



Market Research Report

RCN E-Health Study

Nursix survey of nurses' views about IT developments in the NHS**June 2007****Report**

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Background

This survey was commissioned by the Royal College of Nursing (RCN) to investigate the views of nurses on IT developments in the NHS. 2635 nurses responded.

The objectives were to seek the views of nurses about IT developments in the NHS and in particular the Electronic Patient Record (EPR).

Demographics and respondents

The survey ran in June 2007 and is the fourth such survey that Nursix (part of Medix UK plc) has carried out on this subject. The previous three were undertaken in February 2004, May 2005, and June 2006.

2635 nurses responded to this survey. This sample size is adequate to give statistical confidence in the results. Respondents covered a wide range of specialties and grades, and geographical distribution was appropriately spread throughout the UK similar to previous studies.

Only 21% of respondents had participated in previous studies and where responses were comparable, findings were similar to previous studies suggesting that the results do indeed represent the views of the UK nursing profession as a whole.

Appendix 1 shows the result of the survey carried out in June 2007.

Appendix 2 shows the results of previous surveys carried out in 2004, 2005, 2006 and those results of 2007 which are comparable.

1 Findings of the RCN E-Health Survey 2007

1.1 A detailed breakdown analysis has been carried out of the responses from nurses who qualified in 1990s/2000s and those who qualified in the 1960s/70s/80s. There is very little difference in the views of the two groups.

2. Electronic Patient Record

2.1 An overwhelming majority (94%) of respondents had heard of the Electronic Patient Record (EPR) before taking part in this survey and two thirds of the respondents welcome the introduction of EPR. Of those who have never used EPRs, 61% welcome its introduction.

2.2 Many respondents had received little information about IT developments in general in the NHS, with 17% having received none and 56% "a little". Also, little information has been received from relevant agencies concerning EPR developments in the NHS. The main source of information for respondents about EPR is their respective Trust/Organisation, followed by the media and colleagues.

2.3 A third of respondents did not know what stage had been reached by their Trust in the use of EPRs. Only 10% of respondents felt that their trust had no plans to introduce EPRs, and others indicated a range stages their trust had reached in using EPRs.

2.4 29% of respondents are already using EPRs and 61% of respondents have no experience of using them. The remainder have used them in a previous job.

2.5 Overall, 42% of respondents believe that the NHS can deliver an EPR for all patients in the foreseeable future, while 28% are uncertain and 30% do not believe this is achievable in the near future. Those who are already using EPRs are more positive than those that have not used EPRs, although of those who are already using EPRs 26% do not believe that the NHS can deliver an EPR in the foreseeable future and 20% are uncertain.

2.6 Nearly all respondents (92%) feel that it is very important/fairly important to have consultation about the EPR with individual practising nurses. However, only 11% have had "a great deal" or "quite a lot" of consultation. As one might expect, those respondents already using EPRs had received more consultation than those who had never used EPRs. Overall, 66% have not been consulted about EPRs. Only 1% felt that they did not wish to be consulted.

2.7 Opinions as to whether respondents feel ready for the introduction of EPR vary considerably, with 46% in agreement, 43% disagreeing and 12% uncertain.

2.8 Half of the respondents thought that EPRs would improve patient safety, with the rest uncertain (29%) or unconvinced (21%). Opinion was divided exactly on whether the EPR will save nursing time, even among those already using EPRs.

- 2.9 31% of respondents felt that EPRs threaten patients' confidentiality while 43% disagreed with this. However, 39% felt that the EPR will be more secure than the current paper-based system, although there was a high level of uncertainty about this with 32% being unsure.
- 2.10 Two thirds of respondents felt the EPR would not threaten nurse-patient relationship and only 12% thought it would. Half of the respondents did not think that the EPR would change the nurse-patient relationship, but 28% thought it would do so. 30% of respondents believed that EPR would not change nursing practice, but 43% thought that it would.
- 2.11 Overall 43% of nurses felt that EPRs would improve patient care, but 24% disagreed. A third of nurses were uncertain. Those who were already using electronic records were more positive towards the EPR improving clinical care.

