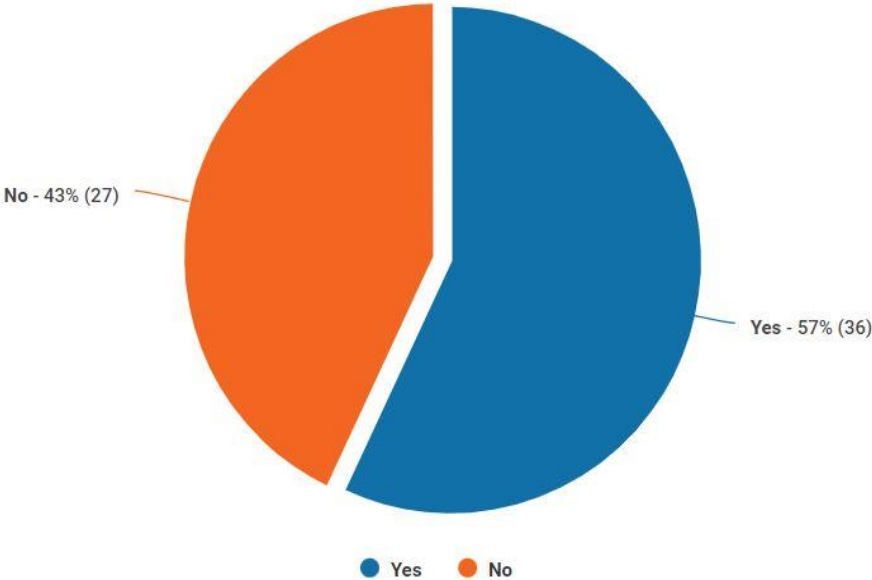
Insights – Age

3. Did you sign up? (Total no of responses = 63)

Q3. Did you sign up?
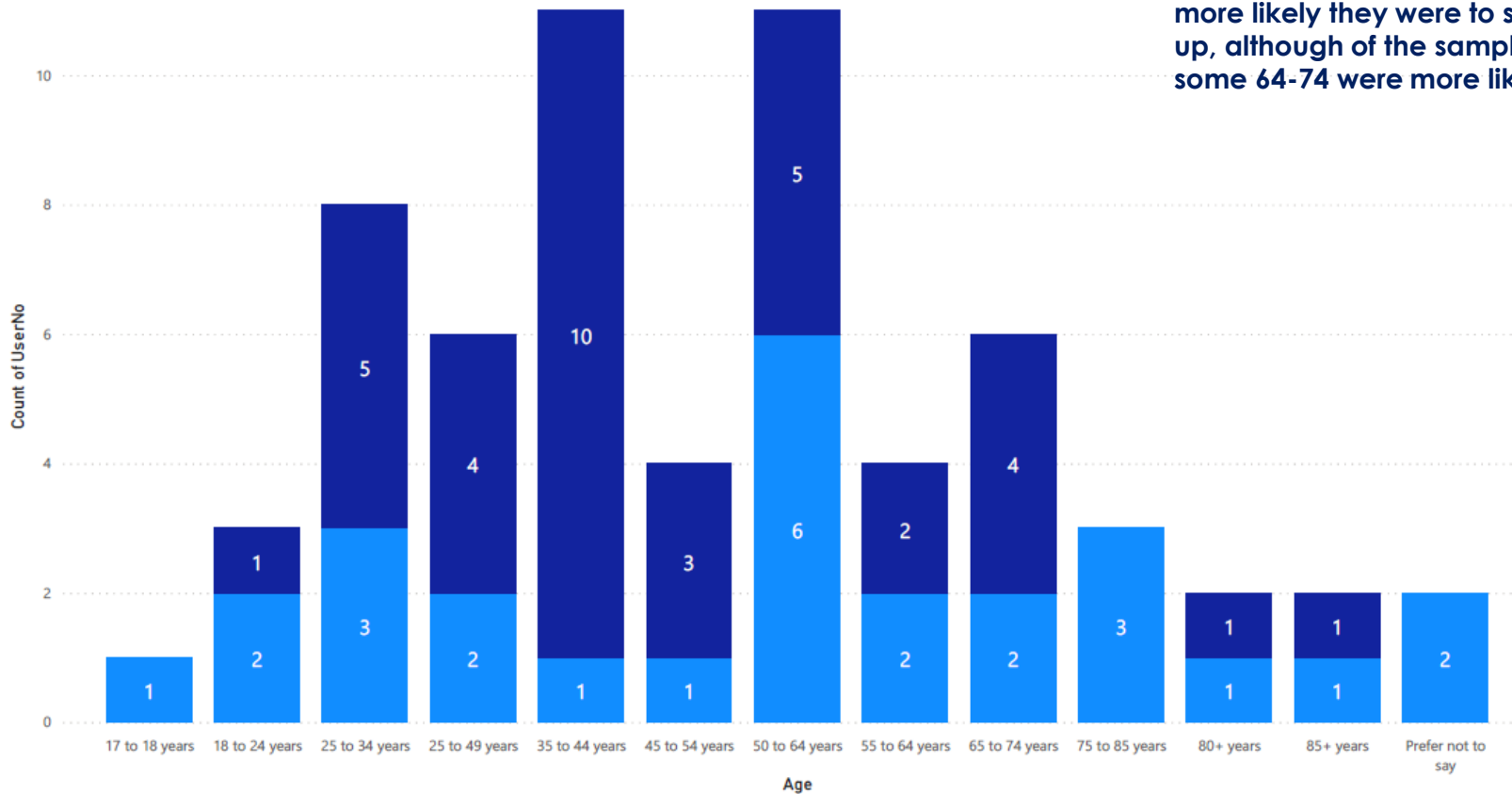
● No ● Yes

The younger the respondent the more likely they were to sign up, although of the sample some 64-74 were more likely to.

Insights – Ethnicity

3. Did you sign up? (Total no of responses = 63)

Q3. Did you sign up?

● No ● Yes
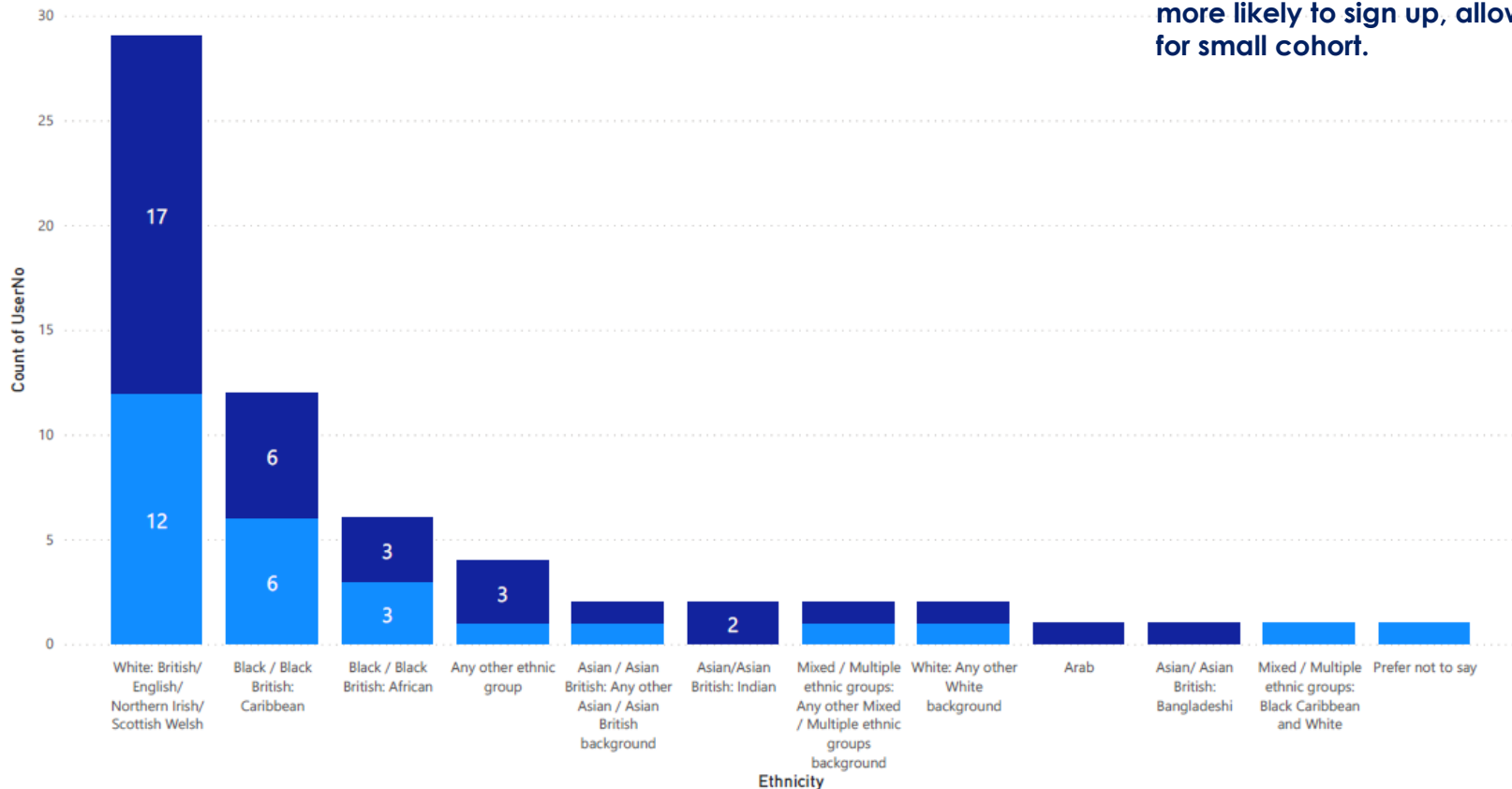
White British respondents were more likely to sign up, allowing for small cohort.

3a. Reasons for not signing up

"I was just scrolling the platform."

"Not interested."

"Too many apps. Even the NHS doesn't even work."

"At an appropriate time."

"I haven't sign up because I contact my GP and he assist me at all times."

"Already getting much medical help."

"I go to several hospital that has several set up. And do the same thing I am on several apps i.e NHS app MY app, Dot post, patients no best app."

"There are so many apps on the platforms I couldn't figure out which one it was."

"I'm not keen on apps, prefer face to face."

"System works already."

Theme	Total
Too much digital	6
Not interested/ Happy as is	4
Not now/ unsure	3
Digital barriers	3
Not happy	1
Getting other support	1
Total	18

3b. Reasons for not signing up

"Happy as I am."

"OK as is."

"Not sure about it."

"No because I have the NHS app"

"Not had time to it."

"Annoyed by texting, don't need to keep being reminded, harassing. I'm a grown up, don't need to keep being reminded . Interfering with my work."

"There was something missing in the process."

"Don't know about it."

"I don't have a smartphone."

"Not enough information, hasn't looked into it"

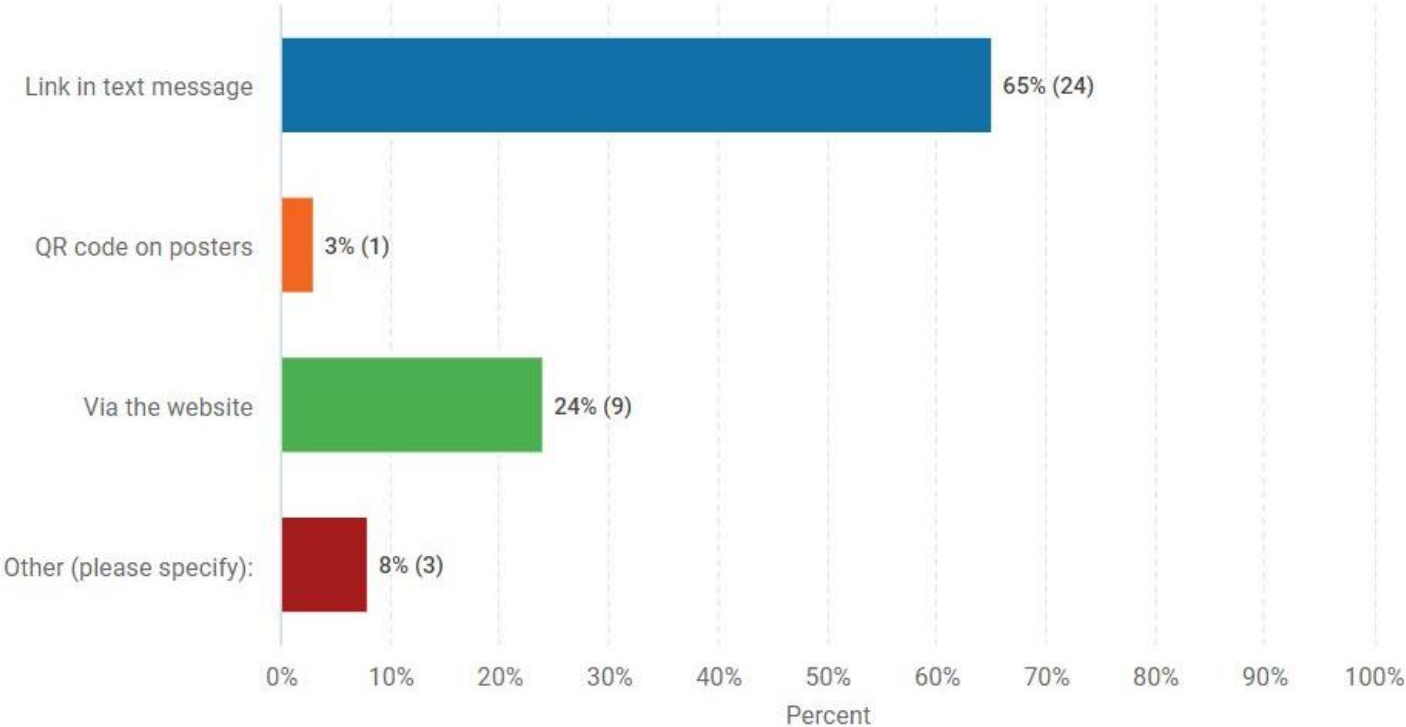"Not computer literate."

"Unsure how to use the app."

