## Section A: Introduction

1. Does your practice have a computer system? *(please fill in one bubble)*
   - [ ] yes
   - [x] no

If you answered 'yes' please move on to 'Section C' on page 3

If you answered 'no' please continue answering the next question

## Section B: Non-Computerised Practices

2. When are you likely to obtain a computer system? *(please fill in one bubble)*
   - [ ] within the next year
   - [ ] within the next two years
   - [ ] within the next three years
   - [ ] never

3. In your practice, to what extent are any of the following preventing you from obtaining a computer? *(please fill in one bubble for each statement)*

<table>
<thead>
<tr>
<th>Statement</th>
<th>very large problem</th>
<th>fairly large problem</th>
<th>minor problem</th>
<th>not a problem</th>
<th>don't know</th>
</tr>
</thead>
<tbody>
<tr>
<td>Lack of information about available systems</td>
<td>[ ]</td>
<td>[ ]</td>
<td>[ ]</td>
<td>[ ]</td>
<td>[ ]</td>
</tr>
<tr>
<td>Insufficient financial incentives</td>
<td>[ ]</td>
<td>[ ]</td>
<td>[ ]</td>
<td>[ ]</td>
<td>[ ]</td>
</tr>
<tr>
<td>Practice staff's lack of familiarity with computers</td>
<td>[ ]</td>
<td>[ ]</td>
<td>[ ]</td>
<td>[ ]</td>
<td>[ ]</td>
</tr>
<tr>
<td>Disruption to the practice</td>
<td>[ ]</td>
<td>[ ]</td>
<td>[ ]</td>
<td>[ ]</td>
<td>[ ]</td>
</tr>
<tr>
<td>Impact on doctor / patient relationship</td>
<td>[ ]</td>
<td>[ ]</td>
<td>[ ]</td>
<td>[ ]</td>
<td>[ ]</td>
</tr>
<tr>
<td>Work involved in implementation</td>
<td>[ ]</td>
<td>[ ]</td>
<td>[ ]</td>
<td>[ ]</td>
<td>[ ]</td>
</tr>
<tr>
<td>Other, please provide details:</td>
<td>[ ]</td>
<td>[ ]</td>
<td>[ ]</td>
<td>[ ]</td>
<td>[ ]</td>
</tr>
</tbody>
</table>
4. How useful would you find a set of high quality guidelines for prescribing? (please fill in one bubble)
   - no use
   - little use
   - some use
   - invaluable
   - don't know

If you answered 'no use' or 'little use' please ignore the shaded area below.

5. Would you like help with implementing guidelines in your practice? (please fill in one bubble)
   - yes
   - no

If you answered 'yes':

6. From which of the following sources would you like help? (please fill in as many bubbles as apply)
   - FHSA prescribing advisor
   - MAAG (with a prescribing advisor)
   - RCGP local faculty (with a prescribing advisor)
   - Local university (with a prescribing advisor)
   - Local GP postgraduate centre (with a prescribing advisor)
   - Computer aided learning package
   - Other

If you answered 'no use' or 'little use' please ignore the shaded area below.

7. How useful do you feel patient advice leaflets are? (please fill in one bubble)
   - no use
   - little use
   - some use
   - invaluable
   - don't know

If you answered 'no use' or 'little use' please ignore the shaded area below.

8. How useful would you find a set of high quality patient advice leaflets in addition to those you may already have? (please fill in one bubble)
   - no use
   - little use
   - some use
   - invaluable
   - don't know

If you answered 'some use' or 'invaluable':

9. Which method of development would you prefer?
   - nationally produced but locally adaptable
   - nationally produced with NO local adaption
   - locally produced

10. What are the sources of your present patient advice leaflets? (please fill in all bubbles that apply)
    - Patient support groups
    - Drug companies
    - Health education authority
    - Home grown
    - Other: (please specify)

Now please go to Section G on page 9.
Section C: Current Computer Systems

11. Which specialist GP CLINICAL system has been supplied to your practice?
   (please fill in one bubble)
   - AAH Meditel
   - AMC
   - AMSYS
   - EMIS
   - Exeter GP System
   - Genesyst
   - MCS 2000
   - Other: (please specify) . . . .

