

# Croydon Health Services NHS Trust Enhances MyCare Online Patient Access Based on Patient Feedback

**Press release: June 8, 2023**

Healthwatch Croydon is pleased to announce the results of a recent survey conducted to support the work of Croydon Health Services NHS Trust, by gathering patient feedback and improve the My Care Online Patient Access service.

## KEY OBJECTIVES AND BACKGROUND

As a result, Croydon Health Services NHS has improved to the services and are planning to communicate the MyCare service offering with Croydon Residents.

MyCare Online Patient Access is a secure and confidential online system that allows patients 16 and over to access their hospital records, view appointments, receive test results, and communicate with their hospital care team. The survey focused on outpatients from Trauma and Orthopaedics, Gynaecology, Cardiology, and the Main Outpatients departments at Croydon University Hospital.

In February 2023 a face-to-face engagement was held with 230 participants to gather their views on the MyCare portal. The survey revealed valuable insights into patient user experience and identified barriers that hinder the use of the online portal. Based on the collected data, Croydon Health Services NHS Trust is committed to improving the My Care Online Patient Access service to address patient concerns and enhance user satisfaction.

## FINDINGS

### Awareness:

- Only 27% (63 patients) of the surveyed participants were aware of MyCare Online Patient Access.
- Younger patients demonstrated a higher level of awareness.

### Sign-up:

- Among the patients aware of the service, 57% (36 patients) signed up.
- Younger patients were more likely to sign up.

### Ease of sign-up:

- 64% (24 patients) used the text message link to sign up, while others used the website or QR code.
- 68% (24 patients) found the sign-up process very easy, and 25% (9 patients) found it easy.

### Usefulness:

- 55% (17 patients) found MyCare extremely useful, and 32% (10 patients) found it very useful.
- Comments indicated that carers and family members also utilize the portal on behalf of patients.

### Improvements:

- Feedback highlighted issues such as occasional freezing, outdated data, and the need for a chat box.
- Some patients reported difficulties in accessing documents due to unknown errors.
- Recommendations were made to improve usability for individuals with varying levels of computer literacy.

### **Barriers to Usage:**

- Reasons for not using MyCare included already having alternative apps with similar functionality, existing access to other portals, and concerns about necessity.
- Some patients felt their devices were too old, while others preferred the current text-based system.
- Privacy concerns, perceived complexity, and issues with software were also mentioned as barriers

## **RECOMMENDATIONS**

To address these findings and improve the MyCare Online Patient Access service, Croydon Health Services NHS Trust has developed the following recommendations:

### **Create More Awareness:**

Utilise social media platforms such as Facebook, Instagram, Twitter, and LinkedIn to promote the online service and engage with residents.

Share updates, teasers, and behind-the-scenes glimpses of the service's development process.

### **Provide a User-Friendly Guide:**

Develop a concise, visually appealing user guide with step-by-step instructions on utilizing each feature of the online service.

Include troubleshooting tips and frequently asked questions to address common challenges.

### **Testing My Care Online Service Quality:**

Conduct thorough testing, including unit testing, integration testing, functional testing, and user acceptance testing, to ensure the online service functions as expected and is compatible across devices and operating systems.

You can view the report [here>>>](#)

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

“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.”

**Gordon Kay, Healthwatch Croydon Manager, said:**

“The application of digital technology to help patient experience is always welcomed providing that the considerations and concerns of patients are taken into the planning and development. This insight highlights some of the barriers to access including lack of awareness that it exists, to confusion about what it can do and a lack of knowledge and confidence in wanting to use it. We welcome the Trust’s commitment to improving this portal, having already made changes to enhance patient experience, based on our insight and looking to make further improvements in the coming months. We look forward to working with them going forward to ensure new innovative services like this are easily accessible for all.”

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### **Editor’s notes**

**Healthwatch Croydon** is here to improve the experience that Croydon people have when they need to use health and social care services. We believe that the best way to do this is by listening to patients and service users.



There is a local Healthwatch in every local authority area in England.

Our role is to make sure that that local health and social care services, and the local decision makers, put the experiences of people at the heart of their care.

We are a statutory body - this means that we have a legal status to exist within the Health and Social Care Act 2012. This means decision-makers should listen to us when we give them feedback and make suggestions.

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