REVISION SESSION 3

DATA COLLECTION METHODS FROM PATIENTS AT APPLESIDE SURGERY

PAPER BASED FORM

A **Questionnaire** is a paper based form used to collect information about patients when they register at Appleside Doctors' Practice. This questionnaire asks patients for personal information such as name, age, previous doctor and any medical conditions. This questionnaire is used to track down the patients' medical record from their previous doctor.

A paper based form is completed using a pen.

Advantages

- Paper based forms can be filled in quickly by the patient.
- The information from the form can be typed in the computer system.

Disadvantages

- Paper based forms can be filled in incorrectly. This means that the information collected will be inaccurate when it gets put into the computer.
- Paper based forms required writing that is neat and legible. Poor hand writers find them difficult to use.
- A Paper based form requires a good standard of reading to complete.
- Paper based forms need to be destroyed or stored once complete. This is a security concern.

ONLINE FORM

An Online Form is a Questionnaire that is based on the Internet. This is filled out usually on the website of Appleside Doctors Surgery. The patient will complete the form and submit it securely to the doctors' surgery. An online form is encrypted; this means it is not visible to anyone else. It uses https secure transfer method. An online form can be transferred quickly onto a database.

Advantages

- An online form can be completed at any time by the patient.
- The Doctors surgery reduces its environmental impact as it does not need to print its questionnaire forms out.
- The forms can use validation techniques such as drop down menus and date choosers to improve accuracy.

Disadvantages

- An online form requires a patient to have access to the Internet. Not everybody does.
- An online form requires good knowledge about how to access and use the Internet. Not everyone can, groups affected include the elderly.
- Security concerns about submitting the online form. Could be at risk from hackers who could steal people's personal data.

Sometimes patients are in a situation where they are very ill and unable to make it out to see a doctor.   These patients get referred to an emergency visit status. A doctor who works at Appleside Doctors' Surgery makes visits in his/her own vehicle to where the patient lives. This is called an "out of hours" visit.

The details of each patient are passed through to the emergency doctors when the patient rings the NHS Direct helpline OR Appleside Doctors' Surgery.

Typical information passed to the doctor includes the patients name, illness/symptoms, persons age, there address including a postcode (used for the doctors Sat-Nav) and any other contributing medical factors e.g. is the person a diabetic, pregnant etc.

This information is passed to the doctor using the following communication methods:

EMAIL

TELEPHONE CALL

TEXT MESSAGE (SMS)

INSTANT MESSAGE

VOIP (SKYPE)