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 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.

Interacting Electronically with Medical Providers

- 89% 77% Consider it’s important to Book/Change/Cancel Appointments Electronically
- 80% 69% Consider it’s important to Receive Reminders
- 65% 58% Consider it’s important to Communicate with medical provider through Secure Email
- 79% 65% Consider it’s important to Request Prescriptions refills electronically
- 81% 66% Consider it’s important to Access To Medical Records

Accessing Medical Records

- 96% 97% say they SHOULD have some/full Access to Medical Records
- 31% 34% say they DO have some/full Access to Medical Records
- 67% 67% Say they should be able to Update Information on their EHRs

KEY % of patients chronically ill % of patients not chronically ill
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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.

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