12. Please state the version number of your current clinical system.
   (please place each number in a separate box)

13. How adequate would you rate your current clinical system? (please fill in one bubble)
   - grossly inadequate
   - barely adequate
   - adequate
   - good
   - excellent

14. How satisfied are you with your clinical system in terms of the following statements?
   (please fill in one bubble for each statement)

<table>
<thead>
<tr>
<th>Statement</th>
<th>very dissatisfied</th>
<th>dissatisfied</th>
<th>satisfied</th>
<th>very satisfied</th>
<th>do not understand question</th>
</tr>
</thead>
<tbody>
<tr>
<td>Initial cost</td>
<td>○</td>
<td>○</td>
<td>○</td>
<td>○</td>
<td>○</td>
</tr>
<tr>
<td>Maintainance costs</td>
<td>○</td>
<td>○</td>
<td>○</td>
<td>○</td>
<td>○</td>
</tr>
<tr>
<td>Supplier's documentation</td>
<td>○</td>
<td>○</td>
<td>○</td>
<td>○</td>
<td>○</td>
</tr>
<tr>
<td>Ease of use</td>
<td>○</td>
<td>○</td>
<td>○</td>
<td>○</td>
<td>○</td>
</tr>
<tr>
<td>Range of facilities offered</td>
<td>○</td>
<td>○</td>
<td>○</td>
<td>○</td>
<td>○</td>
</tr>
<tr>
<td>Supplier's help line service</td>
<td>○</td>
<td>○</td>
<td>○</td>
<td>○</td>
<td>○</td>
</tr>
<tr>
<td>Supplier's hardware fault rectification service</td>
<td>○</td>
<td>○</td>
<td>○</td>
<td>○</td>
<td>○</td>
</tr>
</tbody>
</table>

15. How adequate would you rate the TRAINING given for the current clinical computer system?
   (please fill in one bubble for each line)

<table>
<thead>
<tr>
<th>Training area</th>
<th>none</th>
<th>grossly inadequate</th>
<th>inadequate</th>
<th>adequate</th>
<th>good</th>
<th>excellent</th>
</tr>
</thead>
<tbody>
<tr>
<td>Initial - basic skills</td>
<td>○</td>
<td>○</td>
<td>○</td>
<td>○</td>
<td>○</td>
<td>○</td>
</tr>
<tr>
<td>Ongoing (e.g. upgrades)</td>
<td>○</td>
<td>○</td>
<td>○</td>
<td>○</td>
<td>○</td>
<td>○</td>
</tr>
<tr>
<td>User group</td>
<td>○</td>
<td>○</td>
<td>○</td>
<td>○</td>
<td>○</td>
<td>○</td>
</tr>
<tr>
<td>Operating system (e.g. Unix, Bos, Dos etc.)</td>
<td>○</td>
<td>○</td>
<td>○</td>
<td>○</td>
<td>○</td>
<td>○</td>
</tr>
<tr>
<td>Exporting data from the clinical system to other packages</td>
<td>○</td>
<td>○</td>
<td>○</td>
<td>○</td>
<td>○</td>
<td>○</td>
</tr>
<tr>
<td>Other, please provide details:</td>
<td>○</td>
<td>○</td>
<td>○</td>
<td>○</td>
<td>○</td>
<td>○</td>
</tr>
</tbody>
</table>
16. Do you belong to a fundholding practice? (please fill in one bubble)

- [ ] yes
- [ ] no

If you answered 'yes' please answer the questions in the shaded area below

If you answered 'no' please ignore the shaded area below

17. Which specialist GP FUNDHOLDING system has been supplied to your practice? (please fill in one bubble)

- [ ] AAH Meditel
- [ ] AMC
- [ ] AMSYS
- [ ] EMIS
- [ ] Exeter GP System
- [ ] Genesyst
- [ ] MCS 2000
- [ ] MCS Meduser
- [ ] MCS System 7
- [ ] M-Tec (Hungerford Medical Computing)
- [ ] Microdoc
- [ ] VAMP
- [ ] Other: (please specify) . . .

