

Frequently Asked Questions

National Engagement on Digital Health and Social Care Public Telephone Survey

About the survey

1. What is this survey about?

This survey is about you and your thoughts and opinions, as a member of the public, on digital health and social care in Ireland. Digital health and social care in this survey means how you access and share your own health and social care information digitally. This can include details about your medical conditions, lists of medications you may be taking, and also personal details such as your date of birth. Digital health and social care also refers to how professionals who work in health and social care may communicate with you digitally or provide services digitally. We want to understand the public's wants, needs, and readiness for digital health and social care, including potential impacts for the public.

2. Who is running the survey?

The survey is being run by the Health Information and Quality Authority (HIQA) in partnership with the Department of Health and the Health Service Executive (HSE). HIQA will also be using a data processor, IPSOS MRBI, to assist with carrying out this survey.

3. Why is it important?

The partnership organisations involved in this survey want to understand the expectations of people living in Ireland and professionals working in health and social care¹ in Ireland in relation to digital health services and accessing and sharing health information digitally. This survey will enable people living in Ireland to voice their opinion and in doing so, provide a rich source of information that will inform national policy and future developments and recommendations in the area.

4. Why now?

The national engagement will look at what digital health and social care means to the Irish public and professionals in health and social care. It will gather evidence on the public's wants, needs, and readiness for digital health and social care, including potential impacts for the public. It will also gather evidence on professionals' wants, needs, and readiness for digital health and social care, including their attitudes to the public having digital access to

¹ The professional survey is specifically looking to registrants with CORU (Ireland's multi-profession health regulator); the Dental Council of Ireland; the Medical Council; the Nursing and Midwifery Board of Ireland; the Pharmaceutical Society of Ireland; the Pre-Hospital Emergency Care Council; and members of the Psychological Society of Ireland.

their health and social care information and potential impacts for professionals. This is especially in light of potential changes brought about by the COVID-19 pandemic and attitudes to digital health technologies as a result of the cyber-attack in the HSE.

The European Commission recently set a target that 100% of European Union citizens will have electronic access to their medical records by 2030.² In addition, under the Sláintecare reform programme, the Government has a goal to implement a citizen health portal among other digital health objectives.³ Improvements in this area will lead to greater availability of health information, improvements in decision-making, and ultimately safer care and better outcomes for patients.

5. Who will be asked to complete the survey?

The target sample size is 1,920 people who live in Ireland and who are aged 18 years and over. A survey recruitment method called random digit dialling will be used. This involves calling mobile phone numbers randomly. If you receive a phone call asking you to take part, this means that your phone number was generated at random. Random digit dialling will allow us to ensure that the results of this survey are a true reflection of the Irish public's opinions on digital health and social care.

The study is not open to volunteers among the general public.

6. Is there another survey taking place?

We are also holding a national online survey with professionals in health and social care. Both surveys will help us to understand the opinions of the public and professionals on digital health and social care.

7. Can I complete both surveys?

You could possibly complete one survey in a private capacity as a member of the public and the other survey in a professional capacity.

Please see www.hiqa.ie for more information on the online survey for professionals working in health and social care.

8. Does the survey comply with data protection laws?

Yes. The survey complies with all data retention and protection laws including the General Data Protection Regulation (GDPR). A Data Protection Impact Assessment has also been carried out. Further details on data protection are available on www.hiqa.ie.

² See Europe's Digital Decade at <https://digital-strategy.ec.europa.eu/en/policies/europes-digital-decade>

³ See Sláintecare Implementation Strategy and Action Plan 2021-2023 at <https://assets.gov.ie/134746/9b3b6ae9-2d64-4f87-8748-cda27d3193f3.pdf>

9. Where can I find the results of the survey?

The results of the survey will be available on www.hiqa.ie. You can also sign up to receive the results by emailing digitalsurvey@hiqa.ie

For survey participants

1. What does taking part involve?

The survey involves answering 28 questions over the telephone with a researcher who will note your answers in an online survey form. It takes approximately 20 minutes to complete.

2. Why should I complete the survey?

Completing this survey gives you the opportunity to have your opinion heard on the future of digital health and social care in Ireland. The survey results will have a meaningful impact on future plans for digital health and social care information and services in Ireland, including the use of digital technologies in health and social care.

3. What types of questions will I be asked?

You will be asked for your opinion on your wants, needs, and readiness for digital health and social care.

4. What will you do with my answers?

All survey responses will be anonymised. The findings will be published in a report setting out people's opinions on digital health and social care. Results will be made publicly available on www.hiqa.ie.

5. Will the phone call be recorded?

Telephone interviews will not be audio recorded. The interviewer will write your answers to the questions into a computer programme. A minimum of 10% of calls will be monitored by a supervisor for quality and control purposes to make sure the interviewer carried out the survey as expected.

6. Will my answers be treated confidentially?

Yes, your answers will be processed in strict confidence and kept separate from your personal contact details (first name and telephone number). Your answers will be analysed for the purposes of this survey. The answers will not be given to commercial entities or used for commercial purposes. All information gathered during this survey will be managed in line with HIQA's Information Governance and Data Protection policies. For information on how HIQA uses personal data, please see the HIQA Privacy Notice: <https://www.hiqa.ie/reports-and-publications/corporate-publication/hiqa-privacy-notice>

7. Who will have access to my personal information, where will it be stored, and for how long?

Your personal contact information (first name and telephone number) will be collected by the telephone interviewer and stored securely for quality control purposes for four weeks after the completion of the survey. Access to personal information is controlled and is in line with HIQA information governance policies. Once the data quality checks are completed, your personal contact details (first name and telephone number) will be deleted and responses will no longer be linked with your personal contact information. These non-identifiable responses will be kept by HIQA indefinitely. If you request to have additional information on the survey posted to you, your name and address will be collected for this purpose and deleted four weeks after the completion of the survey. For more information on how and where your personal information will be stored, please visit www.hiqa.ie.

8. Where can I find out more?

To find out more, you can contact us by:

Email: digitalsurvey@hiqa.ie

Postal address:

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