Insights

4. How did you sign up? (Total no of responses = 37)

65% had said they signed up through a link in a text message and 24% via the website. One person (3%) signed up using the QR code on posters and the 8% others signed up online and at the surgery.
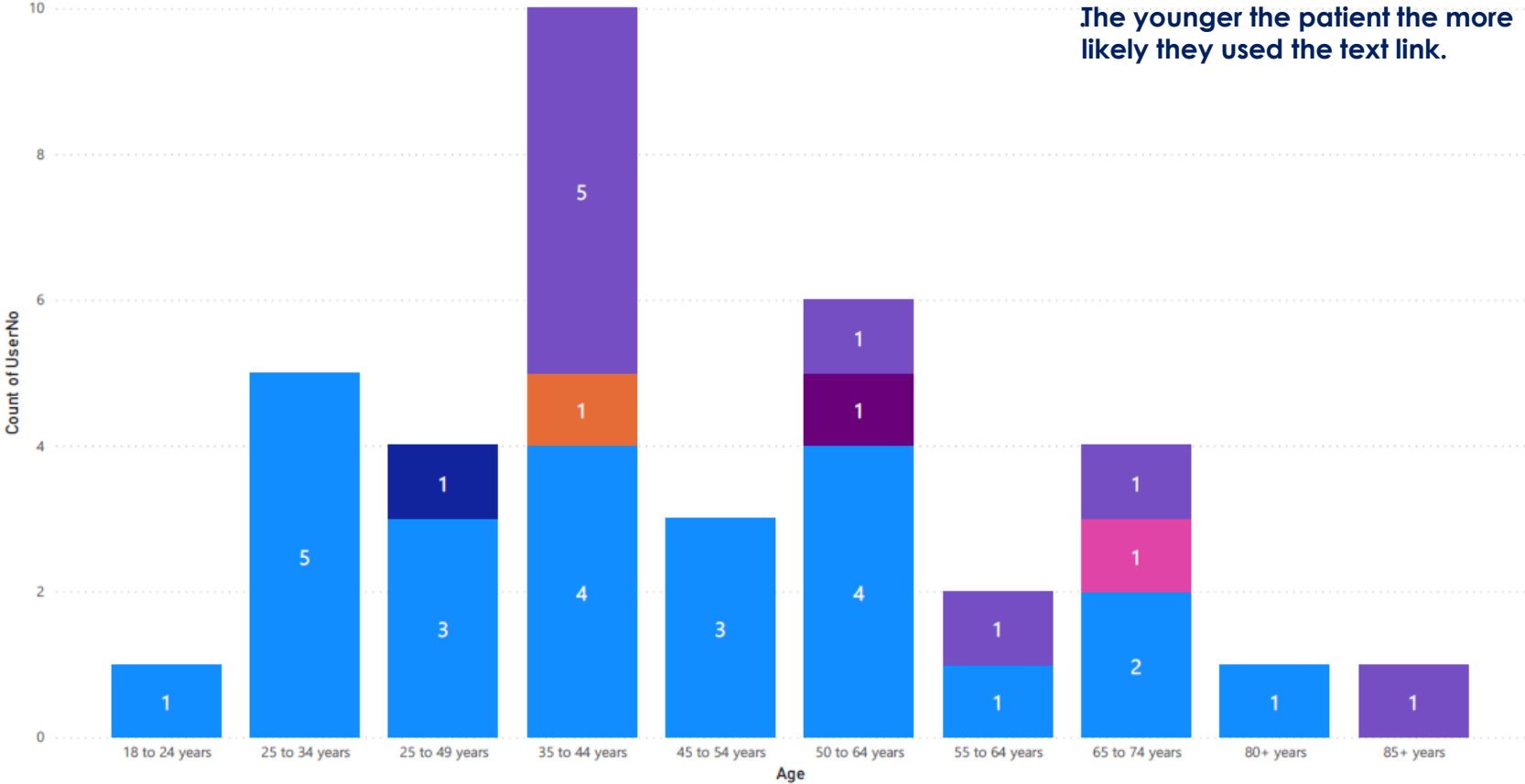
Insights – Age

4. How did you sign up? (Total no of responses = 37)

The younger the patient the more likely they used the text link.

Insights – Age and Ethnicity

4. How did you sign up? (Total no of responses = 37)

Q4. How did you sign up?

● Link in text message ● Online ● QR code on posters ● Surgery ● The "here" in the text of the explaination I nearly missed as it was not obvious. ● Via the website
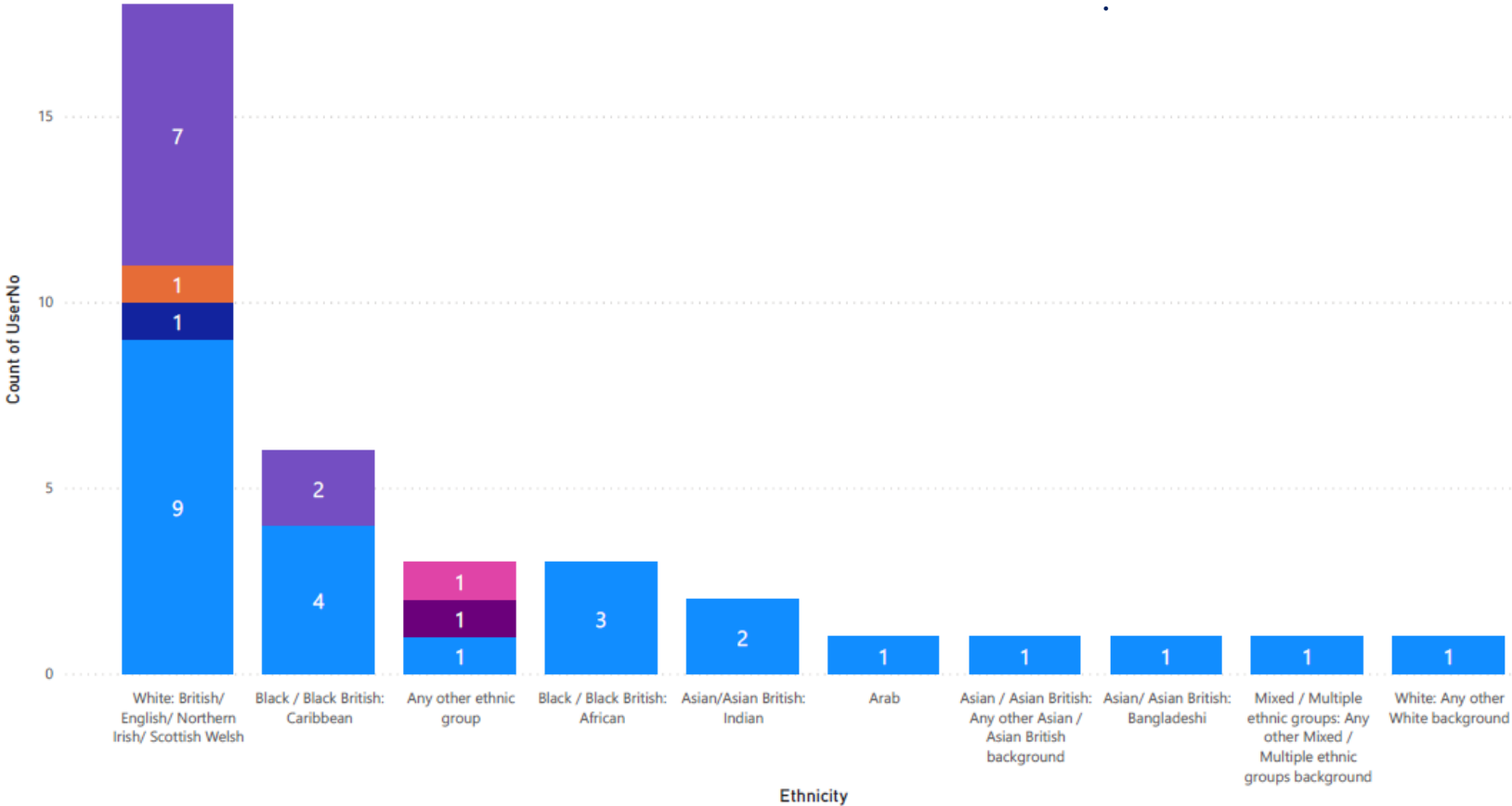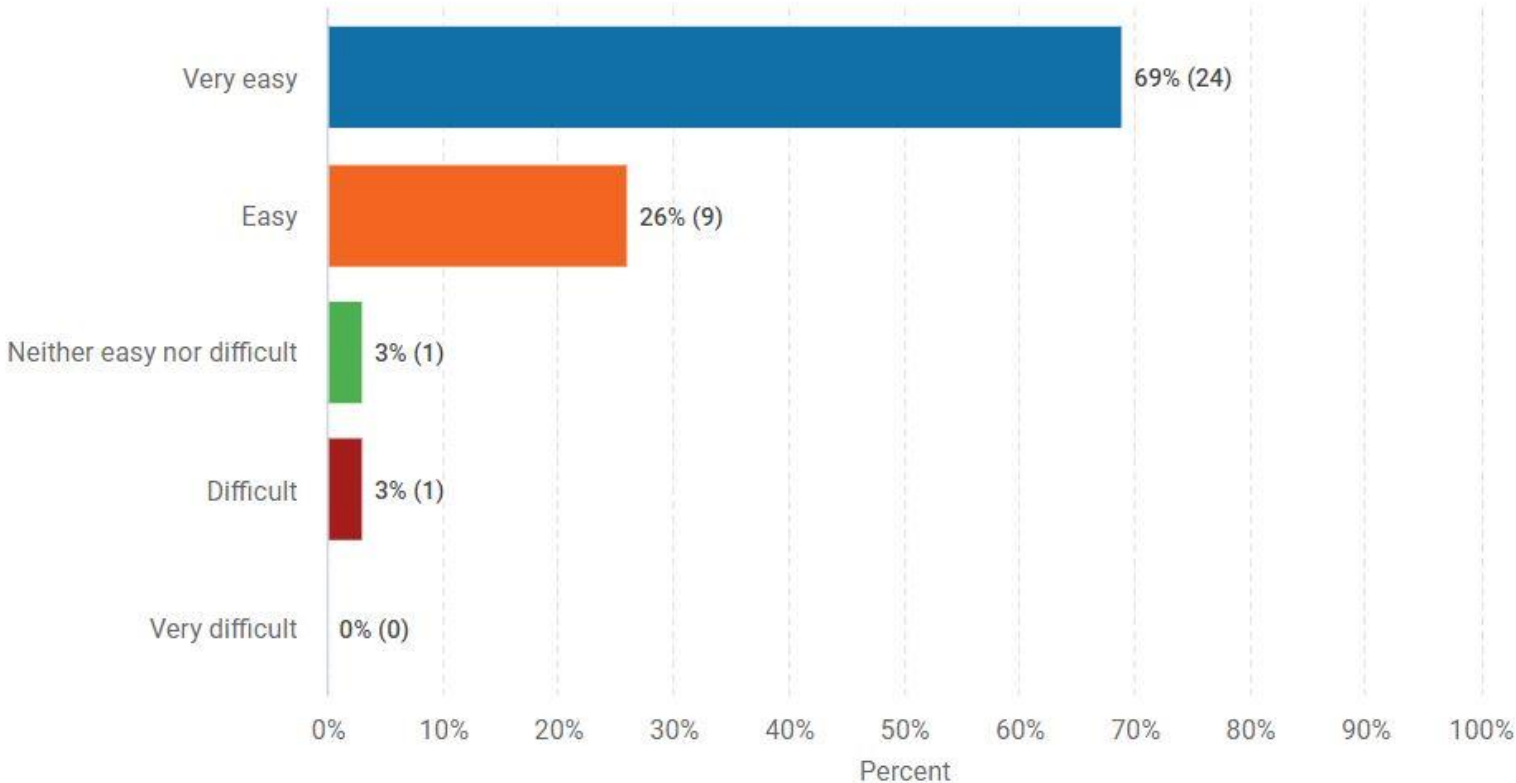
Insights

5. How easy did you find signing up? (Total no of responses = 35)

Out of the 35 people who responded to the above question, Signing up was very easy for 24 (69%) respondents and 9 (26%) found it easy to sign up .
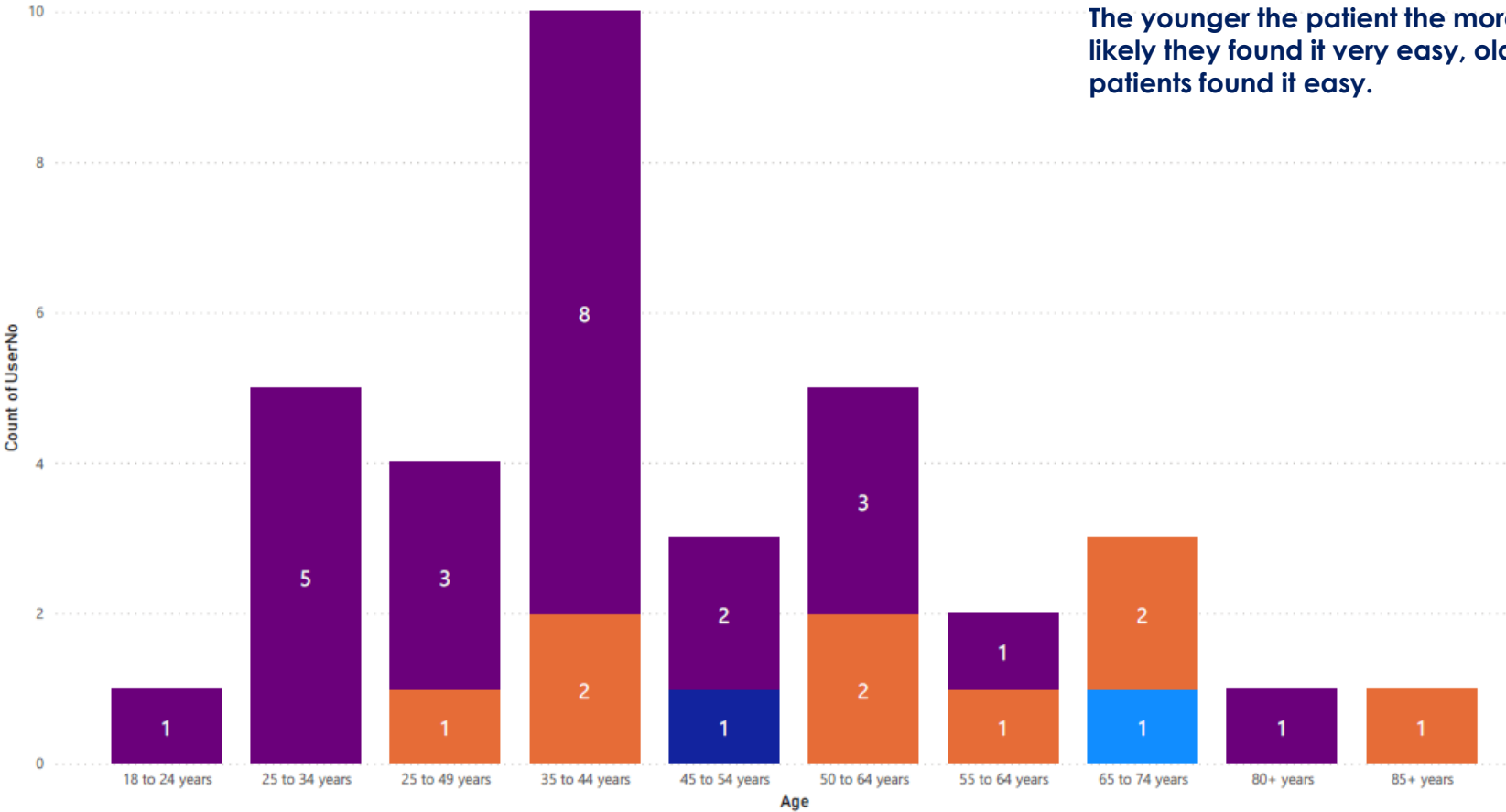
Insights – Age

5. How easy did you find signing up? (Total no of responses = 35)

The younger the patient the more likely they found it very easy, older patients found it easy.

