



A survey was emailed to all IHRIM members earlier in the year and this paper provides a summary of the responses received.

80 members responded to the request for feedback and the IHRIM Board is committed to responding to this feedback.

Some of the responses have been removed for data protection purposes (personal email addresses for instance) and other textual comments have been turned into a series of Frequently Asked Questions and the IHRIM response to these FAQ's will also be posted on the IHRIM website.

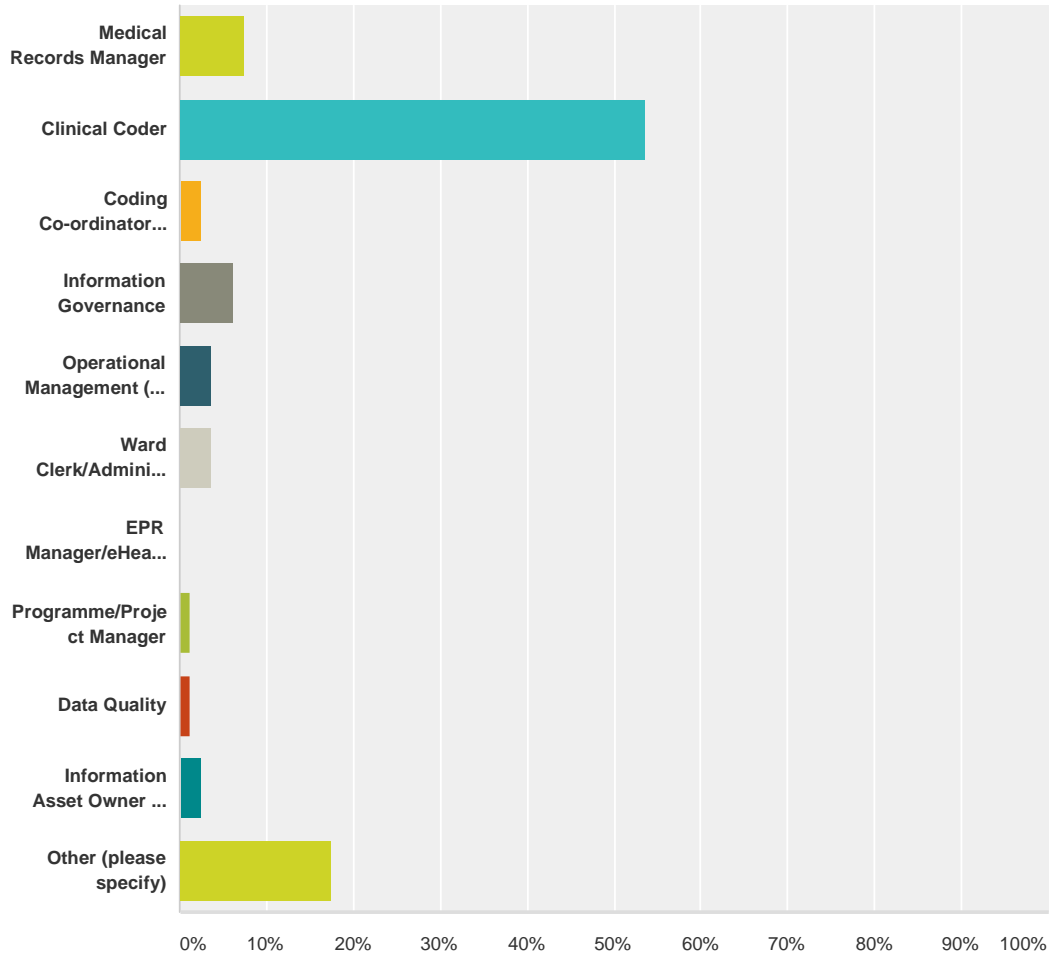
Any questions about this survey please send to:

Sean Brennan Director of Communications ( [doc@ihrim.co.uk](mailto:doc@ihrim.co.uk))  
October 2016

# IHRIM Members Survey

## Q1 What job role best describes yours ?

Answered: 80 Skipped: 1



Answer Choices	Responses
Medical Records Manager	7.50% 6
Clinical Coder	53.75% 43
Coding Co-ordinator/Supervisor	2.50% 2
Information Governance	6.25% 5
Operational Management ( Directorate/Divisional/Section Manager)	3.75% 3
Ward Clerk/Administrator/Clinic Receptionist	3.75% 3
EPR Manager/eHealth Manager	0.00% 0
Programme/Project Manager	1.25% 1
Data Quality	1.25% 1
Information Asset Owner ( PAS etc)	2.50% 2
Other (please specify)	17.50% 14