3 IT skills and use of technology

- 3.1 The study shows that an overwhelming majority (91%) of respondents have access to a computer both at home and at work. Almost all respondents use their computer to get information from the Internet. E-Mail access and Word Processing are also well-used at home by the respondents. Results show that most respondents use a computer at work at least daily.
- 3.2 The majority of respondents state that they share the computer they use in their immediate clinical setting, with only 30% having sole access to one. Only 1% of respondents felt they did not need a computer and 68% felt their access to a computer at work was adequate for their needs.
- 3.3 The most frequent purpose for using the computer at work appears to be getting information from an intranet (e.g. Trust/Organisation intranet) , followed closely by e-mail correspondence amongst other health professionals, and getting information from the internet.
- 3.4 Respondents were asked to judge their own level of IT skills on a scale of one to ten. The mean score recorded overall was 6.8 with little difference between those nurses qualified in 1990s/2000s and those qualified in 1960s/70s/80s. Those nurses already familiar with EPR had a slightly higher score than those who had never used EPR (7.1 vs 6.7). It should be noted that this survey was carried out online and the respondents to the survey are by definition already familiar with IT and possibly more highly skilled than the nursing population as a whole.
- 3.5 55% of respondents indicate that they have received no IT training within working time in the last six months and 23% have received either half a day or a whole day.
Extra training is widely desired among the respondents to consolidate their existing IT skills before being able to use EPR, with only 20% of respondents feeling that they did not need extra training.
- 3.6 Overall, IT support when there are problems with computers at work is considered to be good.

3.7 When prompted about their experience of European Computer Driving Licence (ECDL) training, 18% of respondents did not know about ECDL and 23% were aware of it but they are not planning to do it. Only 11% were full licence holders and 8% are in training.

4 Comment

4.1 **The introduction of the Electronic Patient Record (EPR) seems to be welcomed by the majority of nurses, even by those who have no experience of it.** Only a minority of nurses are currently using EPRs. Those that are using EPRs are generally more favourable towards it than those who have not.

4.2 **However, there appears also to be a note of caution from those already using EPR.** For example 30% do not feel that the security of the EPR will be better than the current paper-based systems, 29% feel that the EPR threatens patient confidentiality, and 42% disagree that the EPR will save nursing time.

4.3 **Consultation, training and information about IT developments in the NHS appear to have changed little from last year and little from previous surveys.** The EPR is seen as beneficial by the majority of nurses and while the results in this study from those that are already using EPRs suggest the experience is generally positive, significant proportions of current users indicate reservations about the benefit of EPR to patient care.

4.4 Notably, the perceived effect of the EPR on clinical care continues a downward trend with now only 42% of respondents believing it will improve clinical care compared to 70% in 2004.

4.5 **Many respondents have received little information and had little consultation about IT or EPR developments and a huge majority feel that consultation with them is important.** The questions on information about IT developments are not strictly comparable with those of previous years as they have a different set of response options but by inference things appear to have changed little recently: 2006: no information received, 26%; 2007: no information received, 17%; 2006: "fully adequate" information, 4%; 2007: "a great deal" of information, 6%. In reviewing the findings of the 2004 survey though, the number of participants who say they have *not* received any information about the ERR has fallen – from 53% to 17%. This would suggest an improvement.

4.6 Also, consultation on IT developments does not appear to have changed much, with 62% not having been consulted in 2006, 66% in 2007 and 63% in 2004. Communication of information about IT appears to be mainly through the nurses' employing trust or organisation, with "E-agencies being the source of information for a very small minority.

4.7 **It is interesting to note that there is an unusually high level of uncertainty indicated when responding to questions on either the technical or beneficial aspects of IT and EPR. This would suggest a lack of knowledge about these factors.** For example:-

- 26% do not know if they welcome the introduction of an electronic patient record
 - 28% do not know if the NHS can deliver a record in the foreseeable future
 - 29% do not know if electronic records will improve patient safety
 - 32% do not know if EPRs will be more secure than the paper-based records systems currently in use
 - 26% do not know if EPRs will threaten patient confidentiality
 - 34% do not know if EPRs will improve patient care.
- 4.8 The vast majority of nurses are using a computer at work on at least a daily basis and are using intranets and the internet to find information. Computer use at work is at the same level as last year and individual access to computers is unchanged compared to last year with 30% of respondents having sole access to a computer. The majority of nurses believe the access they have to a computer at work is adequate.
- 4.9 Nurses responding to this survey believe that their IT skill level is quite high - although as already mentioned the respondents to this online survey are by definition already familiar with IT. However, the respondents recognise that they need further training, although the majority have not received any in the last six months. **IT training given to nurses appears to be at the same level as 2006.**

Appendix 1: E health survey of Nurses June 2007

Q1 Before taking part in this survey, had you heard of the electronic patient record?

Q1	Total		Qualified 1960s/70 s/80s	Qualified 1990s/2000 s	Already used/using electronic patient records	Never used electronic patient records
	N	%				
Yes	2479	94%	95%	94%	97%	92%
No	156	6%	5%	6%	3%	8%
Base	2635		1518	1117	1018	1617

Q1 Country comparison

Q1	Scotland		Wales		N.Ireland		England	
	Yes	286	90%	118	94%	78	83%	1997
No	31	10%	7	6%	16	17%	102	5%
Base	317		125		94		2099	

Q2 Do you welcome the introduction of an electronic patient record?