Insights –Ethnicity

5. How easy did you find signing up? (Total no of responses = 35)

Q5. How easy did you find signing up?

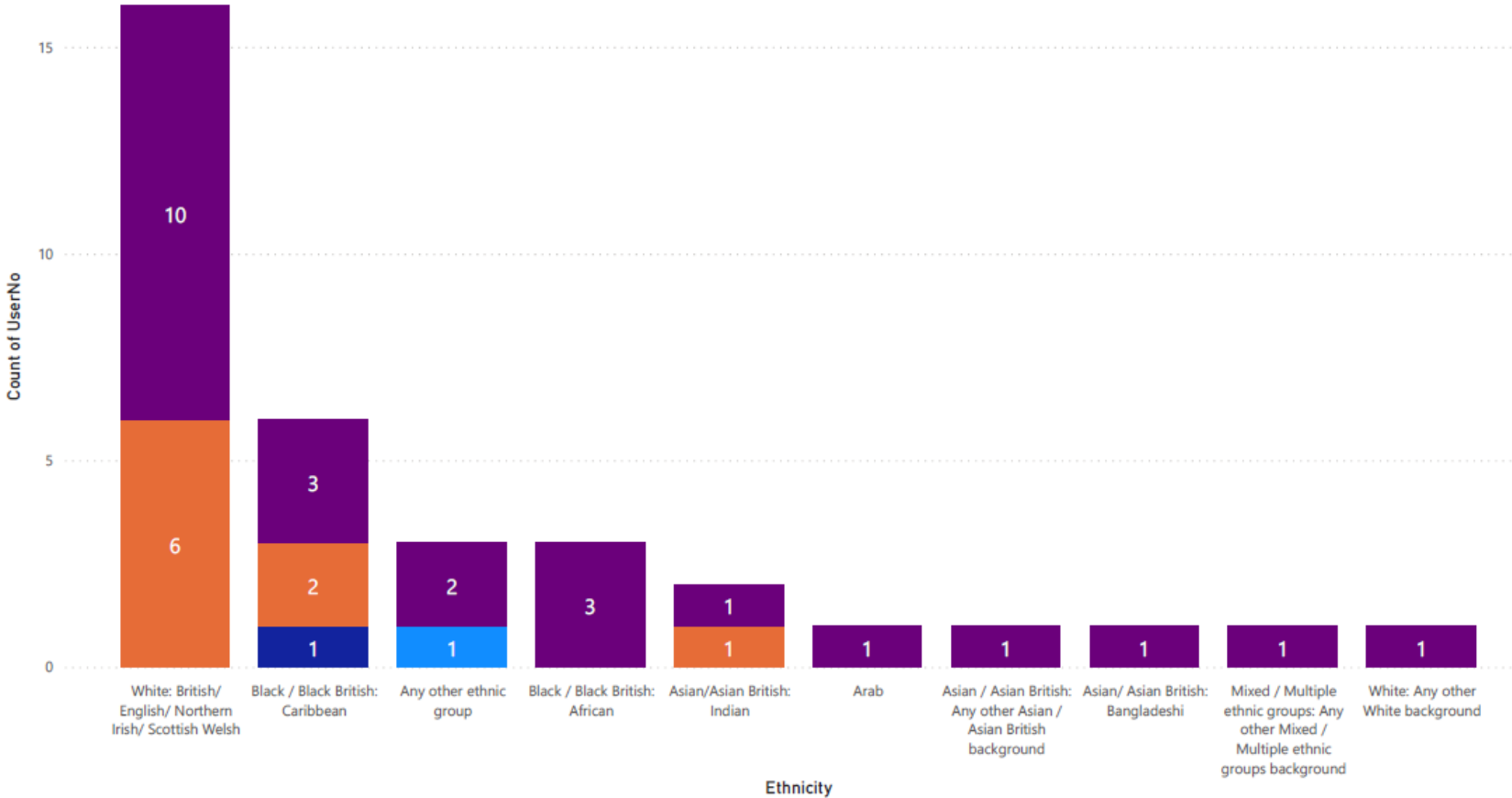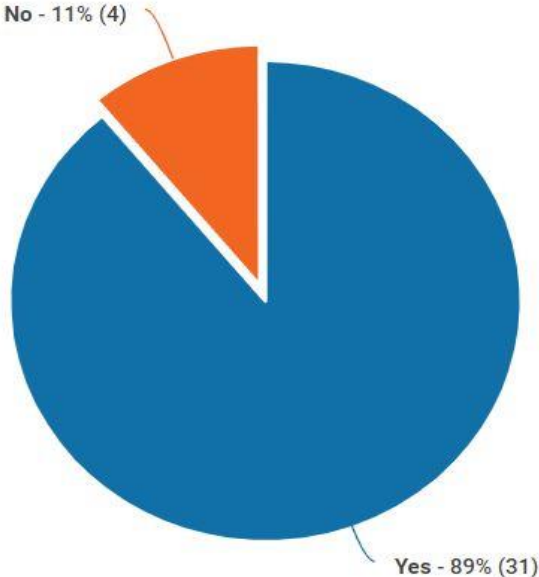● Difficult ● Neither easy nor difficult ● Easy ● Very easy

Insights

6. Have you used MyCare online patient portal? (Total no of responses = 35)

Out of the 35 people who responded to the above question, 31 (89%) patients had used the MyCare online patient portal and 4 (11%) patients said they had not used the portal.

No - 11% (4)

Yes - 89% (31)

Four comments for not using the portal

"Had to go to the GO for the link then appear in person with ID. The lady who does the link only does it on a Monday."

"Didn't complete process."

"Not yet."

"Not had an appointment yet."

Insights – Age

6. Have you used MyCare online patient portal? (Total no of responses = 35)

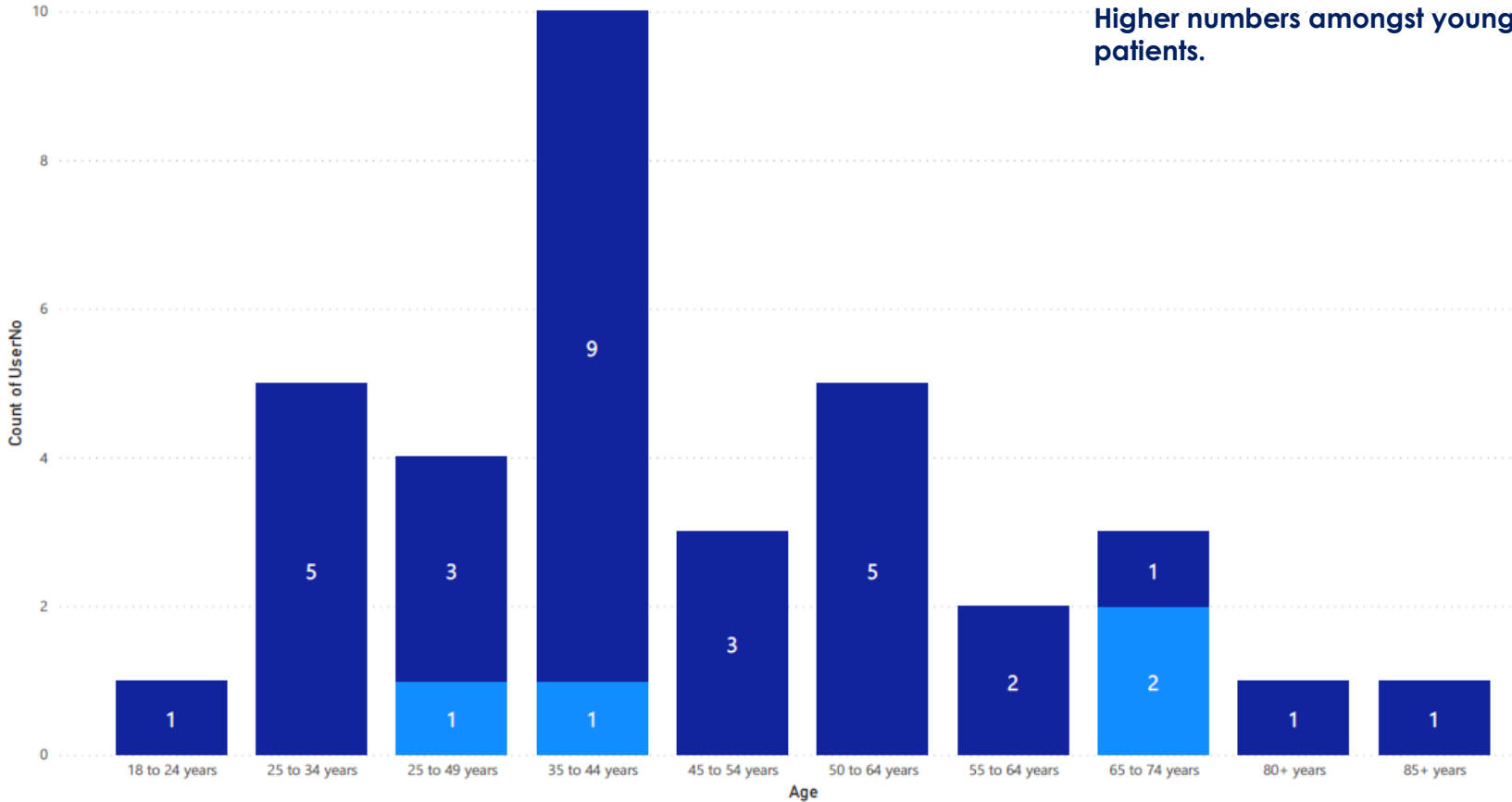Q6. Have you used MyCare Online Patient Access?

Higher numbers amongst younger patients.

Insights – Ethnicity

6. Have you used MyCare online patient portal? (Total no of responses = 35)

Q6. Have you used MyCare Online Patient Access?
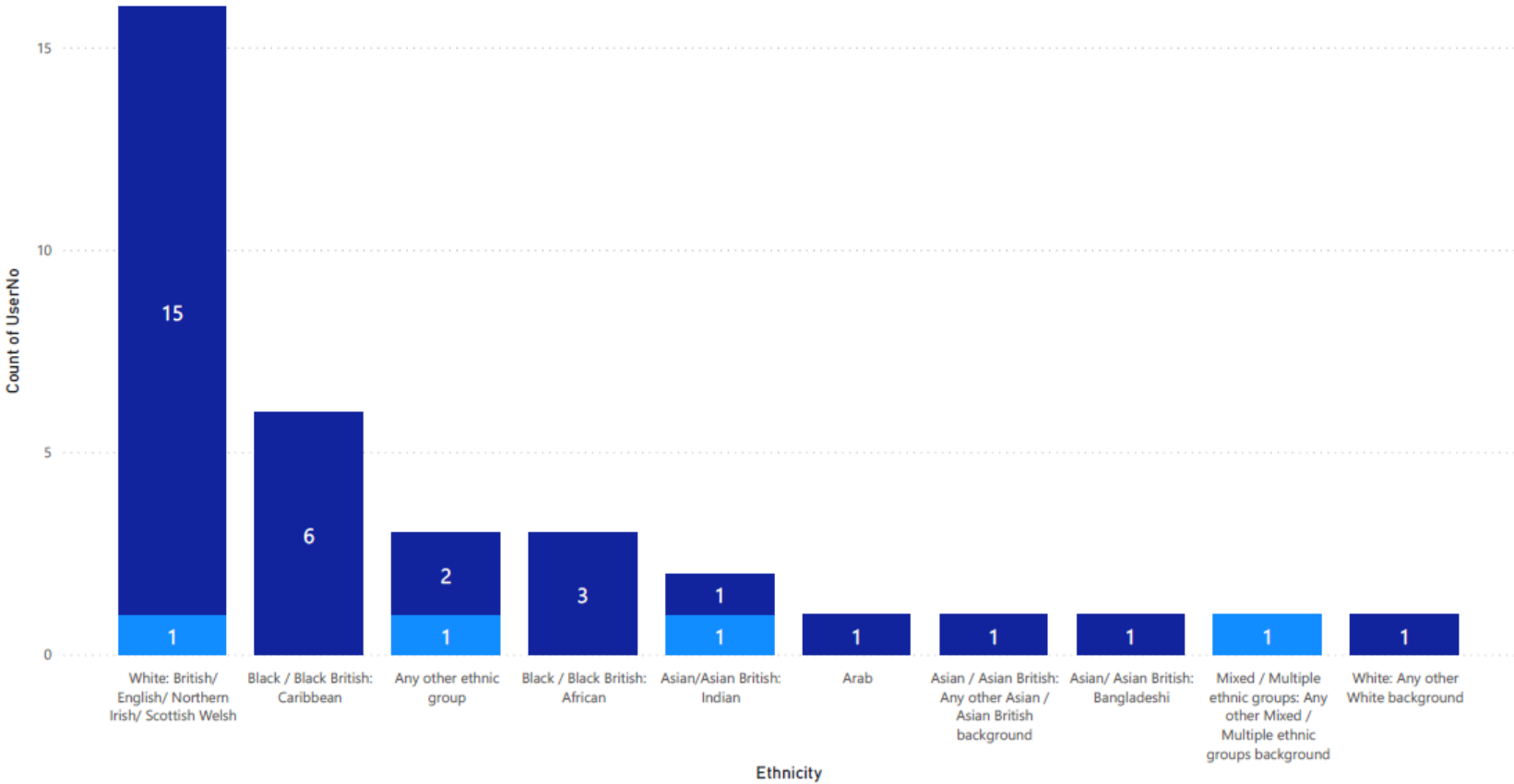
Insights