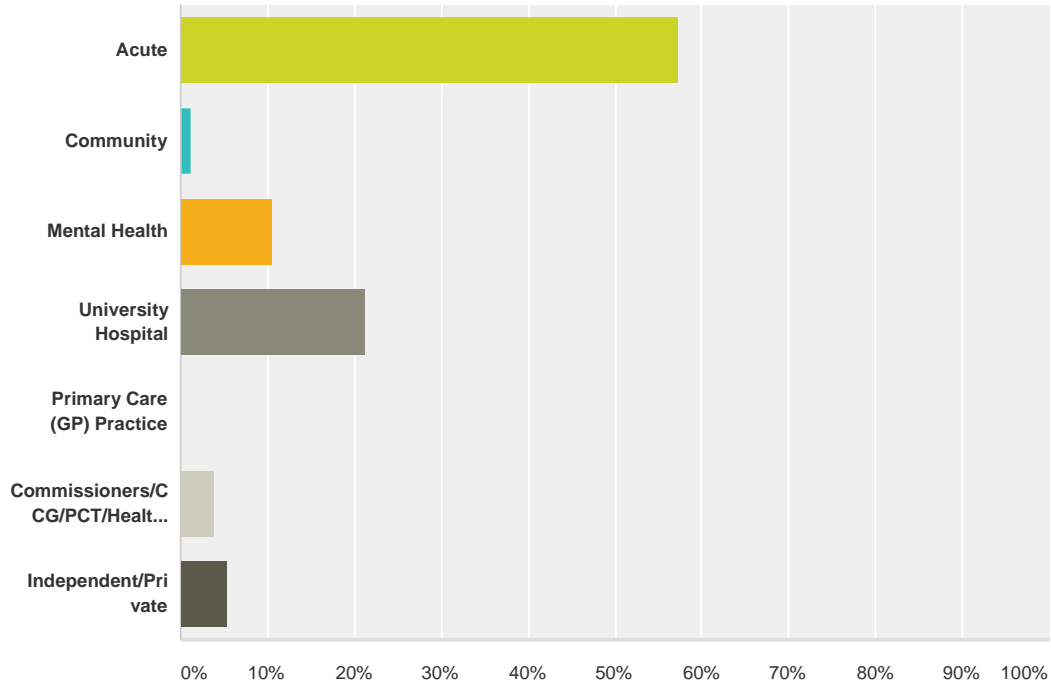
## IHRIM Members Survey

<b>Total</b>	<b>80</b>
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#	Other (please specify)	Date
1	retired	7/30/2016 6:30 PM
2	Medical Secretary	7/28/2016 10:45 AM
3	Coding Operation Manager	7/28/2016 10:25 AM
4	Teacher of 'Medical Informatics'	7/28/2016 9:53 AM
5	Senior Project Manager	7/28/2016 8:01 AM
6	Care Co-ordinator	7/22/2016 11:05 AM
7	Records Services, PAS & DQ Manager	7/21/2016 1:49 PM
8	Head of clinical coding	7/18/2016 6:38 PM
9	Clinical coding tutor	7/18/2016 3:45 PM
10	Facilitator covers clinical coding co-ordinator, systems admin and information governance among other aspects of medical records	7/18/2016 3:25 PM
11	Legal aspects team	7/18/2016 2:18 PM
12	Head of Health Business Systems	7/18/2016 1:17 PM
13	Patient Pathway Coordinator	7/18/2016 1:15 PM
14	Records Services, PAS & Data Quality Manager	7/18/2016 1:03 PM

## Q2 In what 'sector' do you work?

Answered: 75 Skipped: 6

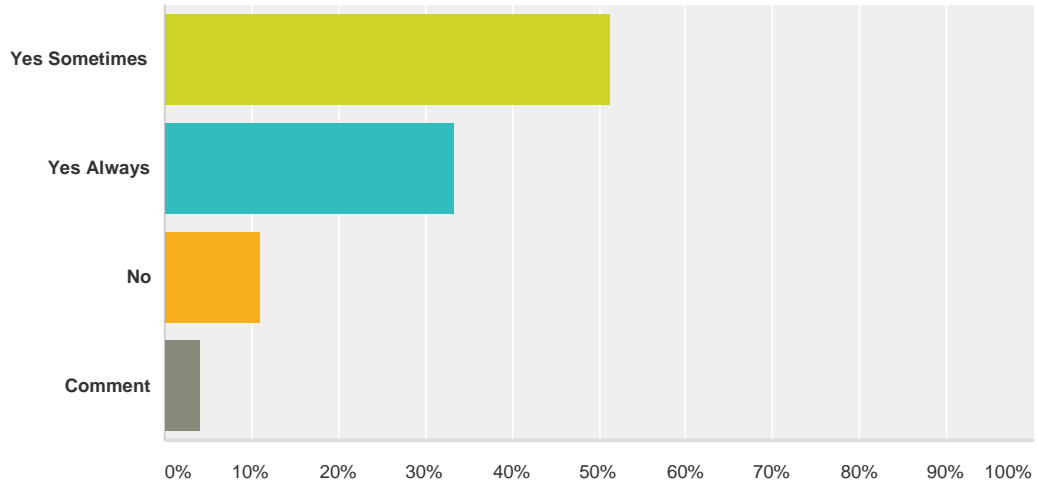


Answer Choices	Responses	
Acute	57.33%	43
Community	1.33%	1
Mental Health	10.67%	8
University Hospital	21.33%	16
Primary Care (GP) Practice	0.00%	0
Commissioners/CCG/PCT/Health Board	4.00%	3
Independent/Private	5.33%	4
<b>Total</b>		<b>75</b>

#	Other (please specify)	Date
1	retired	7/30/2016 6:30 PM
2	ST Georges University Hospital	7/28/2016 12:21 PM
3	Mersey Internal Audit Agency (NHS)	7/28/2016 11:26 AM
4	University	7/28/2016 9:53 AM
5	regional hospital	7/20/2016 6:49 PM
6	Across an operational unit including acute, community and mental health	7/18/2016 3:25 PM
7	Isle of Man NHS	7/18/2016 1:17 PM