	Total		Qualified 1960s/70s/80s		Qualified 1990s/2000s		Already used/using electronic patient records	Never used electronic patient records
Yes	1750	66%	66%		69%		76%	61%
No	210	8%	8%		7%		8%	8%
Don't know	675	26%	26%		24%		16%	31%
Base	2635		1518		1117		1018	1617

Q2 Country comparison

	Scotland		Wales		N.Ireland		England	
Q2								
Yes	213	67%	92	74%	69	73%	1376	66%
No	20	6%	7	6%	1	1%	182	9%
Don't know	84	26%	26	21%	24	26%	541	26%
Base	317		125		94		2099	

Q3 Who or what is your main source of information about the electronic patient record?

	Total		Qualified 1960s/70s/80s	Qualified 1990s/2000s	Already used/using electronic patient records	Never used electronic patient records
Q3	N	%				
My Trust/organisation	1083	41%	43%	40%	52%	35%
Leaflets by Connecting for Health (England E- health Agency) /Informing Healthcare (Welsh E-health Agency) / Scottish Executive / HPSS (Northern Ireland)	140	5%	5%	5%	5%	5%
The internet	152	6%	5%	7%	5%	6%
The media (other than the internet)	410	16%	16%	17%	13%	18%
My immediate line manager	73	3%	4%	2%	3%	2%
My colleagues/word of mouth	342	13%	12%	14%	10%	15%
The RCN	277	11%	11%	11%	7%	14%
Organisation other than the RCN (please specify)	32	1%	1%	1%	1%	1%
Other (please specify)	108	4%	4%	4%	4%	4%

Base	2617	1506	1111	1014	1603
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Q4 How much information have you received about IT developments in the NHS?

	Total		Qualified 1960s/70s/80s	Qualified 1990s/2000s	Already used/using electronic patient records	Never used electronic patient records
	N	%				
Q4						
A great deal	155	6%	7%	4%	11%	3%
Quite a lot	571	22%	25%	16%	28%	16%
A little	1465	56%	53%	62%	50%	61%
None at all	435	17%	14%	19%	11%	20%
Base	2626		1512	1114	1015	1611

Q4 County comparison

	Scotland		Wales		N.Ireland		England	
Q4								
A great deal	17	5%	7	6%	1	1%	130	6%
Quite a lot	78	25%	28	22%	12	13%	453	22%
A little	167	53%	72	58%	59	63%	1167	56%
None at all	54	17%	18	14%	22	23%	341	16%
Base	316		125		94		2091	

Q5 What stage has your Trust/organisation reached in its use of the electronic patient record?

	Total		Qualified 1960s/70s/80s	Qualified 1990s/2000s	Already used/using electronic patient records	Never used electronic patient records
	N	%				
The electronic patient record is already in use in my Trust/organisation	490	19%	19%	20%	43%	3%
My Trust/organisation is in the process of introducing the electronic patient record	432	17%	18%	16%	19%	15%
My Trust/organisation is planning to introduce the electronic patient record	552	21%	22%	19%	12%	26%
There are no plans to introduce the electronic patient record in my clinical area	255	10%	10%	10%	6%	12%

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Don't know	880	34%	31%	36%	20%	43%
Base	2609		1499	1110	1009	1600

Q5 Country comparison

	Scotland		Wales		N.Ireland		England	
Q5								
The electronic patient record is already in use in my Trust/organisation	65	21%	11	9%	5	5%	409	20%
My Trust/organisation is in the process of introducing the electronic patient record	42	13%	15	12%	9	10%	366	18%
My Trust/organisation is planning to introduce the electronic patient record	51	16%	23	19%	21	23%	457	22%
There are no plans to introduce the electronic patient record in my clinical area	35	11%	23	19%	13	14%	184	9%
Don't know	119	38%	52	42%	44	48%	665	32%
Base	312		124		92		2081	

Q6 What is your personal experience of electronic patient records?

	Total		Qualified 1960s/70s/80s	Qualified 1990s/2000s	Already used/using electronic patient records	Never used electronic patient records
	N	%				
I already use electronic patient records	740	28%	29%	28%	73%	0%
I have used electronic patient records in a previous job	278	11%	10%	13%	27%	0%
I have no experience of using electronic patient records	1602	61%	61%	60%	0%	100%
Base	2620		1506	1114	1018	1602

Q6 Country comparison

	Scotland		Wales		N.Ireland		England	
Q6								
I already use electronic patient records	110	35%	22	18%	12	13%	596	29%
I have used electronic patient records in a previous job	33	10%	8	6%	15	16%	222	11%
I have no experience of using electronic patient records	174	55%	94	76%	66	71%	1268	61%
Base	317		124		93		2086	

Q7 Do you believe the NHS can deliver an electronic patient record for all patients in the foreseeable future?

