

Frequently Asked Questions

National Engagement on Digital Health and Social Care Professionals in Health and Social Care Online Survey

About the survey

1. What is this survey about?

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

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 care in Ireland in relation to digital health services and accessing and sharing health information digitally. This survey will enable professionals to voice their opinion on this topic and in doing so, provide a rich source of information that will inform national policy and future developments and recommendations in the area in line with Irish government and EU goals.

4. Why now?

The national engagement will look at what digital health and social care means to the Irish public and professionals working 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 their own 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 2030.¹ In addition, under the initiatives of the Sláintecare reform programme, the Government has a goal to implement a citizen health portal among other digital health objectives.² 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 online survey?

The survey will be completed by 672 professionals working in health and social care in Ireland. The survey is specifically looking to professionals who are registrants with or members of:

- 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
- the Psychological Society of Ireland.

6. Is there another survey taking place?

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

7. Can I complete both surveys?

You could possibly complete one survey in a professional capacity if you are registered with or a member of one of the organisations listed in section 5 above. You could also complete the other survey in a private capacity as a member of the public.

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.

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

¹ See Europe's Digital Decade at <https://digital-strategy.ec.europa.eu/en/policies/europes-digital-decade>

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

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 26 questions online, through a link sent to your email, or directly on the HIQA website. It takes approximately 15 minutes to complete online.

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 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, including your attitudes to the public having digital access to their health and social care information, and potential impacts for professionals.

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 my answers be treated confidentially?

Yes, your answers will be processed in strict confidence. 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>

6. Who will have access to my data, where will it be stored and for how long?

All information collected will be kept in the strictest confidence. The survey will be answered on HIQA's survey tool procured from Qualtrics. This is an online survey tool which has been approved for use by HIQA. You will not be asked to include any information in your responses that could identify you. It will not be possible to identify any particular individual in the survey results, and combined responses of participants will be reported on only. In the event that a survey participant includes identifying information in their answers, this will

be permanently deleted as soon as it is identified. Survey answers will be stored by HIQA's survey tool while the survey is open to respondents. All data on the survey tool will be stored and processed in the EU. It will be subject to the GDPR. HIQA will be the data controller and own and control the data. Qualtrics and IPSOS MRBI will be the data processors and only process data to the extent necessary to provide software and services. No data will be disclosed to third parties. Once the survey is closed, HIQA will download the responses from the survey tool to HIQA's own server and permanently delete the information from the survey tool. Access to survey answers will be restricted to selected individuals in HIQA. HIQA will retain the anonymous responses permanently. Anonymous survey data will also be published on the HIQA website when the report on the national engagement is finalised.

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 additional information on the survey, please visit www.hiqa.ie or contact us with your query at the email or phone number noted below.

7. Where can I find out more?

To find out more, you can contact us by:

Email: digitalsurvey@hiqa.ie

Postal address:

HIQA at National Engagement Survey
HIS Technical Standards
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