### Q3 Do you read the IHRIM Newsletter?

Answered: 72 Skipped: 9

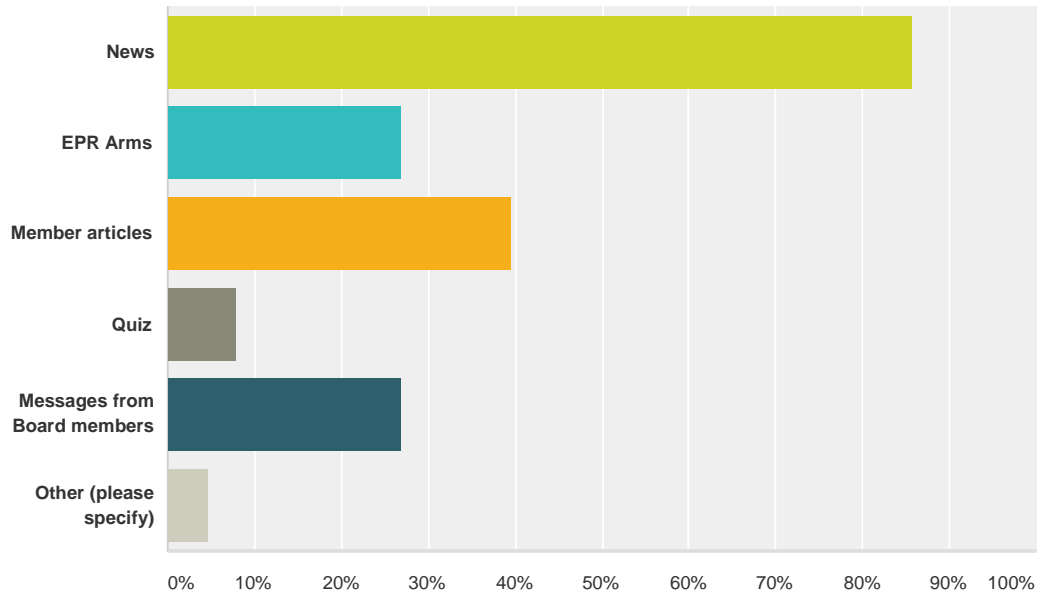


Answer Choices	Responses
Yes Sometimes	51.39% 37
Yes Always	33.33% 24
No	11.11% 8
Comment	4.17% 3
<b>Total</b>	<b>72</b>

#	Comment	Date
1	Don't receive one.	7/28/2016 4:33 PM
2	I don't get the news letter	7/18/2016 1:36 PM
3	Ive only just become a member	7/18/2016 1:02 PM

### Q4 Which of the following Newsletter content is of most interest to you?

Answered: 63 Skipped: 18



Answer Choices	Responses
News	85.71% 54
EPR Arms	26.98% 17
Member articles	39.68% 25
Quiz	7.94% 5
Messages from Board members	26.98% 17
Other (please specify)	4.76% 3
<b>Total Respondents: 63</b>	

#	Other (please specify)	Date
1	Coding discussions, and A&P.	7/28/2016 4:33 PM
2	N/A	7/18/2016 5:40 PM
3	Exam results	7/18/2016 1:35 PM

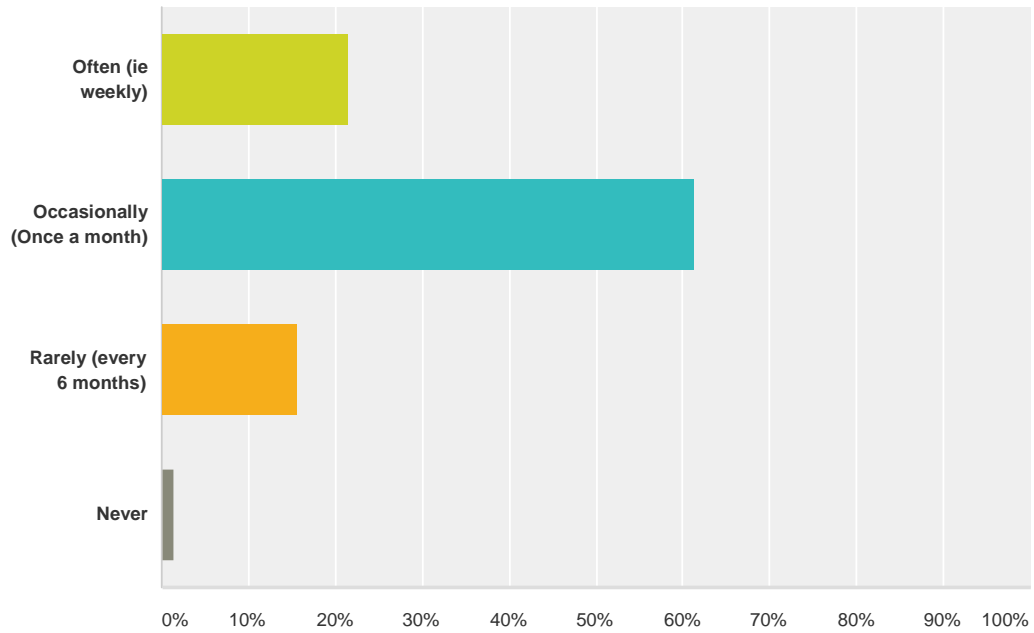
**Q5 Some of our members have said they are not getting their Newsletters electronically in their work email ( NHS Firewalls often block such emails). To ensure that you don't have this problem, please type in first your work email and then your personal email address below so we can send the IHRIM Newsletter to your personal email address in future.**

Answered: 36 Skipped: 45

**CONTENT DELETED FOR DATA PROTECTION REASONS.**

IHRIM Members Survey  
**Q6 How often to you visit the IHRIM website ?**

Answered: 70 Skipped: 11



Answer Choices	Responses
Often (ie weekly)	21.43% 15
Occasionally (Once a month)	61.43% 43
Rarely (every 6 months)	15.71% 11
Never	1.43% 1
<b>Total</b>	<b>70</b>

#	Comment	Date
1	look at coding clinics and past exam papers	7/28/2016 9:04 PM
2	Can't access Facebook at work.	7/28/2016 4:35 PM