	Total		Qualified 1960s/70s/80s	Qualified 1990s/2000s	Already used/using electronic patient records	Never used electronic patient records
Q7	N	%				
Yes	1110	42%	38%	47%	54%	35%
No	792	30%	33%	26%	26%	33%
Don't know	733	28%	29%	26%	20%	32%
Base	2635		1518	1117	1018	1617

Q7 Country comparison

	Scotland		Wales		N.Ireland		England	
Yes	154	49%	51	41%	44	47%	861	41%
No	71	22%	35	28%	16	17%	670	32%
Don't know	92	29%	39	31%	34	36%	568	27%
Base	317		125		94		2099	

Q8 What consultation has there been with you, in your professional role, about the electronic patient record?

	Total		Qualified 1960s/70s/80s	Qualified 1990s/2000s	Already used/using electronic patient records	Never used electronic patient records
	N	%				
Q8						
A great deal	92	4%	4%	2%	7%	1%
Quite a lot	210	8%	9%	6%	15%	4%
A little	582	22%	24%	20%	31%	17%
None at all	1728	66%	62%	71%	47%	78%
I do not wish to be consulted	15	1%	0%	1%	1%	1%
Base	2627		1513	1114	1015	1612

Q8 Country comparison

	Scotland		Wales		N.Ireland		England	
Q8								
A great deal	13	4%	5	4%	0	0%	74	4%
Quite a lot	26	8%	6	5%	4	4%	174	8%
A little	62	20%	19	15%	15	16%	486	23%
None at all	214	68%	95	76%	73	78%	1346	64%
I do not wish to be consulted	0	0%	0	0%	2	2%	13	1%
Base	315		125		94		2093	

Q9 How important is consultation about the electronic patient record with individual practising nurses?

	Total		Qualified 1960s/70s/80s	Qualified 1990s/2000s	Already used/using electronic patient records	Never used electronic patient records
Q9	N	%				
Very important	1812	69%	71%	66%	70%	68%
Fairly important	591	23%	21%	26%	24%	22%
Neither important nor unimportant	59	2%	2%	2%	3%	2%
Unimportant	13	0%	0%	1%	0%	1%
Very unimportant	53	2%	3%	2%	2%	2%
Unsure	83	3%	3%	3%	1%	5%
Base	2611		1506	1105	1008	1603

Q10 Please say if you agree or disagree with the following statements:

(a) I feel ready for the introduction of the electronic patient record:

	Total		Qualified 1960s/70s/80s	Qualified 1990s/2000s	Already used/using electronic patient records	Never used electronic patient records
Q10	N	%				
Agree	1182	45%	43%	49%	70%	30%
Disagree	1117	43%	46%	40%	23%	56%
Don't know	307	12%	11%	11%	8%	14%
Base	2606		1503	1103	1002	1604

Q10 (a) Country comparison

	Scotland		Wales		N.Ireland		England	
Agree	158	51%	49	39%	37	41%	938	45%
Disagree	112	36%	62	50%	41	45%	902	43%
Don't know	41	13%	14	11%	13	14%	239	11%
Base	311		125		91		2079	

Q10 (b) Electronic patient records will change the nurse-patient relationship:

	Total		Qualified 1960s/70s/80s	Qualified 1990s/2000s	Already used/using electronic patient records	Never used electronic patient records
Q10	N	%				
Agree	741	28%	26%	31%	30%	27%
Disagree	1302	50%	51%	49%	57%	46%
Don't know	560	22%	22%	21%	13%	27%
Base	2603		1497	1106	1001	1602

Q10 (b) Country comparison

	Scotland		Wales		N.Ireland		England	
Agree	74	24%	29	23%	24	26%	614	30%
Disagree	170	55%	66	53%	53	58%	1013	49%
Don't know	65	21%	30	24%	14	15%	451	22%
Base	309		125		91		2078	

Q10 (c) Electronic patient records will improve patient safety:

	Total		Qualified 1960s/70s/80s	Qualified 1990s/2000s	Already used/using electronic patient records	Never used electronic patient records
Q10	N	%				
Agree	1305	50%	49%	52%	56%	47%
Disagree	558	21%	20%	23%	21%	21%
Don't know	744	29%	30%	25%	23%	32%
Base	2607		1499	1108	1003	1604

