

The Devon formulary and referral user survey summary report

Devon has 2 formularies covering distinct geographical areas, namely North & East Devon, and South & West Devon. The portal is available online at:

<http://www.devonformularyguidance.nhs.uk/>.

More information can be found via the following link:

<https://www.newdevonccg.nhs.uk/medicines-and-treatments/devon-joint-formulary-and-referral-100830>

At the end of 2017, a user survey was undertaken. The aim of this survey was to enable the NEW Devon CCG Formulary Team and the Devon Formulary Interface Groups (FIGs) to understand and improve user experience and satisfaction. The survey comprised 18 questions, and was live for one month between 18th November 2017 and 18th December 2017. During this period, 211 responses were received; this report provides a summary of those responses.

The full report is available online via the Devon formulary and referral website.

Demographics

Responses indicate that whilst a range of clinical and non-clinical individuals use the Devon Formulary and Referral website and app, the largest group of respondents by healthcare profession was nurses (28%); closely followed by doctors (27%), then pharmacists (21%).

Including all healthcare professions, the majority of respondents were from primary care providers (46%), followed by secondary care providers (27%). CCG/commissioner workers represent approx. 11% of respondents.

Portal usage

The Devon Formulary and referral can be accessed via the website, or via an app for Android and Apple smartphones and tablets.

81% of respondents indicated that they used the website; of these almost two thirds (64.5%) reported accessing the website at least weekly.

Only 37% of respondents reported that they have used the app; and of those only one third (34%) reported using the app at least weekly.

The principle uses of the Devon formulary and referral website or app were identified as “checking whether a particular drug is recommended locally”, “checking which drug is recommended for a specific indication”, or “clinical guidance”

User thoughts on content

Clinical Guidelines

72% of responders rated the formulary clinical guidelines as relevant or highly relevant; 80% of respondents rated them as “about right” in terms of complexity; and 80% of respondents reported that the amount of information provided in the formulary clinical guidelines was “about right”.

Drug entries

Drug entries were rated as relevant or highly relevant by 78% of responders; “about right” in terms of complexity by 81% of users; and for 79% of users the amount of information in drug entries was judged to be “about right”.

Referral guidelines

62% of users rated referral guidelines as relevant or highly relevant; 76% reported they were “about right” in terms of complexity; and 76% reported the amount of information in referral guidelines was “about right”.

User thoughts on navigation and the search function

Specific feedback received from respondents suggested issues include the number of hits returned, and difficulty dealing with users’ spelling errors. All responses are being considered, and solutions sought where possible.

Via the website

Fewer than half of respondents (approx. 49%) reported that finding information on the website via the search function was easy or very easy; and more than a quarter (27%) reported this to be difficult or very difficult.

Finding information on the website via general navigation (i.e. browsing) was rated slightly better: with 60% of 135 respondents reporting this to be easy or very easy.

Via the app

Finding information on the app was reported to be only slightly easier than via the website, approx. 52% of respondents reported that finding information on the app via the search function was easy or very easy; and one fifth (20%) said it was difficult or very difficult.

As with the website results, finding information on the app via general navigation (i.e. browsing) was rated better, with approx. 65% of respondents reporting this to be easy or very easy.

User thoughts on the traffic light drug classification system

92% of respondents understood the traffic light classification system; of those that indicated that they did not understand the system fully, the main cause for concern was identified as resulting from misrepresentation of the colours or conflicting advice from colleagues.

80% of respondents indicated that they found the traffic light drug classification system helpful. Only 1 respondent (0.7%) indicated that they did not find it helpful. Almost one fifth of respondents (19%) indicated that the system was helpful “to some degree”.

82% of respondents indicated that the traffic light drug classification system does not cause them any particular difficulties.

Of those who did report difficulties as a result of the traffic light classification system, 50% highlighted issues with acute trusts requesting primary care prescribing of red (secondary care only) drugs; 23% disagreed with, or were confused about, the colour classification of particular drugs in specific circumstances; and 12 % related to issues around shared care guidelines.

Only 2 of 139 respondents (approx. 1%) indicated that alternative drug classification approaches or sub-classifications would be helpful; around 44% (61 of 139 respondents) said “maybe”. Approx. 55% of respondents did not think that alternative approaches would be more helpful.

Additional comments

Finally, users were thanked for their input and given the opportunity to make comments or suggestions to the formulary team; 34 additional responses were received.

32% of responses represented general, positive feedback; 44% of respondents made specific recommendations for future content/upgrades (these will be considered individually); four respondents (12%) highlighted individual issues, some of which were not directly within the control of the Formulary Team or Formulary Interface Groups; two responses (6%) related to technical issues with the use of the app (the possibility of solving these will be investigated); and a further two responses (6%) gave feedback specific to content of clinical referral guidelines, which have been fed back to Devon Referral Support Services (DRSS).

Next steps

A number of potential next steps were identified as a result of this report; these included:

- Production of this summary report
- Discussions with the web design agency to consider what functionality options can be amended within budget (search function issues, search result filters, autofill functions etc.)
- Ask secondary care colleagues to help address issues around requests for primary care prescribing of secondary care only (red) drugs
- Consideration of FAQ page to include info about applications/reclassifications
- Feedback to DRSS
- Determine which trust(s) will not allow personal download of app to trust supplied phones and ask if phones can be supplied with app already embedded.
- Updating, and developing additional multiple choice quizzes