# IHRIM Members Survey

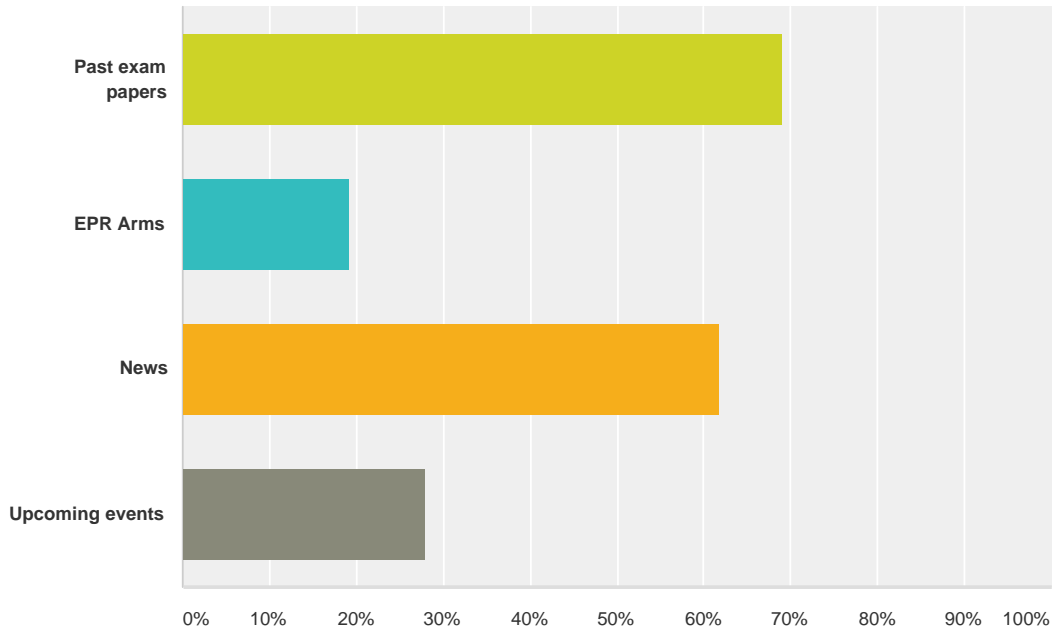
## Q7 What would you like to see on the website?

Answered: 26 Skipped: 55

#	Responses	Date
1	relevant news about the professions but also about what IHRIM is doing	7/30/2016 6:32 PM
2	More past exam papers for practice	7/28/2016 9:04 PM
3	Technical discussions and info on training courses available.	7/28/2016 4:35 PM
4	jobs, opportunities, training course, free training materials,	7/28/2016 12:24 PM
5	Everything I would like to see is always accessible on the website	7/28/2016 11:28 AM
6	Exam results. Jobs	7/28/2016 10:22 AM
7	Exactly what is required to be known for each exam - the Syllabus is too brief and should be in great detail in order for people to know exactly what they need to know	7/28/2016 9:52 AM
8	Not sure	7/28/2016 9:12 AM
9	More past papers for clinical coding	7/25/2016 8:07 PM
10	updates on legislation and how people are dealing with issues and concerns	7/22/2016 11:44 AM
11	Examples of policies, procedures, strategies that can be shared so that we don't have to reinvent the wheel everytime	7/21/2016 1:50 PM
12	more comments from overseas members	7/20/2016 6:53 PM
13	info on up-coming changes, more member input/interviews, examples of how membership of IHRIM has helped staff (especially from lower bands -2,3) progress.	7/20/2016 6:02 PM
14	updates in coding	7/19/2016 7:09 AM
15	More guidance related to electronic health records	7/18/2016 3:52 PM
16	More info from hospitals on what changes they're going through	7/18/2016 3:47 PM
17	I am happy with what is there now.	7/18/2016 3:27 PM
18	Best practice and guidance around EPR. Case studies would be useful.	7/18/2016 2:20 PM
19	Successful exam result candidates	7/18/2016 1:36 PM
20	A more structured website. Looking for information is a nightmare on the IHRIM website!!!!	7/18/2016 1:33 PM
21	More news on Clinical Coding.	7/18/2016 1:12 PM
22	more informatics and systems issues	7/18/2016 1:10 PM
23	More Clinical Coding information	7/18/2016 1:07 PM
24	More access to past papers (for the exam) and not just the recent ones	7/18/2016 1:04 PM
25	CPD information	7/18/2016 1:03 PM
26	A forum for members - eg clinical coding forum where members can discuss coding queries, speak about training they've undertaken or courses they're booked on and hints and tips for the exam etc. There's a facebook group that does this but I think a members forum for IHRIM would be a really good feature.	7/18/2016 1:02 PM

### Q8 Which area of our website do you use the most?

Answered: 68 Skipped: 13

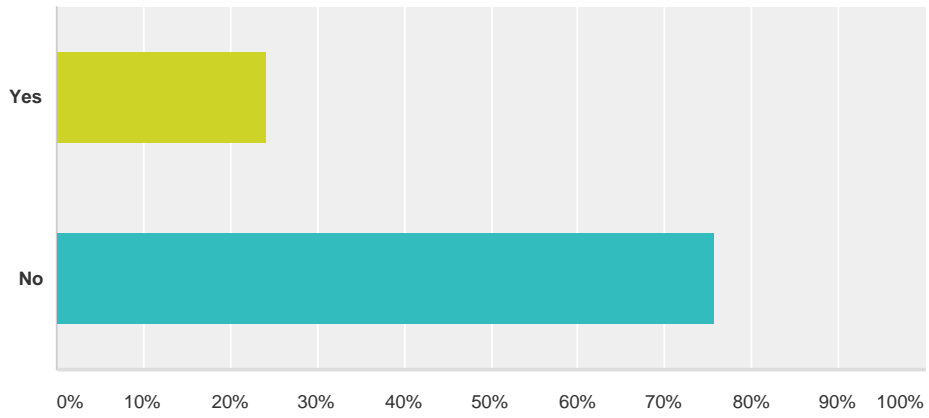


Answer Choices	Responses
Past exam papers	69.12% 47
EPR Arms	19.12% 13
News	61.76% 42
Upcoming events	27.94% 19
<b>Total Respondents: 68</b>	

