

## Survey on Patient Engagement

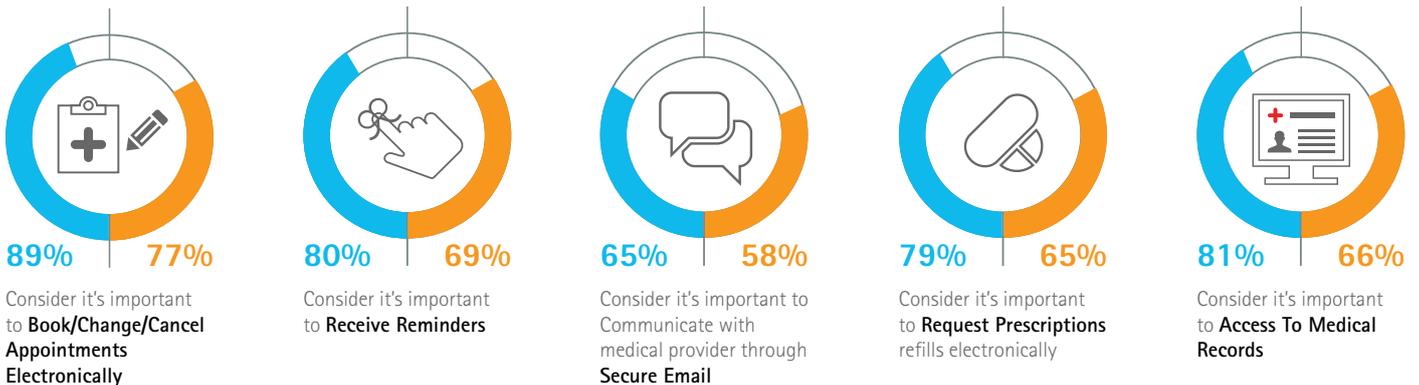
### More Access and More Control for Chronically-ill Patients

Chronic patients want greater control over their own health management. This includes more influence over how their conditions are treated, and a higher input into clinical discussions with healthcare professionals.

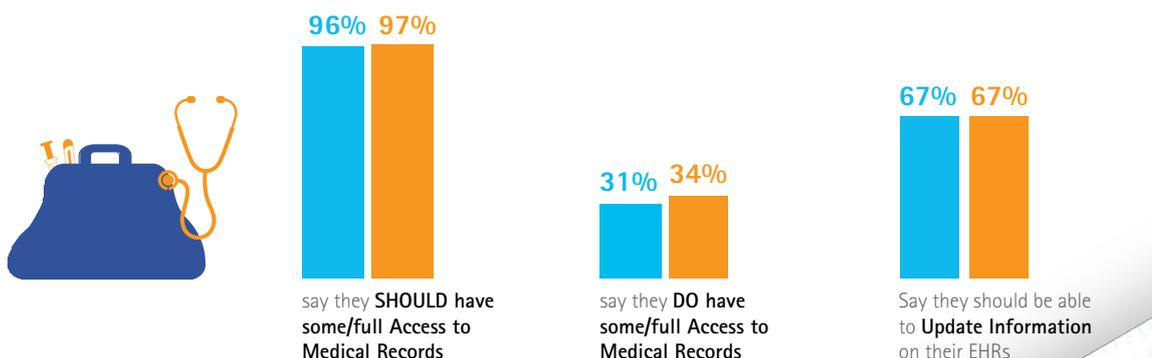
As one might expect, patients with chronic conditions also express high rates of interest in communicating with their medical professionals via electronic means. Chronic patients also express just as much interest in managing their medical records as their non-chronic counterparts, but both groups currently have far less access than they would like. Such interest could present an opportunity for doctors to engage patients in the better management of their own health.

Greater access and control would empower and incentivise patients to make healthy choices, thus helping to prevent more acute episodes, while the

#### Interacting Electronically with Medical Providers



#### Accessing Medical Records



**KEY** ■ % of patients chronically ill ■ % of patients not chronically ill



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information patients would feed into the system could make treatments more accurate and successful.

Enthusiasm for greater access and control presents an opportunity for the NHS to transform how patients with chronic illness deal with their conditions by incentivising a proactive approach among these patients – both in terms of prevention and treatment of acute episodes or ongoing disease management. As a result, healthier patients needing less intervention could contribute in the improvement of the long-term sustainability of the NHS.



# About the Patient Engagement Survey

The Accenture Consumer Survey on Patient Engagement assessed the general public's attitudes toward their medical providers' electronic capabilities, as well as the capabilities of their current providers. Where relevant, the survey uses select findings from the Accenture Doctors Survey to compare the doctor and consumer responses. The research was conducted by Harris Interactive between July 25-31, 2013.

Accenture conducted an online survey of 9,015 adults across nine countries: Australia, Brazil, Canada, England, France, Germany, Singapore, Spain and the United States.

For more information, please visit [accenture.com/gb-en/industry/health](http://accenture.com/gb-en/industry/health)



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## For more information, please contact:

Aimie Chapple  
Managing Director, Accenture Health UK  
[aimie.chapple@accenture.com](mailto:aimie.chapple@accenture.com)