18. Please state the version number of your current fundholding system? (please place each number in a separate box)

19. How adequate would you rate your current fundholding system? (please fill in one bubble)

- [ ] grossly inadequate
- [ ] barely adequate
- [ ] adequate
- [ ] good
- [ ] excellent

20. How satisfied would you rate your fundholding system in terms of the following statements? (please fill in one bubble for each statement)

<table>
<thead>
<tr>
<th>Statement</th>
<th>very dissatisfied</th>
<th>dissatisfied</th>
<th>satisfied</th>
<th>very satisfied</th>
<th>do not understand question</th>
</tr>
</thead>
<tbody>
<tr>
<td>Initial cost</td>
<td>[ ]</td>
<td>[ ]</td>
<td>[ ]</td>
<td>[ ]</td>
<td>[ ]</td>
</tr>
<tr>
<td>Maintenance costs</td>
<td>[ ]</td>
<td>[ ]</td>
<td>[ ]</td>
<td>[ ]</td>
<td>[ ]</td>
</tr>
<tr>
<td>Supplier's documentation</td>
<td>[ ]</td>
<td>[ ]</td>
<td>[ ]</td>
<td>[ ]</td>
<td>[ ]</td>
</tr>
<tr>
<td>Ease of use</td>
<td>[ ]</td>
<td>[ ]</td>
<td>[ ]</td>
<td>[ ]</td>
<td>[ ]</td>
</tr>
<tr>
<td>Range of facilities offered</td>
<td>[ ]</td>
<td>[ ]</td>
<td>[ ]</td>
<td>[ ]</td>
<td>[ ]</td>
</tr>
<tr>
<td>Supplier's help line service</td>
<td>[ ]</td>
<td>[ ]</td>
<td>[ ]</td>
<td>[ ]</td>
<td>[ ]</td>
</tr>
<tr>
<td>Supplier's hardware fault rectification service</td>
<td>[ ]</td>
<td>[ ]</td>
<td>[ ]</td>
<td>[ ]</td>
<td>[ ]</td>
</tr>
</tbody>
</table>
21. How many of the following does your partnership currently have?  
(please enter a single number in each box)

- dumb terminals: [ ]
- computers/workstations: [ ]
- printers: [ ]

22. Do any of your practice computer systems communicate electronically with other system(s) outside the practice?  
(please fill in one bubble)

- [ ] yes
- [ ] no
- [ ] don't know

If you answered 'yes' please answer the question in the shaded area below

If you answered 'no' please ignore the shaded area below

23. With which systems do your system(s) communicate?  
(please fill in all bubbles that apply)

- [ ] FHSA
- [ ] Lab Services
- [ ] Computer Supplier
- [ ] X-Ray
- [ ] Bank
- [ ] Hospital (clinical)
- [ ] Other (specify):

24. Do you have access to the Internet?  
(please fill in one bubble)

- [ ] yes
- [ ] no
- [ ] don't know

25. How useful do you, or would you, consider access to the Internet?  
(please fill in one bubble)

- [ ] no use
- [ ] little use
- [ ] some use
- [ ] invaluable
- [ ] don't know

26. Is your clinical system graphically based e.g. Microsoft windows, rather than text based? e.g. Dos.  
(please fill in one bubble)

- [ ] yes
- [ ] no
- [ ] don't know

If you answered 'yes' please ignore the shaded area below

If you answered 'no' please answer the questions in the shaded area below

27. Would you like a graphically based system?  
(please fill in one bubble)

- [ ] within the next year
- [ ] within the next two years
- [ ] within the next three years
- [ ] never
- [ ] don't know
Section D: Uses of Present Computer System

28. For which of the following tasks do you personally use a computer in your practice? (please fill in all bubbles that apply)