Q10 (c) Country comparison

	Scotland		Wales		N.Ireland		England	
Agree	146	47%	82	66%	52	57%	1025	49%
Disagree	58	19%	23	18%	15	16%	462	22%
Don't know	107	34%	20	16%	25	27%	592	28%
Base	311		125		92		2079	

Q10 (d) Electronic patient records will be more secure than the paper-based records systems we have at present:

	Total		Qualified 1960s/70s/80s	Qualified 1990s/2000s	Already used/using electronic patient records	Never used electronic patient records
	N	%				
Agree	1005	39%	37%	42%	42%	37%
Disagree	775	30%	29%	30%	30%	29%
Don't know	826	32%	34%	28%	28%	34%
Base	2606		1499	1107	1000	1606

Q10 (d) Country comparison

	Scotland		Wales		N.Ireland		England	
Agree	124	40%	53	42%	42	46%	786	38%
Disagree	74	24%	34	27%	18	20%	649	31%
Don't know	111	36%	38	30%	32	35%	645	31%
Base	309		125		92		2080	

Q10 (e) Electronic patient records threaten patient confidentiality:

	Total		Qualified 1960s/70s/80s	Qualified 1990s/2000s	Already used/using electronic patient records	Never used electronic patient records
	N	%				
Agree	806	31%	31%	30%	29%	31%
Disagree	1121	43%	42%	46%	49%	40%
Don't know	679	26%	28%	24%	22%	29%
Base	2606		1499	1107	1000	1606

Q10 (e) Country comparison

	Scotland		Wales		N.Ireland		England	
Agree	82	27%	30	24%	20	22%	674	32%
Disagree	149	48%	63	50%	46	50%	863	41%
Don't know	78	25%	32	26%	26	28%	543	26%
Base	309		125		92		2080	

Q10 (f) Electronic patient records will save nursing time:

	Total		Qualified 1960s/70s/80s	Qualified 1990s/2000s	Already used/using electronic patient records	Never used electronic patient records
Q10	N	%				
Agree	999	38%	36%	42%	44%	36%
Disagree	1014	39%	40%	37%	42%	36%
Don't know	592	23%	24%	21%	15%	28%
Base	2605		1499	1106	1001	1604

Q10 (f) Country comparison

	Scotland		Wales		N.Ireland		England	
Agree	111	36%	49	40%	39	43%	800	38%
Disagree	116	37%	43	35%	28	31%	827	40%
Don't know	83	27%	32	26%	24	26%	453	22%
Base	310		124		91		2080	

Q10 (g) Electronic patient records will threaten the nurse-patient relationship:

	Total		Qualified 1960s/70s/80s	Qualified 1990s/2000s	Already used/using electronic patient records	Never used electronic patient records
	N	%				
Agree	319	12%	11%	13%	12%	12%
Disagree	1688	65%	65%	66%	72%	61%
Don't know	592	23%	24%	21%	15%	28%
Base	2599		1496	1103	998	1601

Q10 (g) Country comparison

	Scotland		Wales		N.Ireland		England	
Agree	39	13%	10	8%	11	12%	259	13%
Disagree	208	67%	90	72%	63	68%	1327	64%
Don't know	62	20%	25	20%	19	20%	486	23%
Base	309		125		93		2072	

Q10 (h) Electronic Patient records will improve patient care

	Total		Qualified 1960s/70s/80s	Qualified 1990s/2000s	Already used/using electronic patient records	Never used electronic patient records
Q10	N	%				
Agree	1101	42%	40%	46%	49%	38%
Disagree	625	24%	25%	23%	26%	22%
Don't know	879	34%	35%	31%	25%	39%
Base	2605		1500	1105	1000	1605

Q10 (h) Country comparison

	Scotland		Wales		N.Ireland		England	
Agree	119	38%	67	54%	47	51%	868	42%
Disagree	68	22%	20	16%	18	20%	519	25%
Don't know	123	40%	38	30%	27	29%	691	33%
Base	310		125		92		2078	

Q10 (i) Electronic Patient records will not change nursing practice

	Total		Qualified 1960s/70s/80s	Qualified 1990s/2000s	Already used/using electronic patient records	Never used electronic patient records
Q10	N	%				
Agree	789	30%	30%	31%	33%	29%
Disagree	1110	43%	41%	45%	48%	39%
Don't know	700	27%	29%	24%	19%	32%
Base	2599		1494	1105	1001	1598

Q10 (i) Country comparison

	Scotland		Wales		N.Ireland		England	
Agree	98	32%	32	26%	34	37%	625	30%
Disagree	130	42%	52	42%	32	35%	896	43%
Don't know	81	26%	41	33%	26	28%	552	27%
Base	309		125		92		2073	

Q11 How much IT training have you personally received within working time in the last six months?