7. How useful did you find it? (Total no of responses = 31)

55% (17) patients found it useful, 32%(10) also found it very useful.
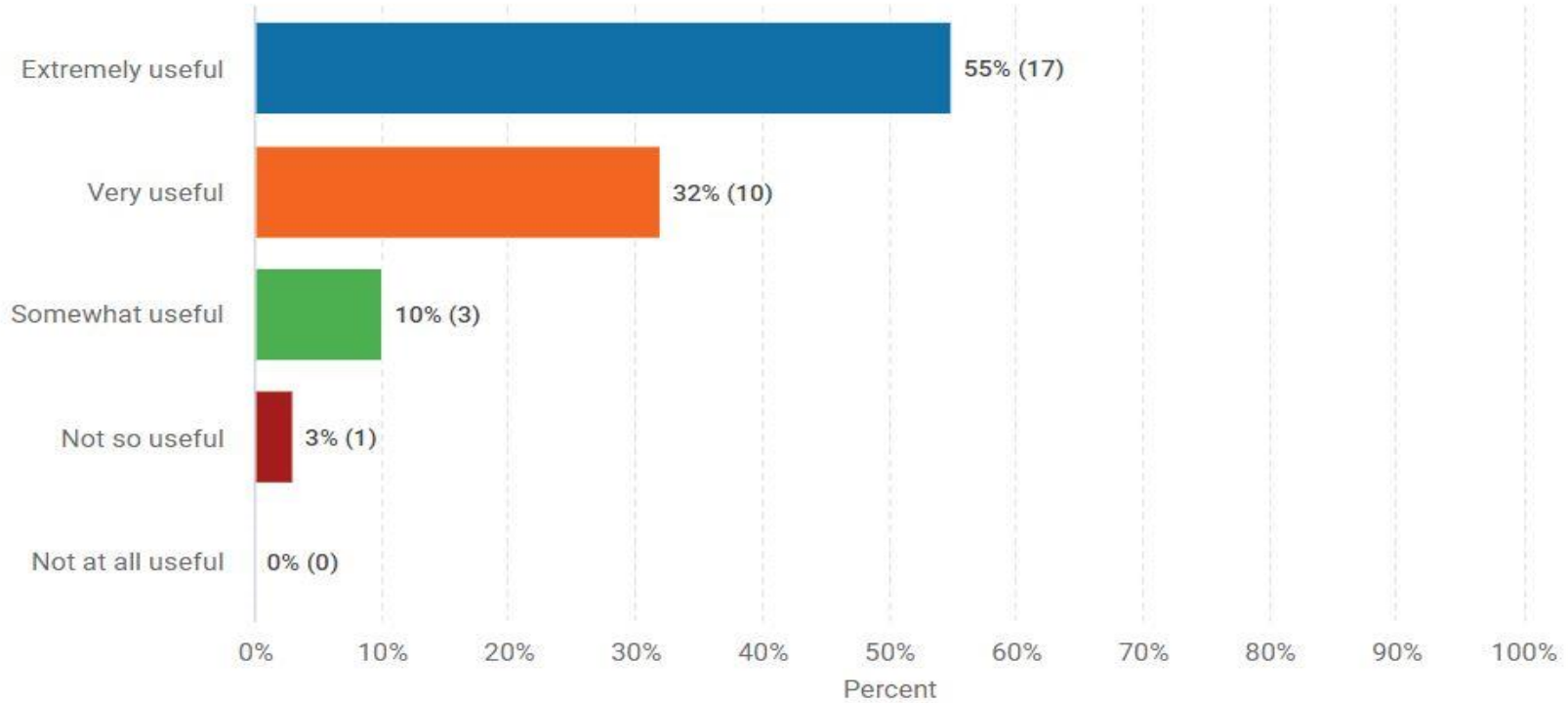
Insights – Age

7. How useful did you find it? (Total no of responses = 31)

Q7. How useful do you find it?

● Not so useful ● Somewhat useful ● Very useful ● Extremely useful

Insights - Ethnicity

7. How useful did you find it? (Total no of responses = 31)

Q7. How useful do you find it?

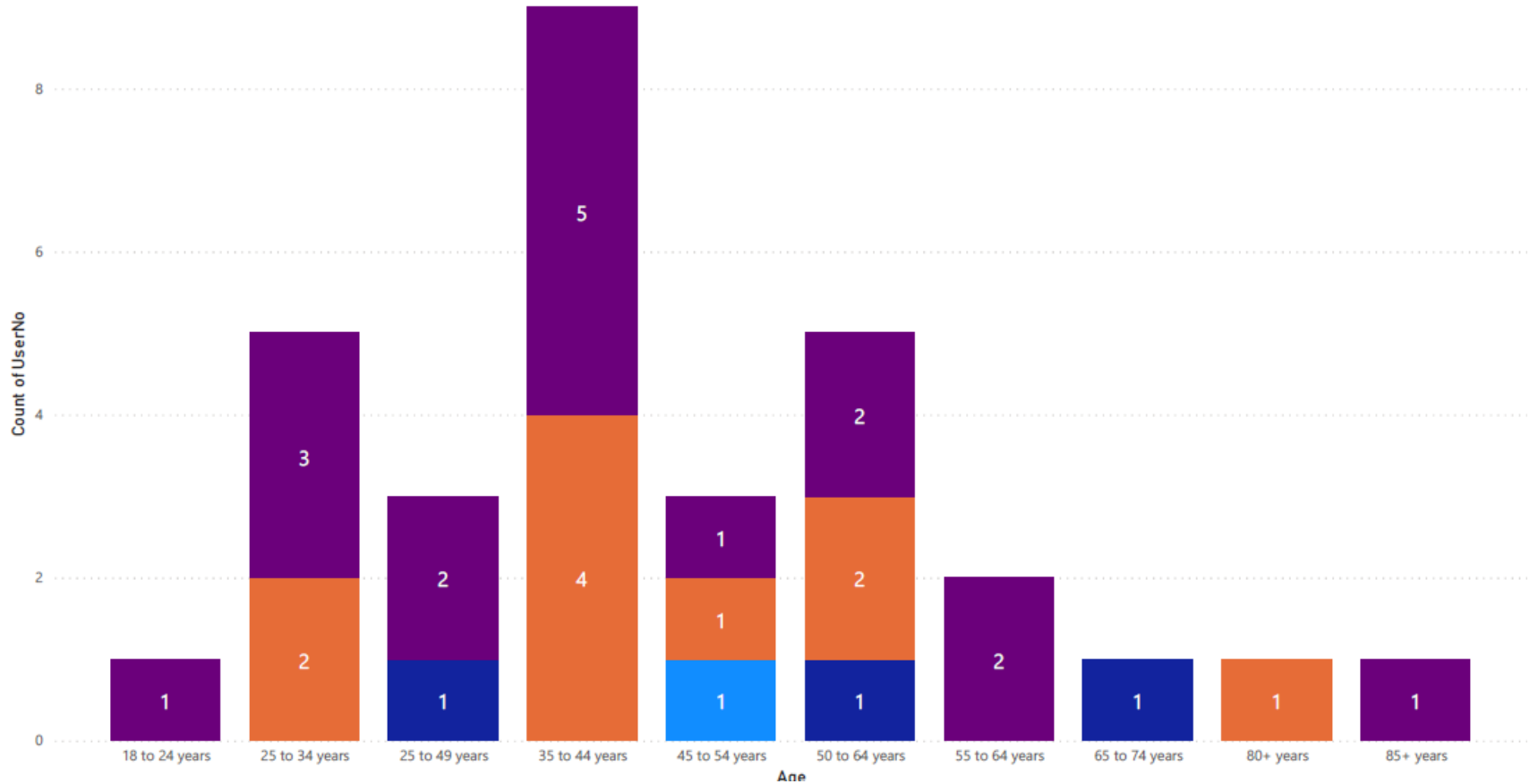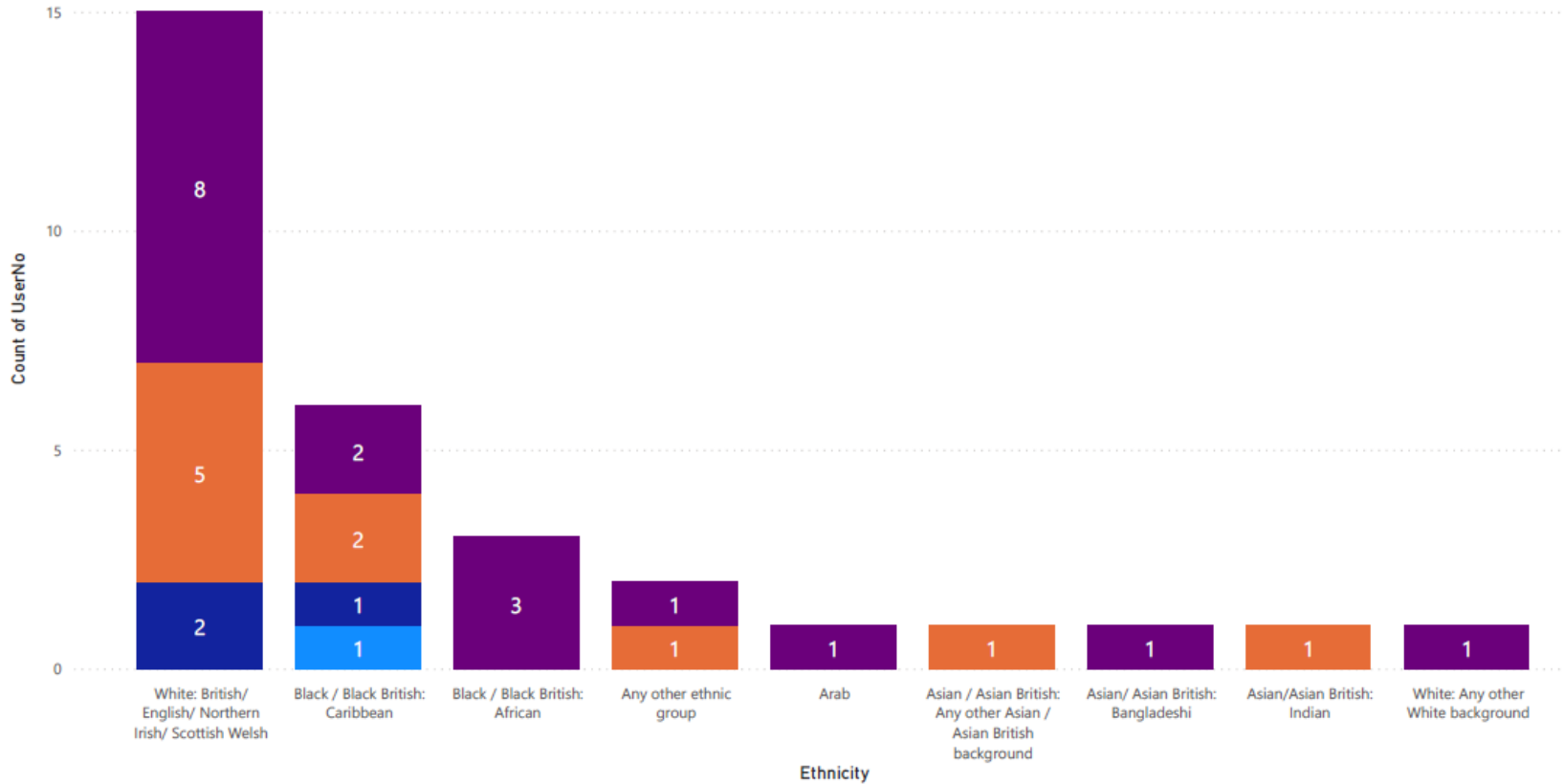● Not so useful ● Somewhat useful ● Very useful ● Extremely useful

7a. Comments for How useful they found MyCare?

Theme	Total
Easy to use	7
Booking prescriptions	2
Booking appointments	1
Barriers	1
Carer's concerns	1

Easy to use
"Log in, saves paper, don't miss anything." "It is informative. Easy to use."

"The registration was smooth and user friendly."

"Simpler way for people to get all their information."

"Found it quite convenient, easy to use and quicker to get appointments. It saves paper."

"In my pregnancy I have found it useful, not having to wait for letters, can view in app. There is a problem, I can't see my reports."

"Instant results straight to my phone, not waiting for letter, saves ringing and asking."

Booking prescriptions (Since MyCare does not book prescriptions it may suggest misunderstanding)
"Before lockdown I used it to book appointment and request for prescriptions."

"Not used it that long. Had problems contacting doing through the pharmacist It's quick and I get my repeat prescriptions."

Carer's concerns
"I have to control my dad's care which we don't want. He is elderly so I am doing all these things for home, disempowering. Everything is online and we find it very frustrating that he does not have control of his own care."

8 – Comments on improvements

19 said none or no improvements or happy with it as it is. 3 were not sure or had not used it enough. Other comments were not specifically about improvements. There were four specific issues about the app.

App accessibility
"When you are in it, it's quick to lock you out, have to go though the whole sign in process again. Would appreciate that screen to last longer, give me more time."

Fixing Bugs and unknown error messages
"Making sure your data is there. It literally shows on the app that I have only prescribed a few times whereas I use it all the time. Not sure if old data is compared."

"It's a good app but I cannot see my reports. Some bugs that need to be fixed for certain services. Needs ongoing review. "Unknown error" when I try to view certain pages."