- Patient registration
- Appointments

Clinical records: (please fill in one bubble)
- Partial
- Partial, but eventually full
- Full, retaining manual records
- Full, replacing manual records
- Referral letters
- Repeat prescribing

Use during consultation: (please fill in one bubble)
- Entry of clinical data (some consultations)
- Entry of clinical data (all consultations)

Use during consultation: (please fill in all bubbles that apply)
- Acute prescribing
- Viewing clinical data
- Looking up clinical advice
- Dispensing - labels
- Dispensing - stock control
- Call and recall (e.g. cervical cytology)
- Flagging of tasks (e.g. opportunistic screening)
- DTP work i.e. practice guides for Locums/patients

Audit of:
- Medical audit
- Attendance (DNAs etc.)
- Waiting times
- Workload analysis
- House calls
- Research
- Health needs analysis
- Guidelines/protocols
- Data collection for annual report

Business systems:
- Practice accounting
- Fundholding
- Payroll
- Personnel records

Planning:
- Business planning
- Financial forecasting
- Training programmes
- Maintainance of practice formulary
- Banking
- Email
- Health & safety
- Printing out claims for FHSA

29. Considering your present role, do you feel your current level of computing skills and knowledge are: (please fill in one bubble)

- very inadequate
- slightly inadequate
- adequate
- above that required
Section E: Prescribing

30. Do you enter prescription details on to the computer system of hand written scripts given elsewhere? (please fill in one bubble)

○ yes   ○ no

31. Does your current clinical computer system have the facility to display a practice formulary? (please fill in one bubble)

○ yes   ○ no   ○ don’t know

If you answered ‘yes’ please ignore the shaded area below
If you answered ‘no’ please answer the questions in the shaded area below

32. How much would you like the facility to use a practice formulary on your system? (please fill in one bubble)

○ not at all   ○ unlikely   ○ probably   ○ definitely   ○ don’t know

If you answered ‘probably’ or ‘definitely’:

33. Which method of development would you prefer?

○ nationally produced but locally adaptable
○ nationally produced with NO local adaption
○ locally produced

34. How useful would you find a set of high quality guidelines for prescribing? (please fill in one bubble)

○ no use   ○ little use   ○ some use   ○ invaluable   ○ don’t know

If you answered ‘no use’ or ‘little use’ please ignore the shaded area below
If you answered ‘some use’ or ‘invaluable’ please answer the questions in the shaded area below

35. In which format would you like the guidelines? (please fill in one bubble)

○ paper   ○ within your clinical computing system   ○ both formats   ○ other

36. Would you like help with implementing guidelines in your practice? (please fill in one bubble)

○ yes   ○ no

If you answered ‘yes’:

37. From which of the following sources would you like help? (please fill in as many bubbles as apply)

○ FHSA prescribing advisor
○ MAAG (with a prescribing advisor)
○ RCGP local faculty (with a prescribing advisor)
○ Local university (with a prescribing advisor)
○ Local GP postgraduate centre (with a prescribing advisor)
○ Computer aided learning package
○ Other
### Section F: Enhancements

38. How attractive would you find the following facilities, that you do not presently have, in a future system? *(please fill in one bubble for each statement)*

<table>
<thead>
<tr>
<th>statement</th>
<th>no use</th>
<th>little use</th>
<th>some use</th>
<th>invaluable</th>
<th>do not understand question</th>
</tr>
</thead>
<tbody>
<tr>
<td>Extra disk storage capacity</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>More dumb terminals</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>More computers / workstations</td>
<td></td>
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</tr>
<tr>
<td>Portable computers for use outside of the surgery</td>
<td></td>
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<td></td>
<td></td>
</tr>
<tr>
<td>More printers</td>
<td></td>
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<td></td>
</tr>
<tr>
<td>Scanners (e.g. to add paper based information onto the computer system)</td>
<td></td>
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<td></td>
<td></td>
</tr>
<tr>
<td>Links to branch surgeries</td>
<td></td>
<td></td>
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<td></td>
</tr>
<tr>
<td>Access to remote electronic databases within or outside the practice</td>
<td></td>
<td></td>
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<td></td>
</tr>
<tr>
<td>NHS Nation Wide Network access</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Internet access</td>
<td></td>
<td></td>
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<td></td>
<td></td>
</tr>
<tr>
<td>Technical staff (e.g. IT manager)</td>
<td></td>
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<td></td>
<td></td>
</tr>
<tr>
<td>Voice control</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Pen interfaces</td>
<td></td>
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<td></td>
</tr>
</tbody>
</table>