	Total		Qualified 1960s/70s/80s	Qualified 1990s/2000s	Already used/using electronic patient records	Never used electronic patient records
	N	%				
Q11						
None at all	1438	55%	54%	55%	44%	62%
None in working time	265	10%	9%	12%	9%	11%
Half day	431	16%	17%	17%	20%	14%
1 day	175	7%	7%	6%	9%	5%
2 days	111	4%	5%	3%	7%	2%
3 days	70	3%	3%	2%	4%	2%
4 days	28	1%	1%	1%	1%	1%
5 to 10 days	54	2%	2%	2%	4%	1%
10+ days	50	2%	2%	2%	3%	1%
Base	2622		1509	1113	1013	1609

Q11 Country comparison

	Scotland		Wales		N.Ireland		England	
	N	%	N	%	N	%	N	%
Q11								
None at all	159	50%	72	58%	55	59%	1152	55%
None in working time	28	9%	13	10%	14	15%	210	10%
Half day	64	20%	9	7%	9	10%	349	17%

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1 day	24	8%	6	5%	8	9%	137	7%
2 days	16	5%	5	4%	3	3%	87	4%
3 days	10	3%	6	5%	0	0%	54	3%
4 days	2	1%	7	6%	5	5%	14	1%
5 to 10 days	7	2%	2	2%	0	0%	45	2%
10+ days	5	2%	5	4%	0	0%	40	2%
Base	315		125		94		2088	

Q13 Thinking about the IT skills you have now, do you feel you would need extra training in order to use the electronic patient record?

Q13	Total		Qualified 1960s/70s/80s	Qualified 1990s/2000s	Already used/using electronic patient records	Never used electronic patient records
	N	%				
Yes	1872	72%	74%	68%	61%	78%
No	531	20%	18%	23%	32%	13%
Don't know	215	8%	8%	8%	7%	9%
Base	2618		1507	1111	1009	1609

Q13 Country comparison

	Scotland		Wales		N.Ireland		England	
Yes	216	69%	81	66%	71	76%	1504	72%
No	75	24%	29	24%	11	12%	416	20%
Don't know	24	8%	13	11%	11	12%	167	8%
Base	315		123		93		2087	

Q17 How often do you use a computer at work?

	Total		Qualified 1960s/70s/80s	Qualified 1990s/2000s	Already used/using electronic patient records	Never used electronic patient records
	N	%				
Q17						
Daily or more often	2197	84%	89%	79%	91%	79%
Once or twice a week	236	9%	7%	11%	5%	11%
Once or twice a month	30	1%	0%	2%	1%	2%
Occasionally/Rarely	99	4%	2%	6%	2%	5%
Never	59	2%	2%	2%	1%	3%
Base	2621		1513	1108	1014	1607

Q17 Country comparison

	Scotland		Wales		N.Ireland		England	
Q17								
Daily or more often	263	84%	106	85%	75	81%	1753	84%
Once or twice a week	27	9%	9	7%	11	12%	189	9%
Once or twice a month	3	1%	0	0%	1	1%	26	1%
Occasionally/Rarely	14	4%	7	6%	2	2%	76	4%
Never	6	2%	3	2%	4	4%	46	2%
Base	313		125		93		2090	

Q18 In your immediate clinical setting (it could be a hospital or out in the community), how many people share the computer that you use?

	Total		Qualified 1960s/70s/80s	Qualified 1990s/2000s	Already used/using electronic patient records	Never used electronic patient records
	N	%				
Q18						
I have sole use of it	768	30%	39%	17%	34%	28%
I share it with one other person	203	8%	10%	6%	9%	7%
2-4	455	18%	19%	16%	19%	17%
5 to 10	487	19%	15%	23%	17%	19%
11 to 20	269	10%	7%	15%	9%	11%
More than 20	404	16%	10%	23%	12%	19%
Base	2586		1492	1094	1007	1579

Q18 Country comparison

	Scotland		Wales		N.Ireland		England	
Q17								
I have sole use of it	90	29%	52	43%	33	36%	593	29%
I share it with one other person	24	8%	5	4%	7	8%	167	8%
2-4	75	24%	13	11%	15	16%	352	17%
5 to 10	48	16%	20	16%	15	16%	404	20%

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11 to 20	33 11%	13 11%	8 9%	215 10%
More than 20	37 12%	19 16%	14 15%	334 16%
Base	307	122	92	2065

Q21 How would you describe the IT support provided by your organisation/employer when there is a problem with a computer at work?