#	Other (please specify)	Date
1	N/A, but likely to be past exam papers and news.	7/28/2016 4:35 PM

### Q9 Do you check IHRIM's Social Media Accounts?

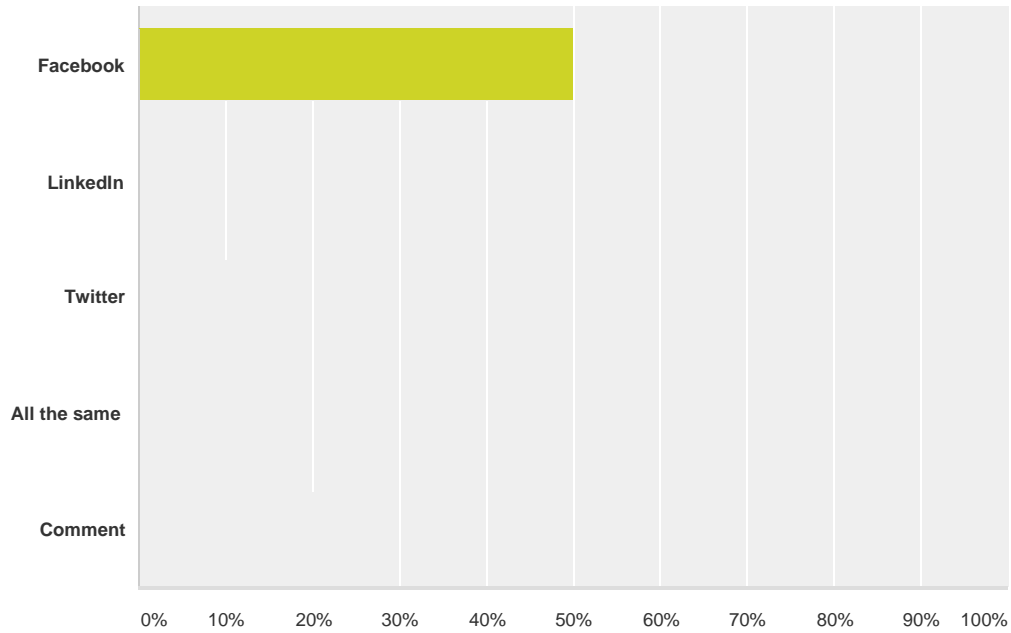
Answered: 70 Skipped: 11



Answer Choices	Responses
Yes	24.29% 17
No	75.71% 53
<b>Total</b>	<b>70</b>

### Q10 If YES, which of our social media platforms do you check MOST frequently?

Answered: 22 Skipped: 59

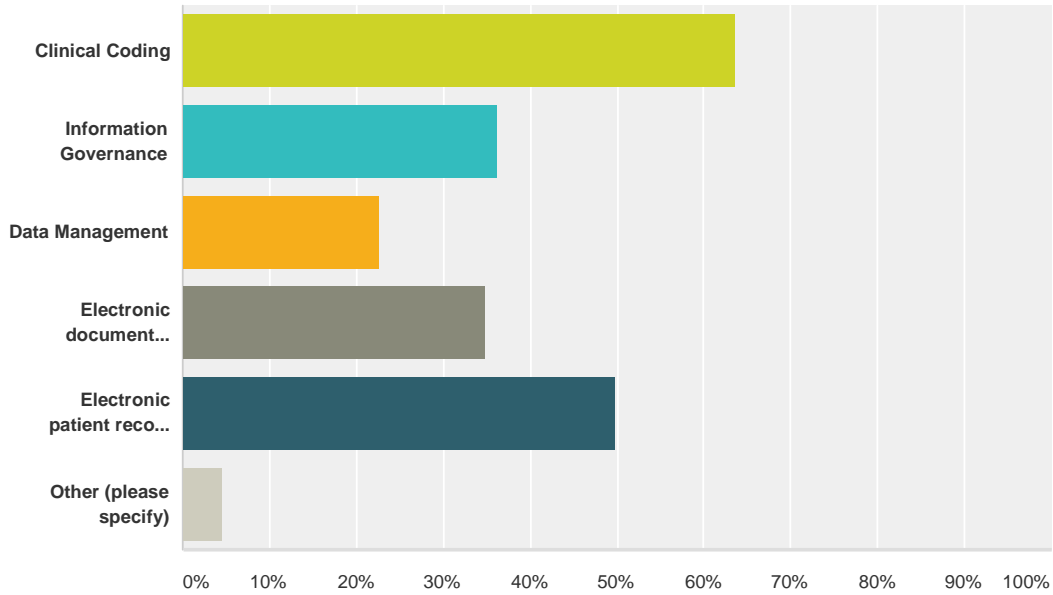


Answer Choices	Responses
Facebook	50.00% 11
LinkedIn	9.09% 2
Twitter	13.64% 3
All the same	0.00% 0
Comment	27.27% 6
<b>Total</b>	<b>22</b>

#	Comment	Date
1	No access to social media at work. Not on FB at home.	7/28/2016 4:36 PM
2	Not really a fan of social media	7/28/2016 11:28 AM
3	wasn't aware of these	7/28/2016 11:20 AM
4	I have Twitter on my phone but just not got to grips with it yet!	7/21/2016 1:51 PM
5	n/a	7/19/2016 8:26 AM
6	Will find the FB page and start to follow	7/18/2016 3:27 PM