Incorporate chatbot/artificial intelligence
"I would suggest to have an artificial intelligence chatbot on the platform to replace humans if they are not available."

User guide
"Step by step guide. I found it easy but elderly patients may not. I have to help my parent with theirs. Can't use the same email for different accounts, a family my care app be useful, save using different log ins."

Changing appointments
"Trouble with changing appointments with it (urology) can be waiting an hour on the phone."

Insights

9. Would you consider using MyCare Online Patient Access? (Total no of responses = 195)

Healthwatch Croydon asked 195 patients who had not signed up if they would consider using MyCare online patient access. 119 (61) said yes, they would sign up while 76 (39%) patients said they would not sign up.

No - 39% (76)

Yes - 61% (119)

● Yes ● No
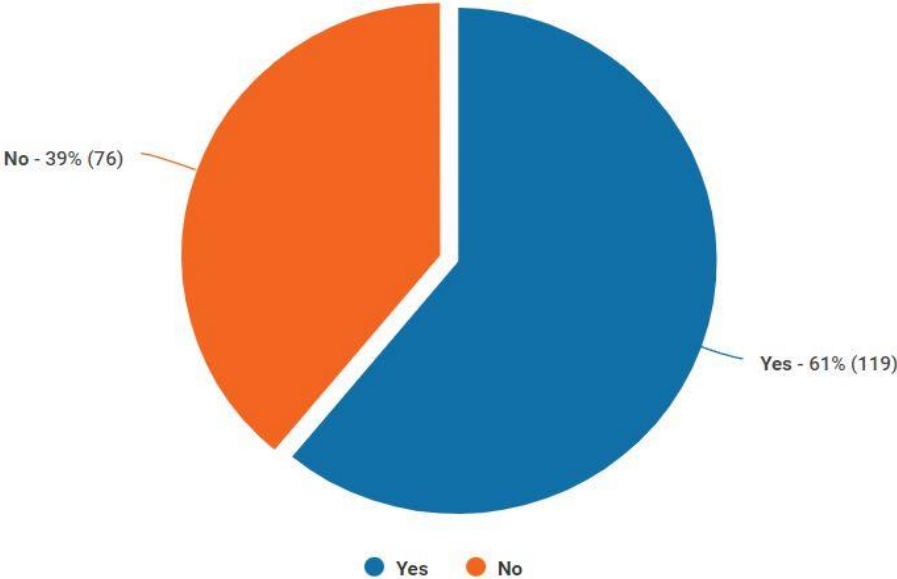
Insights - Age

9. Would you consider using MyCare Online Patient Access? (Total no of responses = 195)

Q9. Would you consider using MyCare Online Patient Access?
● No ● Yes
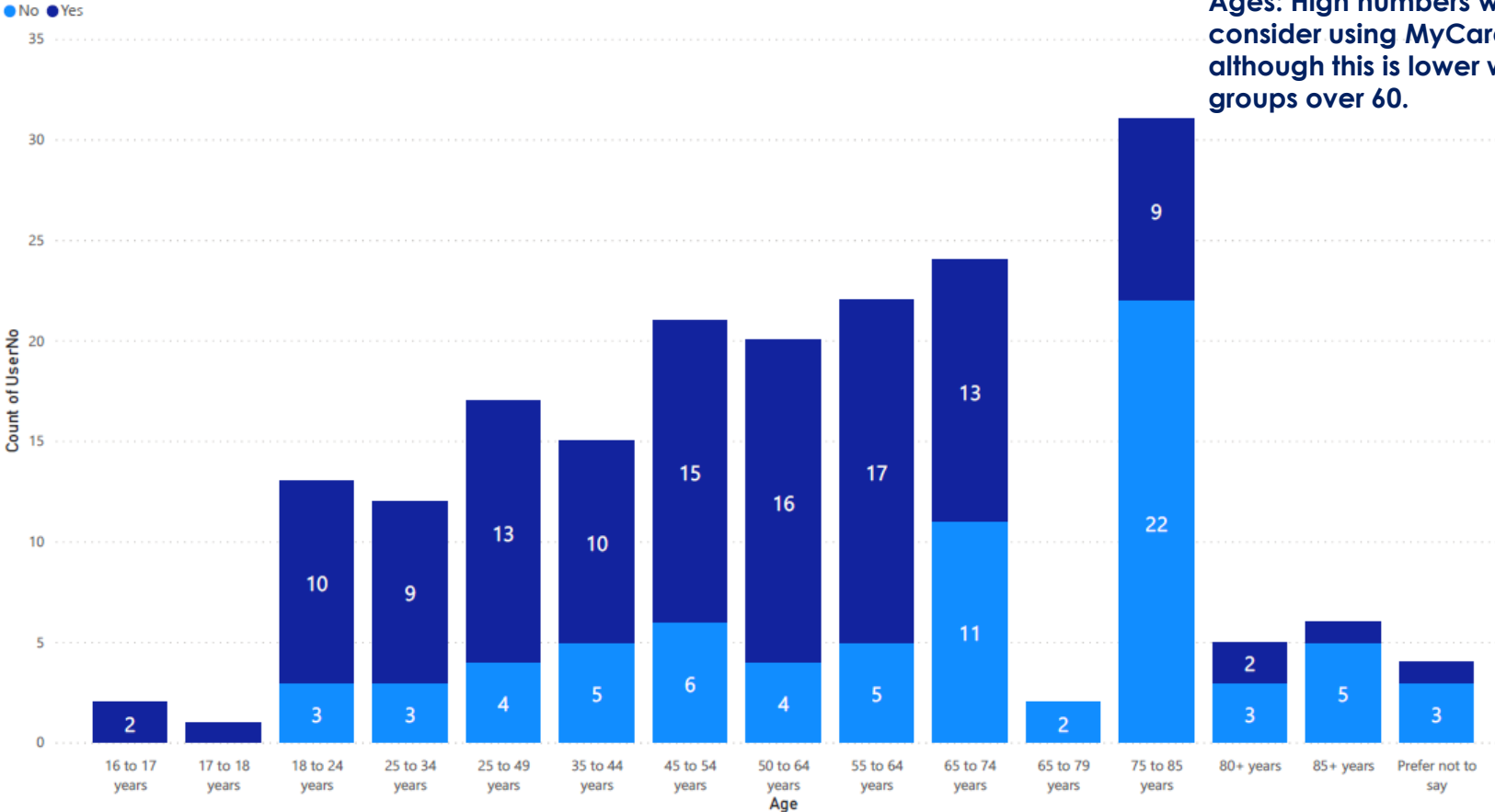
Ages: High numbers would consider using MyCare, although this is lower with groups over 60.

Insights - Ethnicity

9. Would you consider using MyCare Online Patient Access? (Total no of responses = 195)

Q9. Would you consider using MyCare Online Patient Access?

● No ● Yes
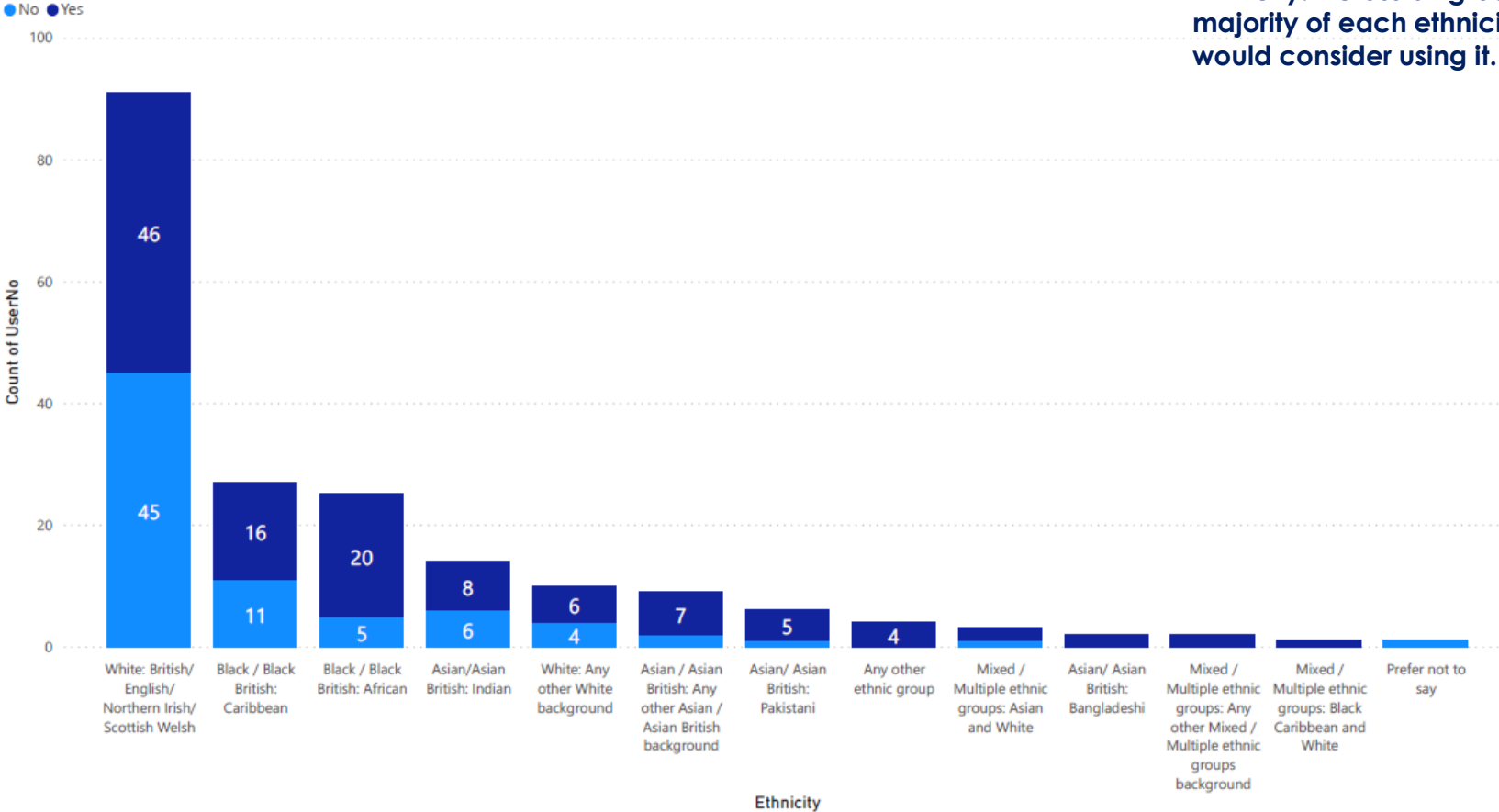
Ethnicity: Across all groups a majority of each ethnicity would consider using it.

Count of UserNo / Ethnicity

Ethnicity	No	Yes
White: British/English/Northern Irish/Scottish Welsh	45	46
Black / Black British: Caribbean	11	16
Black / Black British: African	5	20
Asian/Asian British: Indian	6	8
White: Any other White background	4	6
Asian / Asian British: Any other Asian / Asian British background		7
Asian/ Asian British: Pakistani		5
Any other ethnic group		4

9a. Comments from patients who said they would consider using MyCare portal

Useful/convenient/good idea
"Seems like a good idea."
" From the brief explanation I might consider using it as it has more features."
"Seems like a good idea, all in one place."
"If it makes it easier organise my appts."
"Cause it's convenient."
"Open to it."
"Idea of getting results sounds good."
"I think it's a good idea if I can get my test results and info."
"Good idea."
"So I do not have too worry whether it's lost in the post."
"Sounds good and am glad to hear tests results can be seen on this platform."
"I would need to use the app because I wouldn't remember anything."
"I do most things online, why not this."
"Seems convenient. Keep on top of information and readily available "
"Everything's all in one place."
"It's convenient. Less stress for the GP."

Easier access
"Easy access."
"Access letters."
"It would be easier to use."
"Keep updated, less paper, and easier access."
"To be able I have access to medical history."
"If its a sure easy access."
"If its easy I would consider using it."

Theme –Yes	Total
Useful/ Convenient/ Good Idea	23
Easier access	11
Use similar digital platforms	7
Quicker	5

9b. Comments from patients who said they would not consider using MyCare portal

Using other platforms
"Because I have the nhsapp."
"Not necessary."
"I already have an app that does offer the same functionality."
"I already have the NHS app."
"Because I already have patient access.".
"I have signed up to a link to allow me read all my hospital letters. I can order repeat prescription, so am not keen to get another app on my phone. I have the NHS App I have more than enough."
"I use DRiQ app."
"I already have access to my appointments from GP and I have the NHS."
"Because I am already using dotpost."

