

Digital Minor Illness Referral Service (DMIRS) Patient Survey

The NHS England Evaluation Team have developed a national survey for patients who have been referred to Digital Minor Illness Referral Service (DMIRS).

The PharmOutcomes system is designed to guide the pharmacist through the process of recording patient consent to take part in the survey and their preference on the method of survey delivery.

This process is being highlighted separately as there has been low engagement from patients with only 15 responses from over 1000 DMIRS consultations.

Please note that patients will need a system-generated unique access code to allow them to record their responses to the survey. This is to ensure that only DMIRS service users complete the survey and that only one survey per consultation is completed.

A link to a Survey Reminder form will appear on the screen once the data for that consultation is saved which will contain the unique access code. An example of the format of the unique access code is: PO181665481.

Pharmacists are asked to note:

- Patients who consent to take part in the survey will complete the survey by their chosen method three days after their DMIRS consultation
- This time lag in sending out the patient survey will enable the evaluation team to understand what the patient did following their DMIRS consultation
- The information provided will help understand the patient perspective and is important for the design of the service going forward.

Action points:

- Read the text explanation of the process on page 2
- Look at the flow diagram on page 3 for a visual representation of the process
- Pharmacists are asked to encourage patients to complete the survey and remind them that it will take them less than 5 minutes to complete.

DMIRS Patient Survey: A Guide for Pharmacists

Process (also see flow diagram)

1. At the end of the consultation and towards the end of the PharmOutcomes template, pharmacists should ask patients if they would take part in the patient experience survey
2. Participation is voluntary but the patient's decision is logged on the system
3. If the patient does not want to take part in the survey then no further action is taken
4. If the patient wants to take part in the survey, there are 3 routes for completing the survey depending on their preference and access to a mobile phone or the internet:

A. **The patient has internet access and provides a mobile phone number:**

- i) The patient provides their mobile number which is entered on the system by the pharmacist
- ii) The consent tick box must be ticked on the system by the pharmacist
- iii) No further action is required by the pharmacist with this option
- iv) An automated SMS is sent to the patient three days after the consultation which will contain both a system generated access code ID number and a link to the survey portal for them to complete the survey online.

B. **The patient has internet access but does not provide a mobile phone number:**

- i) Once the data is saved on the system, a link to a Survey Reminder form will appear which will contain the survey URL and the unique access code
- ii) The pharmacist can print this form and give it to the patient
- iii) If a printer is not available, the pharmacist can handwrite the survey URL: <https://www.engage.england.nhs.uk/survey/dmirs-patient-feedback> and also the unique access code and give both pieces of information to the patient
- iv) The pharmacist should instruct the patient to complete the survey in three days.

C. **The patient does not have access to the internet or a mobile phone or they would like to complete a paper survey:**

- i) The pharmacist can print the survey by clicking on the link in the yellow box
- ii) A link will appear to print the Survey Reminder form which contains the unique access code
- iii) The pharmacist must annotate the paper survey with the unique access code shown on the Survey Reminder form
- iv) The pharmacist should instruct the patient to complete the paper survey in three days and return the completed survey to the pharmacy
- v) Once the form is received back at the pharmacy, a member of the pharmacy team will then need to transfer the patient's written survey answers onto the online form accessed via: <https://www.engage.england.nhs.uk/survey/dmirs-patient-feedback> using the patient's unique access code
- vi) If the pharmacy does not have the capacity to print the survey then this option cannot be used.

Flow diagram: DMIRS Patient Survey – A Guide for Pharmacists

Following a DMIRS consultation and at the point of data entry on the IT system, there will be a section regarding the patient survey

