

UCLH

UCLH Listening Event

MyCare UCLH; Your experience

July 2019



University College London Hospitals NHS Foundation Trust

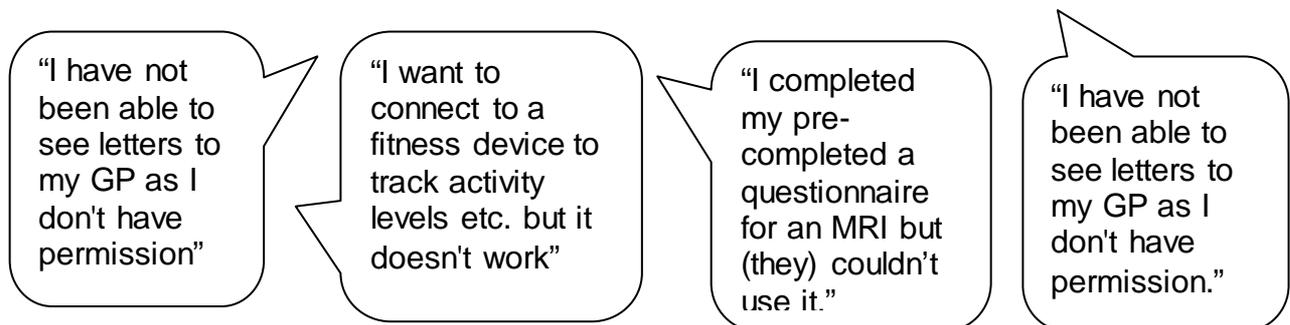
UCLH Listening Event: MyCare UCLH; Your Experience.

On Monday 1st July 2019 UCLH held a Listening Event called MyCare-Your experience. We advertised this to new MyCare UCLH, Patient portal users. A total of 12 members attended this event and 14 individuals sent feedback via phone and email. The aim was to tell people about the new electronic health records systems (EHRS) and understand people's thoughts on using the patient portal MyCare UCLH.

The event was led by Head of Patient Experience Lisa Anderton.

The themes we were aware of before the event include:

- Communication
- Language
- Pre appointment administration



Event Summary

The main themes from feedback from attendees at the event included:

- Access to records
- Scheduling and cancelling appointments
- Future events

The ability to have access to your records; attendees were happy they could access their records 24/7, but curious to know more such as having access to their own blood results.

Attendees some information in the portal is not accurate. UCLH will check the accuracy of information and make sure it is updated by clinicians. Patients felt that their records should be shared with other doctors.

"I can share information whilst at consultant appointment saving valuable time and also keep track on any appointments/tests I need to follow up"
Patient feedback

'There is a disparity between the App and computer version which needs same level of information'
Patient Feedback

'My test results were all available online for me to view and letters that had been sent I could view before copies finally get forwarded by GP's.'
Patient feedback

Most of the attendees were enthusiastic about the potential for future use of MyCare UCLH. We asked attendees what is important for UCLH to focus on and develop further. Most attendees said they would be engaged with more drop in events and seminars for patients to find out information and feedback to their experience.

Attendees raised concerns about appointments and booking systems which was noted as currently as hard to use. It was noted at present patient were unable to reschedule and request appointments in the MyCare UCLH patient portal and feel this is beneficial to patients.

Queries were made about the 'Fast pass' benefit which would allow patients to book into appointments which come up at short notice. Patients told us that people who live locally would benefit using this. Many patients were curious and enthusiastic to find out more about the future of online appointments, patient webinars and videos online to see their clinicians and also to use for patient education purposes.

Summary and next steps

The event helped us to inform patients and members of the transformation of the new Electronic Health Records systems as well as the patient portal MyCare UCLH. Initial feedback on the portal to date was collated we gained many useful comments and queries. The projects were well received, and many attendees were enthusiastic about working with us to develop them further. If you would like to find out more please register your interest by contacting our Patient and Public Involvement team.

Phone: 020 3447 2672 or email: uclh.ppi@nhs.net

Patient Experience

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