Barriers
"My phone is too old."
"Too old."
"Not great with technology."
"I cant, I don't have the right equipment."
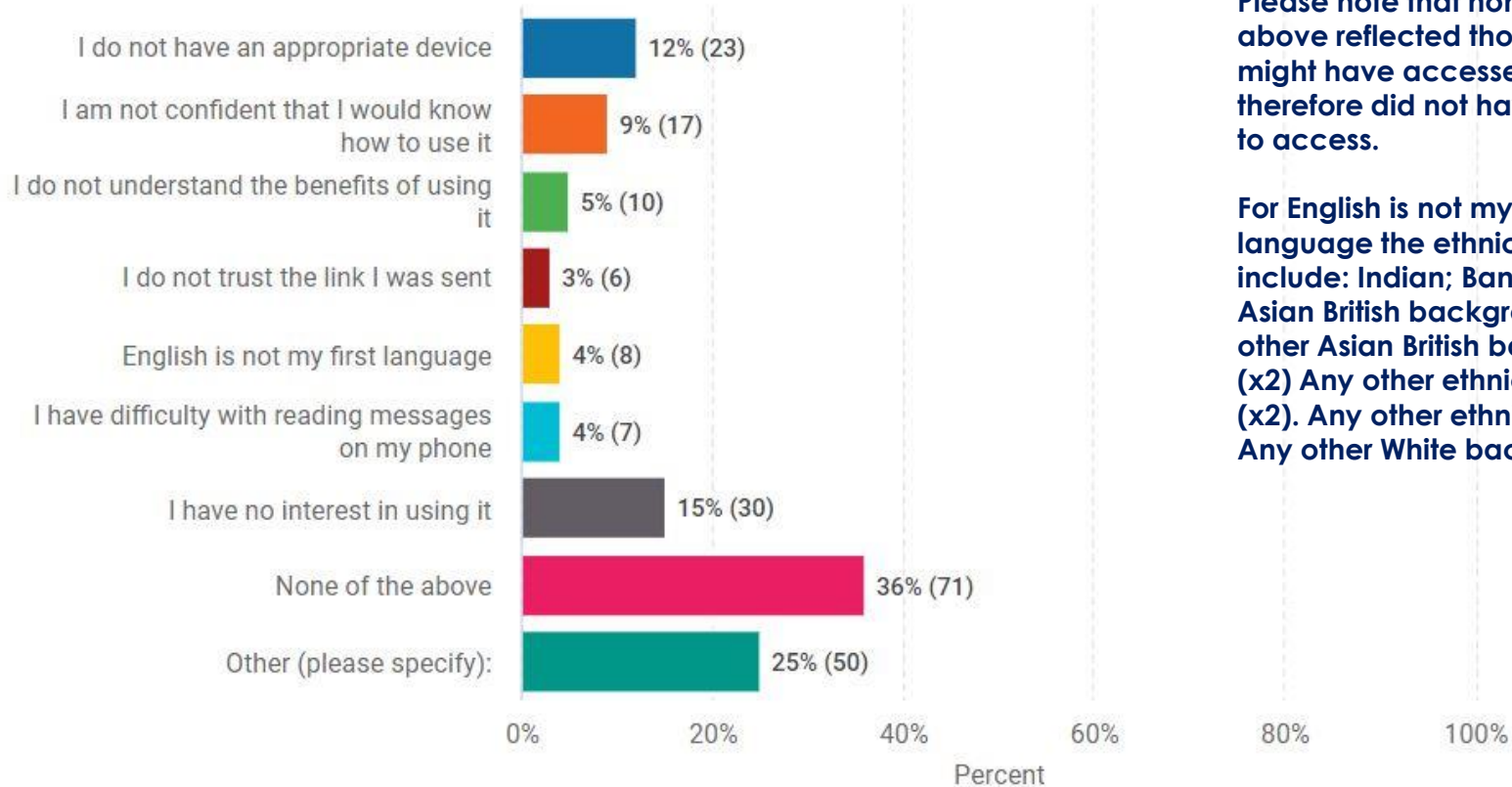"It would be difficult prefer face to face."
"I would need help using it."
"I would not know how to use."

Theme	Total
Using other digital platforms so don't want to use MyCare	14
Barriers	9
Not online	4
Other support	3

Insights

10- What might prevent you using MyCare Online Patient Access? (Total no of responses = 199)

Bar chart showing:
- I do not have an appropriate device: 12% (23)
- I am not confident that I would know how to use it: 9% (17)
- I do not understand the benefits of using it: 5% (10)
- I do not trust the link I was sent: 3% (6)
- English is not my first language: 4% (8)
- I have difficulty with reading messages on my phone: 4% (7)
- I have no interest in using it: 15% (30)
- None of the above: 36% (71)
- Other (please specify): 25% (50)

Please note that none of the above reflected those who might have accessed it and therefore did not have a barrier to access.

For English is not my first language the ethnicities include: Indian; Bangladeshi; Asian British background; Any other Asian British background (x2) Any other ethnic group (x2). Any other ethnic group; Any other White background.

Insights – Age

10- What might prevent you using MyCare Online Patient Access?
(Total no of responses = 199)

Q10. What might prevent you using MyCare Online Patient Access?

● Difficulty with reading phone ... ● Don't trust the link I was s... ● Don't understand the b... ● English is not my first l... ● Have no interest in usi... ● No appropriate de... ● None ● Not confident in ... ● Other
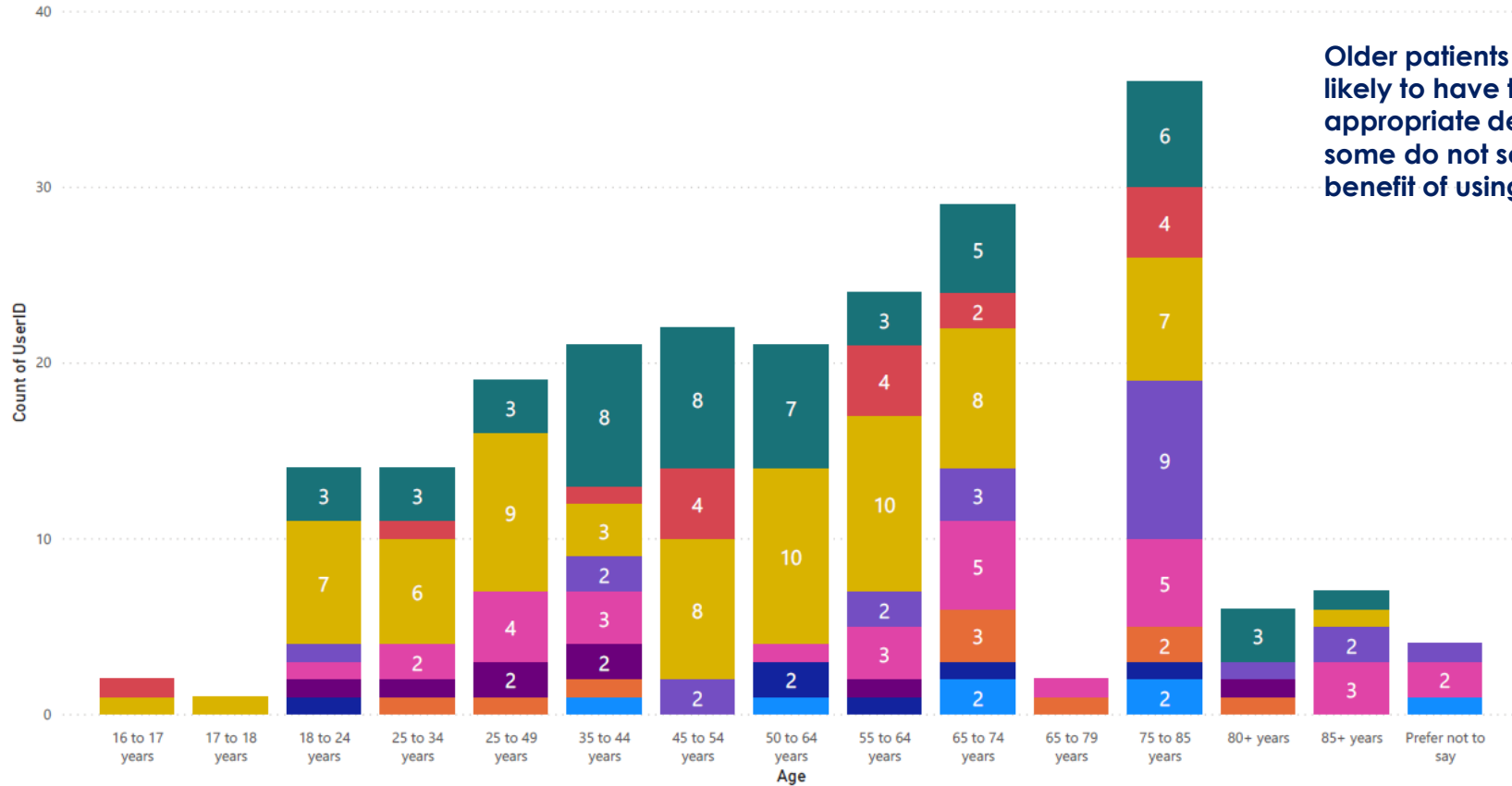
Older patients are less likely to have the appropriate device and some do not see the benefit of using it.

Insights – Ethnicity

10- What might prevent you using MyCare Online Patient Access?
(Total no of responses = 199)

Q10. What might prevent you using MyCare Online Patient Access?

● Difficulty with reading phone ... ● Don't trust the link I was s... ● Don't understand the b... ● English is not my first l... ● Have no interest in usi... ● No appropriate de... ● None ● Not confident in ... ● Other
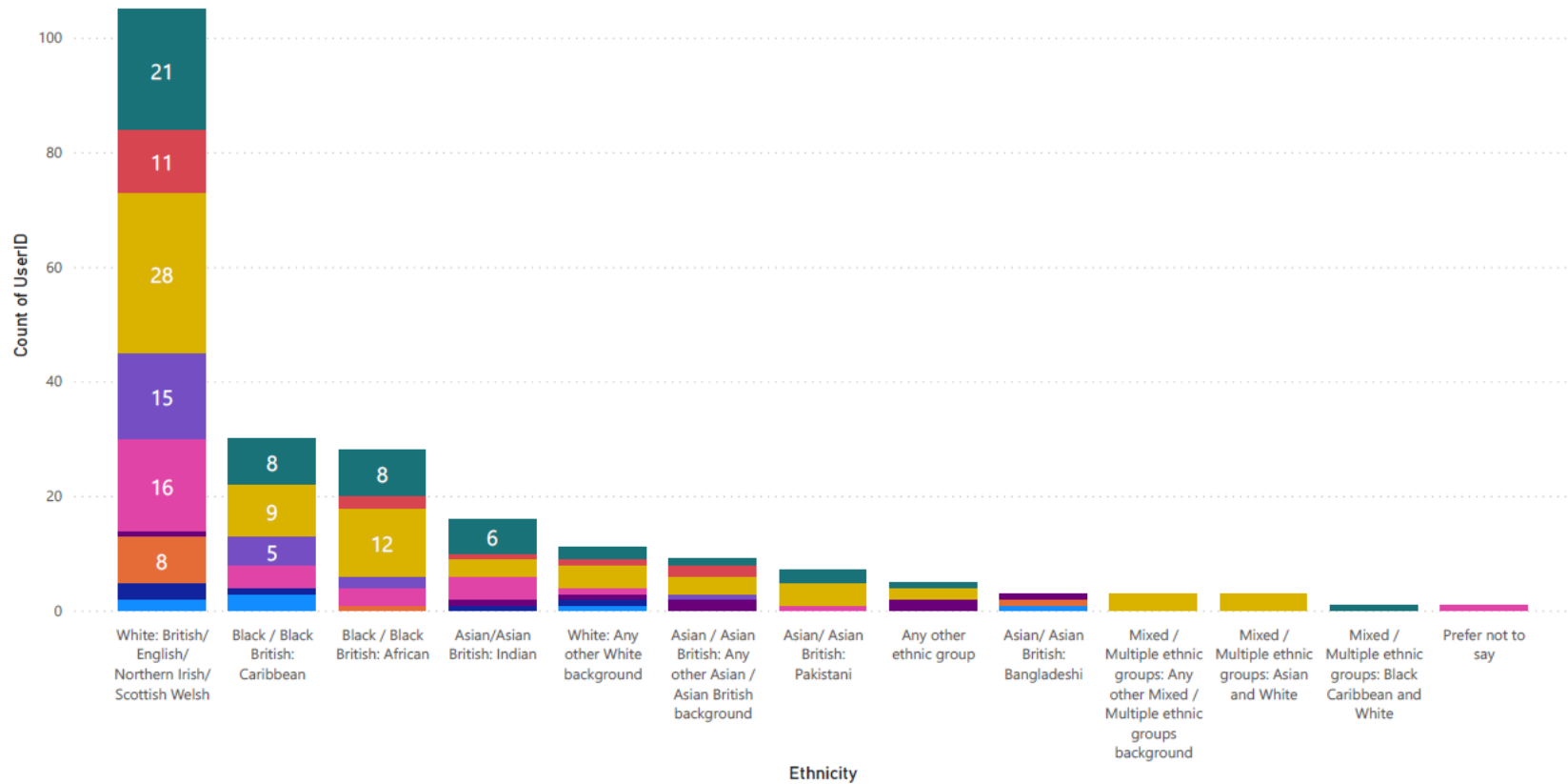
10a. Some comments from Other about what might prevent people from using MyCare portal

Intrusion and privacy: "Unnecessary messages and adverts, sharing details etc. Privacy."

Understanding and perception around age: " Not understanding it." "Hard as I'm old." "Too old."

Access: "It depends on the service and features on the platform."
"Gaining access into the platform. The set up as well."
"If its a long process to log in and if my GP doesn't use it the I wouldn't use it."
"If it's a long process." "I would use but didn't complete process." "
"Problems with software."   "As before the existing text system works very well."

Too many apps: "Confusion as I have too many apps which might do the same thing."
"I've already got an app." "I already have the NHS app. "I would just like it in patient access app."
"Already got that with GP." "Already using dotpost." "Too many apps."
"Already using patient access." "Am already on other apps."
"Too many passwords to remember, already use patient portal."

Single use:
"Only a single appointment."
"I don't intend to be back after today."
"Clear instructions, plus don't really use CUH."

11- What could help you to consider using MyCare Online Patient Access?

Communication
"To see what the benefit is might help."
"Being told it exists."
"Promotion, information."
"Knowing about it."
"Being aware of it."
"Just tell me."
"Just being told about it."
"There are too many Apps I have signed up for. If this differs from the rest why not?"
"It is not well promoted. The positioning of the poster are not placed where patients will for us on. Also there are too many posters clustered around the MyCare poster which takes the awareness away."
"If I get information."
"Just knowing what it is and what it does."
"If I get more information."
"More information about the whole thing."

Easy to use
"If the app allows me to view my medical records."   "Usefulness."
"If its better than the apps j have then yes i.e. NHS app."   "If the app is useful. CHS does give me all the information I need."
"The reminder of appointments."
"Yes but the last time I tried booking an appointment I had to fill in a long list that felt like an application form."
"If it would make life easier instead of having to call."
As I long as I can see my records and communicate
"As long as its easy to use. Being able to remember passwords"
"If it uploads all the things on the online portal."
"If I can see test results, know what's happening." "It's all in one and convenient."
"Simple login, long sign up (email, no response, come in person)." "Save time."

Theme	Total
Communication of it	37
Easy to use	22
Support	19
Security/ Privacy	6

11- What could help you to consider using MyCare Online Patient Access?