**Q11 Which type of conferences would most appeal to you? ( Select as many as you want to)**

Answered: 66 Skipped: 15

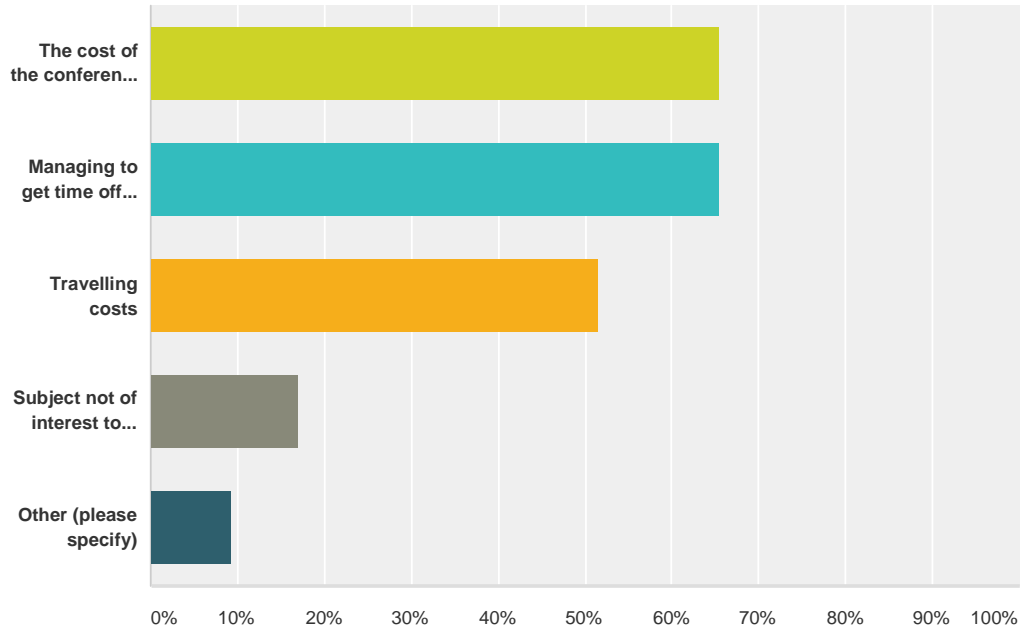


Answer Choices	Responses
Clinical Coding	63.64% 42
Information Governance	36.36% 24
Data Management	22.73% 15
Electronic document management	34.85% 23
Electronic patient record (EPR) events	50.00% 33
Other (please specify)	4.55% 3
<b>Total Respondents: 66</b>	

#	Other (please specify)	Date
1	none - sorry, I'm retired	7/30/2016 6:33 PM
2	Data Quality	7/21/2016 1:51 PM
3	conferences which cover different aspects of Medical Records and changes within them, such as new developments in admin side of Out-Patients, Emergency Dept, Waiting Lists, etc	7/20/2016 6:04 PM

### Q12 What are the main factors which you feel holds you back from attending conferences?

Answered: 64 Skipped: 17

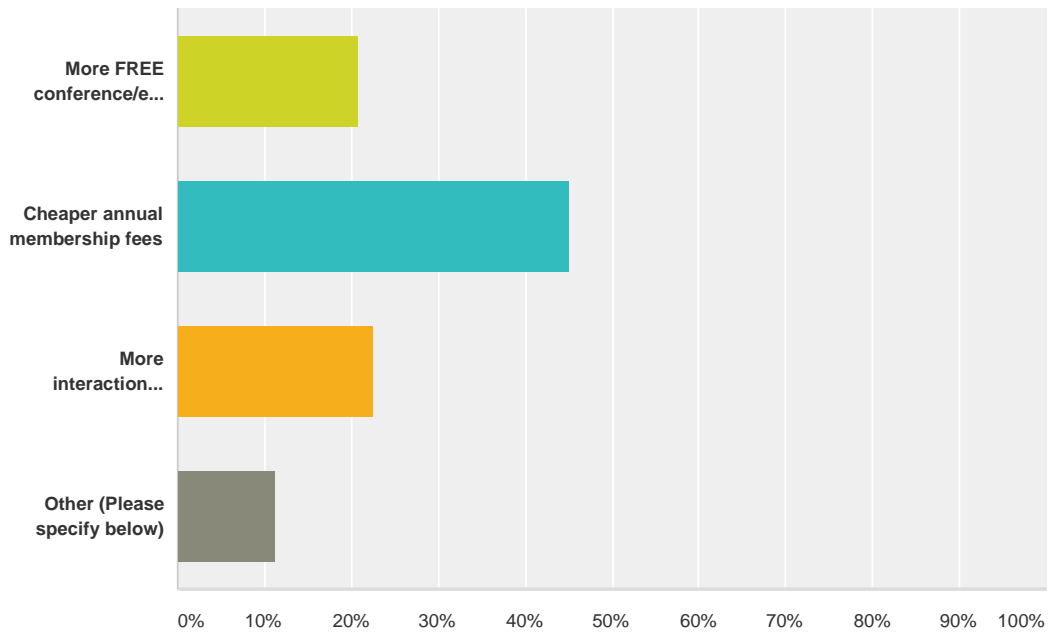


Answer Choices	Responses
The cost of the conference itself	65.63% 42
Managing to get time off work	65.63% 42
Travelling costs	51.56% 33
Subject not of interest to your job	17.19% 11
Other (please specify)	9.38% 6
<b>Total Respondents: 64</b>	

#	Other (please specify)	Date
1	not always of interest because I am retired	7/30/2016 6:33 PM
2	Lack of awareness, and reliance on public transport.	7/28/2016 4:38 PM
3	Being Available	7/28/2016 9:57 AM
4	Work pressures	7/28/2016 9:12 AM
5	I live in rural Scotland some events in Glasgow would be useful	7/18/2016 3:28 PM
6	Not enough conferences	7/18/2016 1:04 PM