39. How useful do you feel patient advice leaflets are? *(please fill in one bubble)*

- o no use
- o little use
- o some use
- o invaluable
- o don't know

If you answered 'no use' or 'little use' please ignore the shaded area below

If you answered 'some use' or 'invaluable' please answer the following questions in the shaded area

40. How useful would you find a set of high quality patient advice leaflets in addition to those you may already have? *(please fill in one bubble)*

- o no use
- o little use
- o some use
- o invaluable
- o don't know

If you answered 'some use' or 'invaluable':

41. In which format would you like the leaflets? *(please fill in one bubble)*

- o paper
- o within your clinical computing system
- o both formats
- o other

42. What are the sources of your present patient advice leaflets? *(please fill in all bubbles that apply)*

- o Drug companies
- o Health education authority
- o Patient support groups
- o Home grown
- o Computer
- o Other: (please specify)
Section G: Sources of Prescribing Information

43. How useful do you find your FHSA Prescribing Advisor? (please fill in one bubble)
   - no use
   - little use
   - some use
   - invaluable
   - don't know

44. Which of the following people do you think are suitable to act as Prescribing Advisors? (please fill in all bubbles that apply)
   - General Practitioner - working full time on prescribing advice
   - General Practitioner - still working part-time
   - Clinical Pharmacologist (Doctor)
   - Hospital Pharmacist
   - Community Pharmacist
   - Pharmacist with higher professional training
   - Specialist Nurse
   - Nurse
   - Other

45. How useful do you find the following? (please fill in one bubble for each question)

<table>
<thead>
<tr>
<th>statement</th>
<th>no use</th>
<th>little use</th>
<th>some use</th>
<th>invaluable</th>
<th>don't know</th>
</tr>
</thead>
<tbody>
<tr>
<td>MIMS</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Paper based BNF</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>PACT</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Drugs and Therapeutics Bullitin</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>FHSA Prescribing advisor</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Electronic BNF</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

46. Would you like an electronic version of the BNF? (please fill in one bubble)
   - already have one
   - not at all
   - unlikely
   - probably
   - definitely

47. If you would like to provide further optional details of where you obtain prescribing information please do so in the box below.
Section H: Personal Details

48. In which year did you qualify as a doctor? (please enter a separate digit in each box) year: 19

49. How many years have you been a GP? (please enter a separate digit in each box) years:

50. How old are you in years? (please enter a separate digit in each box) years:

51. Do you have the MRCGP? (please fill in one bubble) ○ yes ○ no

52. Do you belong to a computer society of any kind? (please fill in one bubble) ○ yes ○ no ○ no comment

53. Do you have any formal role relating to computing outside of the practice? (please fill in one bubble) ○ yes ○ no ○ no comment

Section I: Practice Details

54. Including yourself, how many of the following persons do you have in your practice? (please enter a separate digit in each box)

- Full time GPS:
- Part time GPs:
- Trainees:

55. Do you work in a training practice? (please fill in one bubble) ○ yes ○ no

56. How many incoming telephone lines does your practice have? (please enter a separate digit in each box)

57. What is the approximate list size of your partnership? (please enter a separate digit in each box)

58. What is the total number of consulting rooms in your practice? (please enter a separate digit in each box)

59. Please write any optional comments that you think will be of interest to the project team in the box below.

Returning this Questionnaire

Please place in the envelope provided and return to the address marked on the front of this questionnaire.

Thank you once again for taking the time and effort to complete this necessarily long questionnaire.