Support
"No help."
"Being advised."
"Being shown how to use it."
"Trying it out. How would I access it without a mobile phone."
"Setting up, sorting it out then I'd start to use it."
"If its all everything in one place then its helpful, I can't use devices."
"Need to research about the privacy."
"If there was help."
"If someone would do it for me."
"If I was told how to use it"
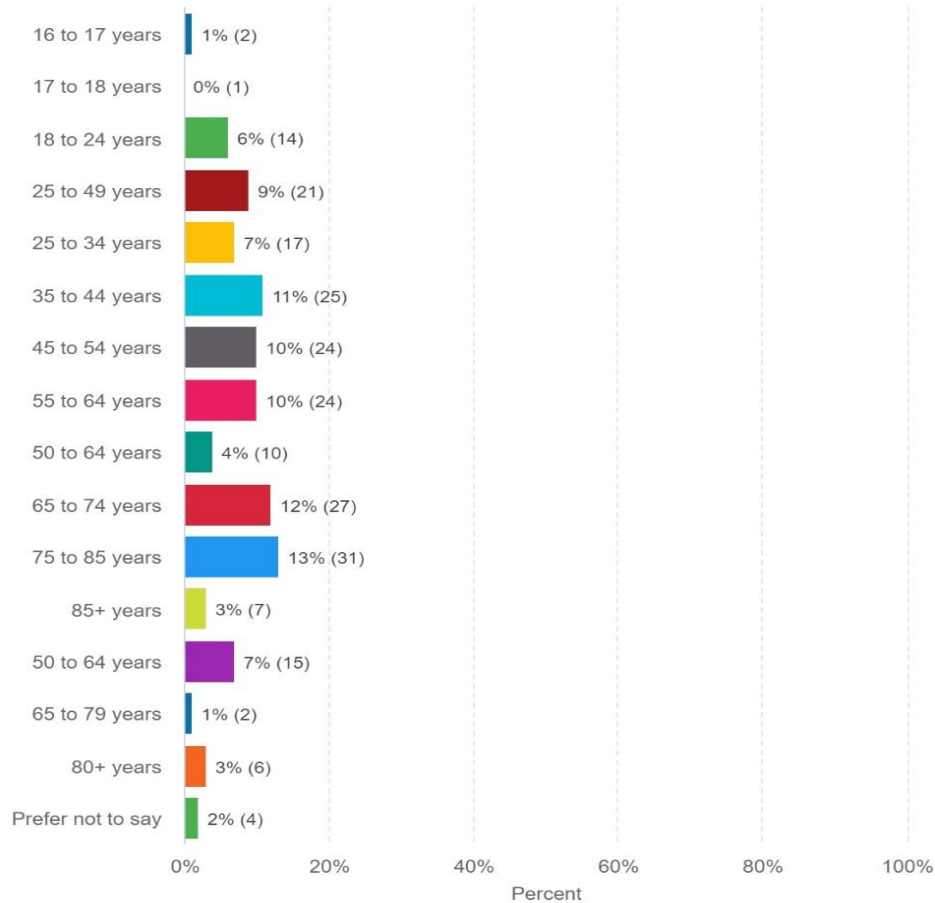"Training and how to use it."
"Need help on how to use."

Security/ Privacy
"If it is a secure system."
"Security reasons."
"Private person, don't wish my info to be in this domain."
"Help with data security."
"If it doesn't ask for too much personal information."
"Need to research about the privacy."

| Theme	Total
Communication of it	37
Easy to use	22
Support	17
Security/ Privacy	6

Demographics
12 - What is your age? (N=230)

What is your age?

| Age	Percent
16 to 17 years	1% (2)
17 to 18 years	0% (1)
18 to 24 years	6% (14)
25 to 49 years	9% (21)
25 to 34 years	7% (17)
35 to 44 years	11% (25)
45 to 54 years	10% (24)
55 to 64 years	10% (24)
50 to 64 years	4% (10)
65 to 74 years	12% (27)
75 to 85 years	13% (31)
85+ years	3% (7)
50 to 64 years	7% (15)
65 to 79 years	1% (2)
80+ years	3% (6)
Prefer not to say	2% (4)

Demographics
13 - What is your gender ? (N=230)

There were more female respondents 59% (136) compared to 41% (94) who were male.
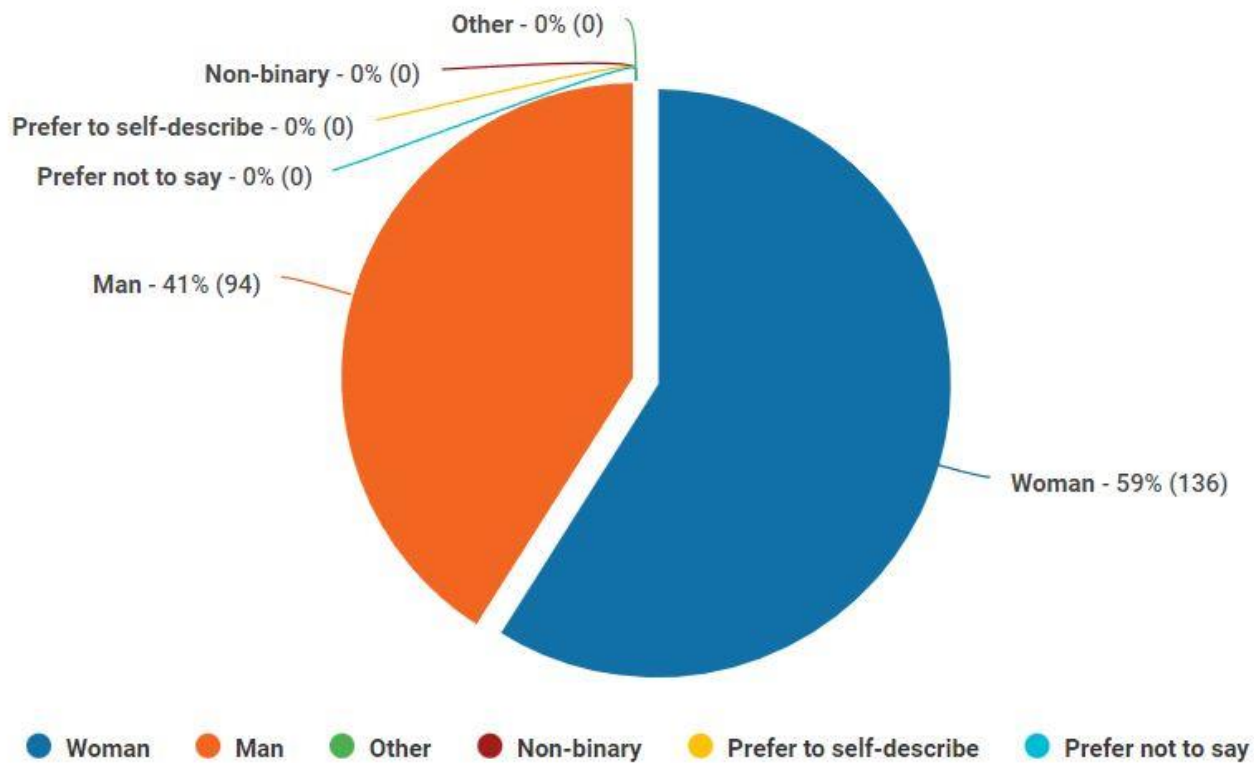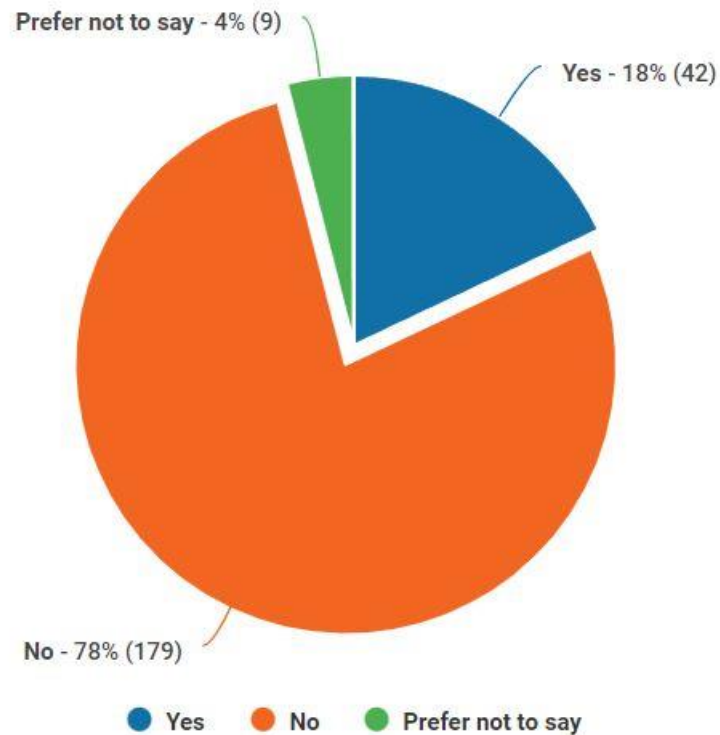
Demographics
14 - What is your ethnicity? (N=230)
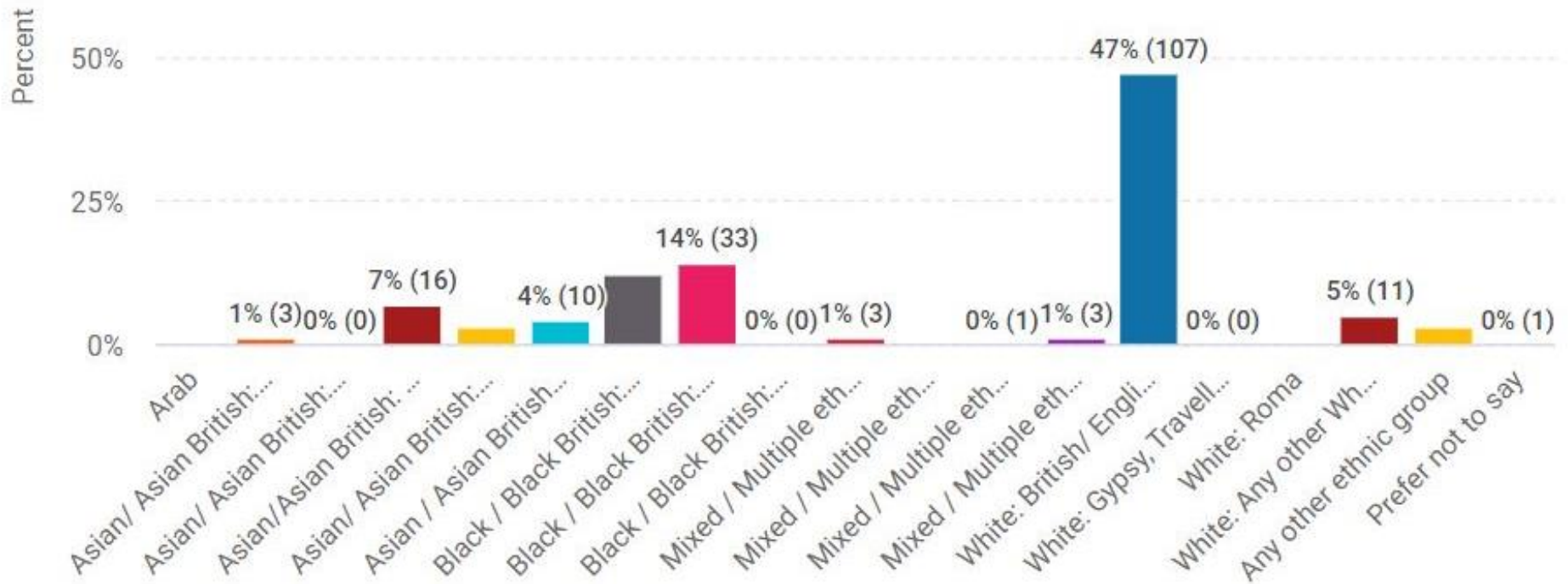
Demographics

15 – Do you consider yourself to have disability? (N=230)

Patient respondents who considered they had a disability was 18% (42). 78% (179) said that had no disability

Prefer not to say - 4% (9)

Yes - 18% (42)

No - 78% (179)

● Yes   ● No   ● Prefer not to say

15 – Do you consider yourself to have disability? (N= 230)

**Text responses**

"Arthritis"
"Auto arthritis"
"Back"
"Cervical spinal deterioration"
"Cmt, muscle wastage"
"Dad has damaged hip"
"Dead in one ear"
"Diabetes"
"Diabetes and arthritis"
"Foot and eye"
"Hearing loss"
"I have a Pace Maker"
"Little dead and knee hurt"
"Liver problems"
"Me fibro"
"Mental Health"
"Musculoskeletal disorder"
"Mysthenia gravis ...."
"Not known"
"Pacemaker and lung cancer"
"Paraplegic"
"Spinal fusion"
"Stiff leg"
"Type 1 diabetic"

Demographics
16 – Have you a long-term condition? (N=230)

Patient respondents who had long-term conditions were 35% compared to 60% who did not have.
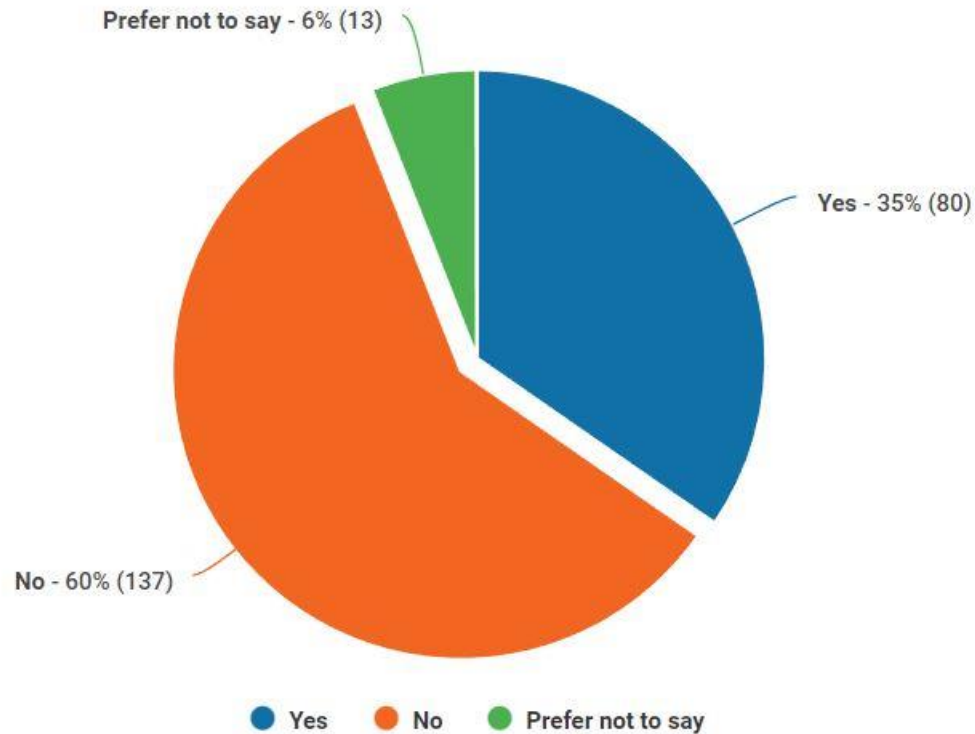
16 – Have you got long term disease? (N= 230)