	Total		Qualified 1960s/70s/80s	Qualified 1990s/2000s	Already used/using electronic patient records	Never used electronic patient records
	N	%				
Excellent	322	12%	14%	10%	14%	11%
Very good	649	25%	26%	24%	26%	24%
Good	776	29%	29%	31%	29%	30%
Neither good nor poor	412	16%	17%	15%	16%	16%
Poor	227	9%	8%	10%	8%	9%
Very poor	101	4%	4%	4%	4%	4%
Don't know	128	5%	3%	6%	3%	6%
Base	2635		1507	1128	1011	1624

APPENDIX 2 Comparison of main results of 2004, 2005, 2006 and 2007 surveys

Notes: The precise phrasing of some questions differed slightly from year to year.

Where appropriate, “MOR” results are included as a further comparison. They are taken from a survey conducted by Ipsos MORI for the NHS Agency Connecting for Health in June/July 2005. Note (a) the sample was much smaller (229 nurses), (b) the methodology was different and (c) the questions were similar but not the same.

Where there were no equivalent questions in 2007, no comparable data is shown.

Respondent numbers

Year	Responses
2004 (Qr470)	2,020
2005 (Qr684)	1,776
2006 (Qr954)	4,451
2007 (Qr 070522)	2,635

National shares for each survey:

	Feb 2004	May 2005	June 2006	June 2007
Scotland:	13%	10%	9%	12%
Wales:	6%	7%	6%	5%
N. Ireland:	2%	3%	2%	4%
England:	79%	80%	83%	80%

4 Have you had adequate information about NHS IT Developments?

	Feb 2004 Q8	May 2005 Q7	June 2006 Q8	June 2007 Q4 See below
Fully adequate	2%	4%	4%	
Reasonably adequate	22%	32%	34%	
Inadequate	22%	41%	35%	
None	53%	22%	26%	17%

2007 Q4 How much information have you received about IT developments in the NHS?

	June 2007 Q4
A great deal	6%
Quite a lot	21%
A little	56%
None	17%

5 Information you have had about electronic care records (CRS):

	Feb 2004 Q9	May 2005 Q8	<i>MORI</i> July 2005 Fig. 1.5	June 2006 Q9	June 2007 see below
Fully adequate	2%	3%	4%	5%	
Reasonably adequate	17%	24%	26%	30%	
Inadequate	23%	44%	48%	39%	
None	58%	28%	21%	26%	

2007 Q4 How much information you have you received about IT developments in the NHS?

	June 2007 Q4
A great deal	6%
Quite a lot	21%
A little	56%
None at all	17%

6 What do you think will be the effect of CRS on clinical care?

	Feb 2004 Q10	May 2005 Q9	<i>MORI</i> July 2005 <i>Fig. 2.11</i>	June 2006 Q10	June 2007 see below
Significant improvement	51%	47%	32%	34%	
Slight improvement	19%	21%	32%	22%	
No change	3%	5%	-	9%	
Slight worsening	1%	2%	8%	4%	
Significant worsening	1%	2%	7%	2%	
Unsure	25%	24%	-	29%	

2007 Q10 Electronic patient records will improve clinical care

	June 2007 Q10
Agree	43%
Disagree	24%
Don't know	34%

2006 Q31 What do you think about the introduction of the electronic patient record? Which of the following statements do you most agree with?

	June 2006 (Q31)	June 2007 (Q10)
Will improve patient safety	38%	50%
Will threaten patient confidentiality	27%	31%
Will save nursing time	36%	38%
Will threaten the nurse patient relationship	12%	12%
Will improve patient care	49%	42%
Will not change nursing practice	27%	30%

10 How much consultation has there been with you about CRS?

	Feb 2004 Q15	May 2005 Q13	June 2006 Q14	June 2007 Q8 See below
Adequate	8%	9%	12%	
Barely adequate	13%	12%	12%	
Inadequate	14%	14%	12%	
None	63%	63%	62%	66%

2007 Q8 What consultation has there been with you, in your professional capacity, about the electronic clinical record?

	June 2007 Q8
A great deal	4%
Quite a lot	8%
A little	22%
None	66%
I do not wish to be consulted	1%

13 How much IT training have you had in working time in the last 6 months?

	Feb 2004 Q18	May 2005 Q16	June 2006 Q17	June 2007 Q11
None	51%	54%	57%	55%
None in working time	12%	14%	12%	10%
Half day	21%	15%	16%	17%
1 day	7%	6%	6%	6%
2 days	5%	4%	3%	4%
3 days	1%	2%	1%	3%
4days	1%	1%	1%	1%
5 to 10 days	1%	1%	1%	2%
10+ days	2%	2%	2%	2%