### Q13 Which factor would encourage you to renew your IHRIM membership the most?

Answered: 62 Skipped: 19



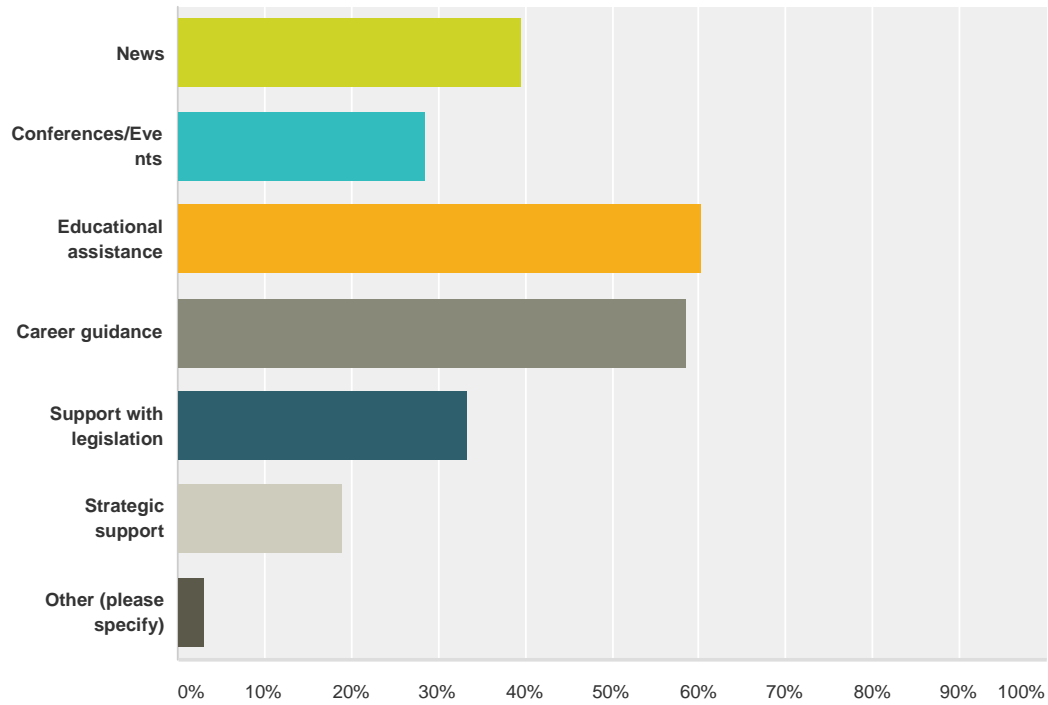
Answer Choices	Responses
More FREE conference/events and discounted places for members	20.97% 13
Cheaper annual membership fees	45.16% 28
More interaction with members	22.58% 14
Other (Please specify below)	11.29% 7
<b>Total</b>	<b>62</b>

#	Other (please specify)	Date
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Text replies have been turned into a Frequently Asked Questions (FAQs) which will be published on the IHRIM website

### Q14 What would you like IHRIM to bring you more of?

Answered: 63 Skipped: 18



Answer Choices	Responses
News	39.68% 25
Conferences/Events	28.57% 18
Educational assistance	60.32% 38
Career guidance	58.73% 37
Support with legislation	33.33% 21
Strategic support	19.05% 12
Other (please specify)	3.17% 2
<b>Total Respondents: 63</b>	

#	Other (please specify)	Date
1	Scottish news and legislation	7/28/2016 8:38 AM
2	I would like distance learning to be reintroduced my nearest centre to study for diploma is Paisley a round trip of 240 miles to do day release.	7/18/2016 3:30 PM



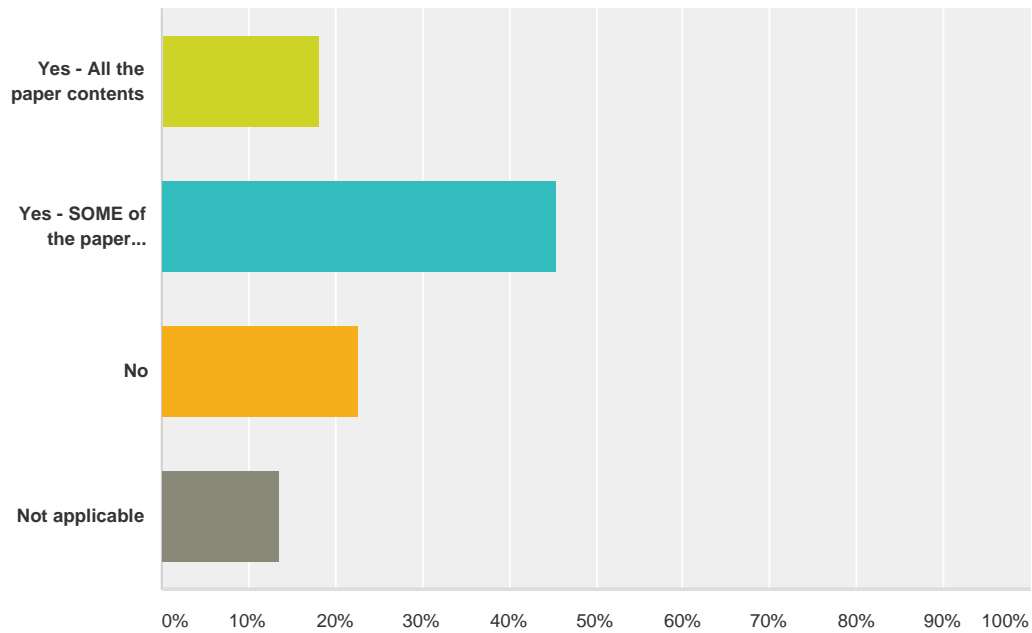
**Q15 Please feel free to add any other  
comments re IHRIM and what you get out of  
it**

Answered: 8 Skipped: 73

Text replies have been turned into a Frequently Asked Questions (FAQs) which will be published on the IHRIM website

