**Personal Health Record (PHR) User Insights**

**Project Summary**

The Royal College of Physicians (RCP) Health Informatics Unit (HIU) is undertaking a study to understand citizens’ views on Personal Electronic Health and/or Social Care Records (PHR) and to identify the implications for providers, and commissioners. The study is supported by a grant from NHS England and will take place between January and July 2016.

For this study, a PHR is defined as: *digital tools that enable citizens to interact with health and/or social care services, have access to their electronic health /social care record, capture, and if they wish share, their own data with care professionals and others.*

The focus on the study is on users and their views and perspectives. Specifically, the study will explore the needs and wishes of those using health and care services in relation to their access to digital services, and the extent to which these are being met through PHRs and similar digital services e.g. patient portals into electronic health records (EHRs). In order to help develop a broad understanding of user needs the research is seeking to capture the views and experiences of people who have encountered a variety of digital services and PHRs across England. We also wish to understand the perceptions and expectations of those not currently using PHRs in relation to the availability, accessibility and concerns in relation to digital health and care services.

The desired outcomes for this work include:

* A better understanding of user motivation and needs, which needs are fulfilled by existing PHRs and which remain unmet;
* A better understanding of the role of health and social care professionals in encouraging users to adopt and use PHRs;
* A better understanding of how PHRs can support citizens and their carers, and how services need to be re-designed to enable this;
* Evidence of benefits to citizens;
* Information about how user experiences can be improved, including how to better engage and support them;
* Information that will help to inform whether certain user groups and /or digital capabilities should be prioritised for the highest impact and benefit;
* Guidance on how PHRs should be designed for user friendliness, and the minimum set of services that are needed for users to feel that a PHR is worth their investment in time and effort.

In undertaking this research we seek to speak with:

* Citizens who use PHRs records, those who used to use them but no longer do, and those who have never used them.
* Clinicians and health and care professionals whose clients use PHRs.

For more information on the project or to discuss how you can be involved, please email Nicola Quinn: nicola.quinn@rcplondon.ac.uk.