18 In your immediate clinical area, how many share access to a computer?

	May 2005 Q22	June 2006 Q28	June 2007 Q18
I have sole access	32%	30%	30%
I share with one person	8%	9%	8%
2 to 4	12%	14%	18%
4 to 10	17%	16%	19%
More than 10	13%	12%	10%
More than 20	8%	9%	
More than 30	11%	10%	16%

19 How do you feel CRS will affect patient record confidentiality?

	May 2005 Q23	June 2006 Q29	June 2007 see below
Be detrimental	6%	8%	
Be somewhat detrimental	30%	31%	
Have little or no effect	34%	33%	
Be somewhat beneficial	19%	17%	
Be beneficial	12%	11%	

2007 Q10 Electronic patient records threaten patient confidentiality

	June 2007 Q10
Agree	31%
Disagree	43%
Don't know	23%

Appendix 3

A selection of comments from survey participants about the Electronic Patient Record and computer technology in the health service:

- 1 "I think that the computerisation of NHS patient records can only be a good thing and it is a shame that it has taken so long. I think that the electronic patient record system will be safer, more secure and easier to use. It will also enable greater sharing of patient information between the multidisciplinary team."
- 2 "A great number of our staff have little IT skills especially those who have been nursing for 10 years or more. Younger staff nurses have a much better working knowledge of computers. Our trust also restricts our use of computers, e.g. access to the internet where only our ward manager has access. As we have an ageing work force it is believed that we have no use for the internet in spite of younger staff desiring further training/courses and access to the net would be particularly useful."
- 3 "As a team we have been without IT access at our base for five months - our PCT does not seem interested due to cost issues of establishing IT access. We have complained/discussed this regularly with senior staff, as have our GP colleagues on our behalf. To gain computer access we have a 12 mile round trip, hopefully a computer will be available when we get there! This affects four District Nurse posts, two Health Visitors, one Nursery nurse and a Clerk."
- 4 "Better information and communication is urgently required and existing paper based systems are inadequate. I have not been informed about developments by my Trust or NHS."
- 5 "Community staff require roaming portable access to EPR to enable quick access to information and patient records."
- 6 "Computer access completely farcical at work. One computer for the entire ward, needed by ward receptionist most of the time with doctors queuing behind her and nurses behind the docs. Inadequate work area around computer - desk space too small for computer itself, let alone keyboard and mouse! No printer access. No internet access. Laughable. All wards in the medical directorate are identical in this respect. This is a thousand-bed general hospital."
- 7 "Considering I'm a third year student nurse and will qualify in the new year I have not been introduced or told about electronic health developments what so ever. Considering it will be a major part of our future as nurses I think this is appalling."
- 8 "Despite the fact that there is implementation of the software one should not forget that the human touch is important. It should not change the tradition way of nursing."

- 9 "Do not feel ready for electronic patient records, computers are always failing, too slow, and when working in some areas access restricted to several people using one computer, not enough terminals."
- 10 "Due to the inability to get off the ward for training (staffing levels) it is difficult to get off the ward to get to computer sessions."
- 11 "It takes months sometimes up to a year to gain passwords for access to our IT system."
- 12 "Electronic records would be safer as currently the notes are often spread around the notes trolley or desks leaving a security risk. My fear is that there won't be enough computers. Nurses have a tradition of sharing their notes with patients. It would be a shame if this spirit of openness is lost"
- 13 "I am looking forward to on-line patient records. The only problem that I foresee in the short term is staff computer literacy."
- 14 "I believe that EPR will be beneficial, but I do feel that so far resources in training and equipment have been very poor. The NHS has set specific timescales to our trust and our trust cannot fulfil this due to inadequate training and hardware facilities. In my area alone we have four terminals for 38 staff and only six individuals have been able to access official training in EPR. Three months ago the trust installed two portable units which are still not attached to the mainframe and are gathering dust in the ward area. This to me is a complete waste of time, resources and money that could have been utilised for much needed monitoring equipment. If EPR is going to work the NHS needs to put its money where its mouth is and ensure all staff have had training before putting the system in use and that there is sufficient IT equipment in place for all to use and not be fighting over who uses the terminal when."
- 15 "Most of our IT equipment is so outdated it would take three weeks to write patient notes!"
- 16 "I do not have the confidence that computer records shall be available at all times due to faults and have concerns that this may impact patient care."
- 17 "I have mixed feelings about the electronic patient records. To improve sharing vital information is an excellent thing, but I fear that too many people will be able to access the records and therefore compromise patient confidentiality."