Comments
Diabetes
Cancer, CHEST infection and diabetes
Chest infection
Blood pressure
Had heart bypass surgery Long ago
Heart Problems
Stiff leg Thyroid condition
Long Covid
Heart
Bipolar and arthritis
Heart disease
Diabetes Back problems
Don't want to go into it
Diabetes Heart problem
Migraines
Parkinson Cardiomyopathy
Heart

Comments
Musculoskeletal disorders
See Above
Arthritis
Auto immune
Rheumatism
Back pain
Partially deaf
Breast cancer
Kidney stones and hypothyroidism
Diabetes
Arthritis
Heart bypass
Rheumatoid arthritis
Heart problems
High blood pressure
Arthritis and heart problems
Liver problems

Comments
Age
Diabetes
Arthritis
Type 1 diabetes
Hernia
Stanton heart and none disorder
Diabetic
Myasthenia gravis
Rheumatoid arthritis
Endometriosis
Diabetes and arthritis
Arthritis
Not known
Heart problem
Bladder problems
Diabetic putosa
Degenerated disc
Backache

Demographics
17 – What outpatients department was this survey taken in ? (N=230)

The CUH main outpatients had the highest numbers of surveyed patients 67%(152). Other departments were surveyed twice during the period we spoke to patients at Croydon University Hospital.
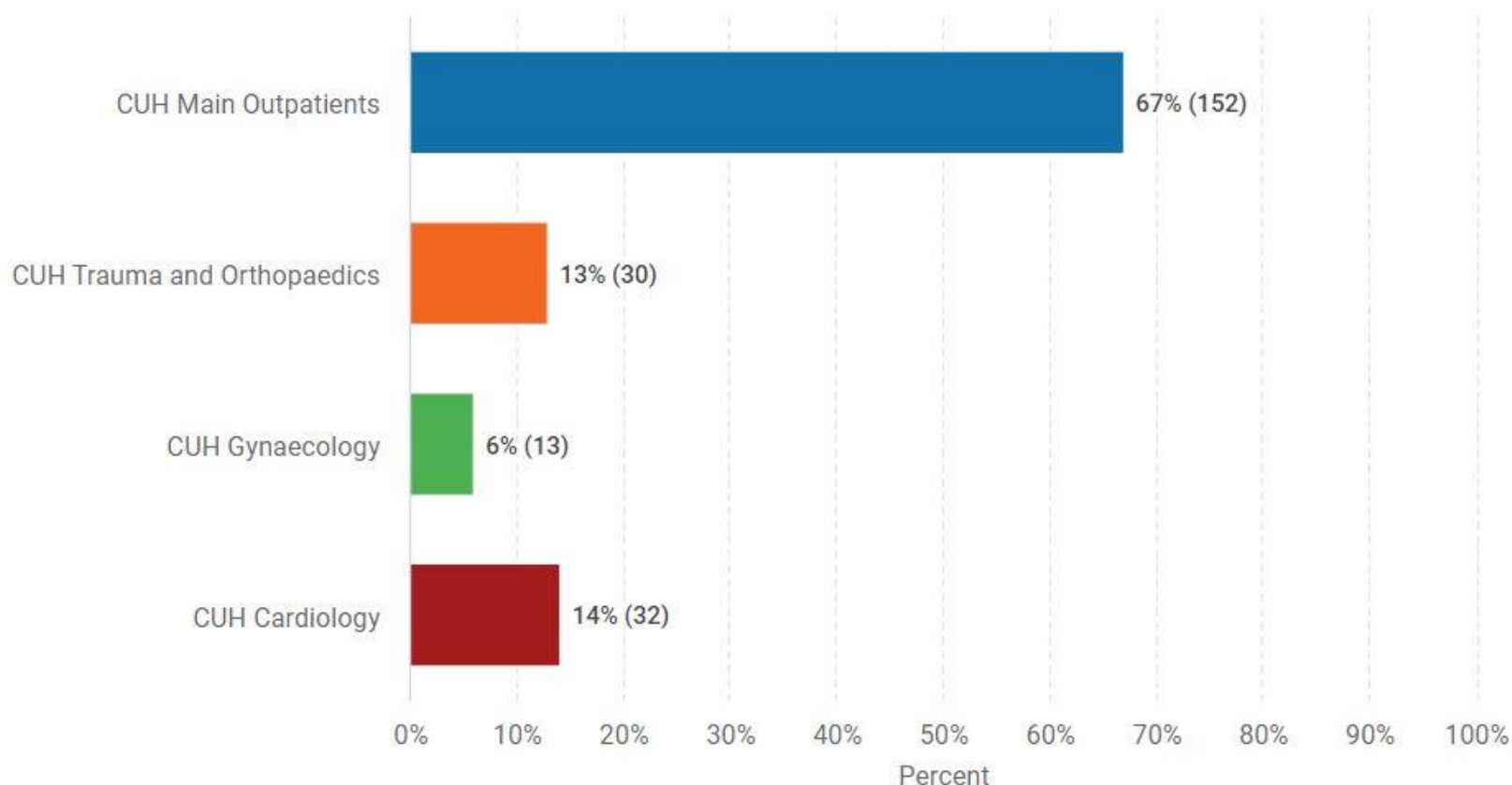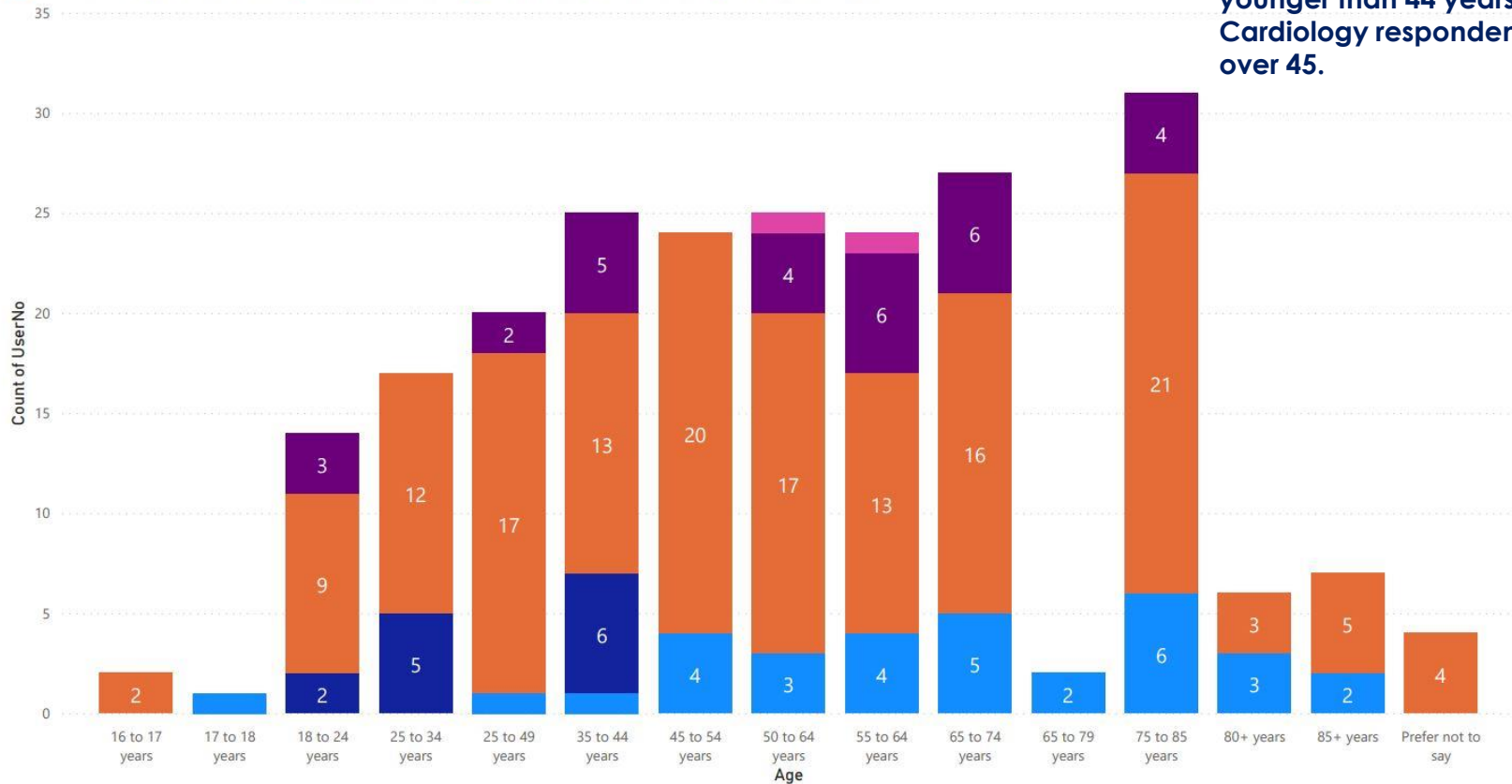
Demographics – Age and Outpatients department
12/17 – What outpatients department was this survey taken in ? (N=230)

Q19. Which outpatients department was this survey taken in?

● CUH Cardiology ● CUH Gynaecology ● CUH Main Outpatients ● CUH Trauma and Orthopaedics ● Purley Main Outpatients

Gynaecology tended to be younger than 44 years most Cardiology respondents were over 45.

Demographics – Ethnicity and Outpatients Department
14/17 – What outpatients department was this survey taken in ? (N=230)

Proportionally more Black respondents in Gynaecology and more White respondents in Cardiology,.

Q19. Which outpatients department was this survey taken in?

● CUH Cardiology ● CUH Gynaecology ● CUH Main Outpatients ● CUH Trauma and Orthopaedics ● Purley Main Outpatients
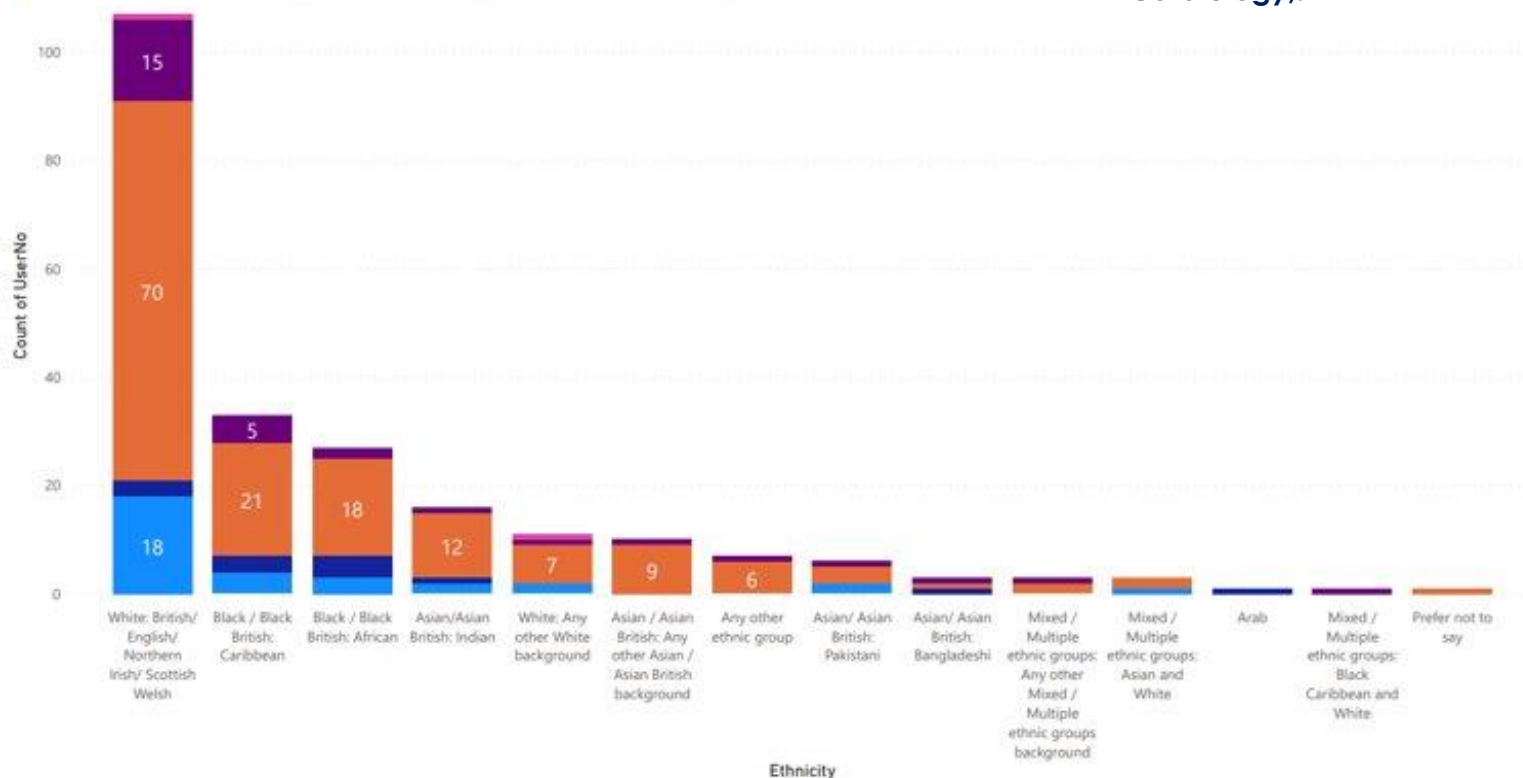
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