### Q16 Does your organisation currently SCAN paper case notes ?

Answered: 66 Skipped: 15

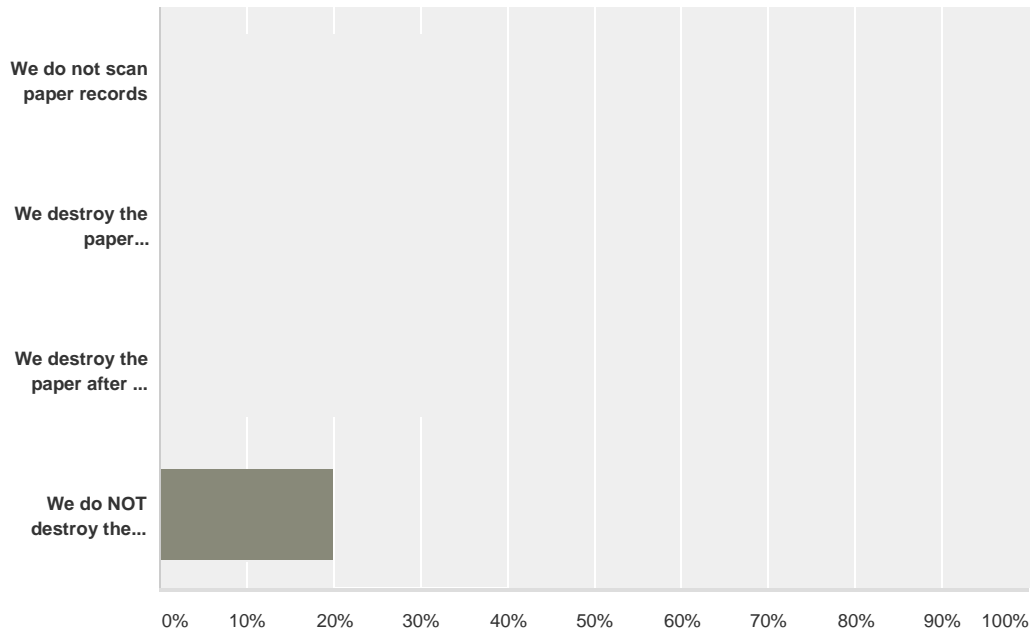


Answer Choices	Responses
Yes - All the paper contents	18.18% 12
Yes - SOME of the paper contents	45.45% 30
No	22.73% 15
Not applicable	13.64% 9
<b>Total</b>	<b>66</b>

#	If you wish to describe in more detail please do so here.	Date
1	The Trust is about to embark on scanning of case notes	7/28/2016 2:29 PM
2	in some departments they scan all the notes and put on EDM. however, lately they have limited which paper to scan.	7/28/2016 12:30 PM
3	Most of main record is scanned and 'on the day' papers are scanned but devolved departments still have their own paper records	7/22/2016 11:46 AM
4	Just about to go out to tender though	7/21/2016 1:53 PM
5	My organisation is about to start the project	7/18/2016 8:20 PM
6	Trust has EPR and paper documents are scanned. Historical paper case files are held in archive	7/18/2016 3:55 PM
7	But EDM is a hot topic.... We did scan Health Records in the past but this ceased a while ago. Until recently we regularly scanned ED attendances - but I am not sure if this still happens.	7/18/2016 1:24 PM
8	Out to tender	7/18/2016 1:06 PM
9	I believe a scanning project is in the pipeline	7/18/2016 1:04 PM

### Q17 Do you destroy the scanned paper records ?

Answered: 50 Skipped: 31

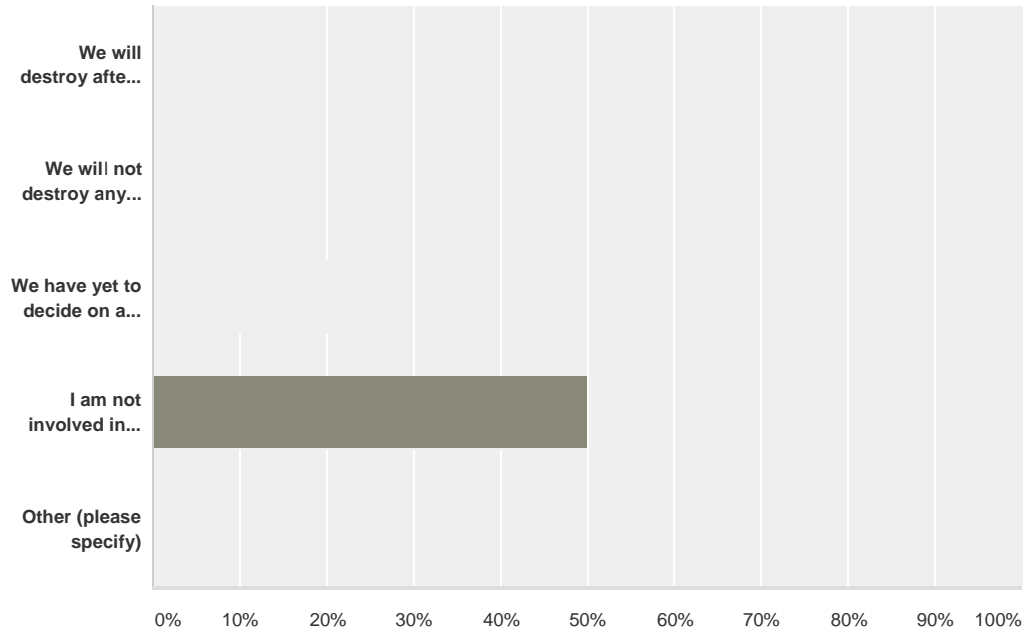


Answer Choices	Responses
We do not scan paper records	36.00% 18
We destroy the paper immediately after scanning	12.00% 6
We destroy the paper after a period of time after scanning	32.00% 16
We do NOT destroy the paper records once scanned	20.00% 10
<b>Total</b>	<b>50</b>

#	Other (please specify)	Date
1	not applicable	7/30/2016 6:36 PM
2	Unsure	7/28/2016 9:06 PM
3	dont know	7/28/2016 10:23 AM
4	Don't know	7/28/2016 9:10 AM
5	I don't know as a different dept does it	7/28/2016 8:04 AM
6	However, following Goddard enquiry we have halted this and are retaining everything that is managed by the central team and have advised other departments to keep their paper records but are not assured this has happened.	7/22/2016 11:46 AM
7	I don't know	7/19/2016 2:12 PM
8	Not sure	7/18/2016 6:41 PM
9	But historically I think paper records were disposed of after scanning	7/18/2016 1:24 PM
10	I don't know I assume the paper is destroyed.	7/18/2016 1:05 PM

### Q18 How long do you envisage saving your electronic records? (ie clinical data on computers)

Answered: 58 Skipped: 23



Answer Choices	Responses
We will destroy after existing retention periods	17.24% 10
We will not destroy any electronic records	5.17% 3
We have yet to decide on a strategy for culling digital data	22.41% 13
I am not involved in this process.	50.00% 29
Other (please specify)	5.17% 3
<b>Total</b>	<b>58</b>

#	Other (please specify)	Date
1	Waiting to see guidance out in new Code of Practice	7/21/2016 1:53 PM
2	I am not involved at this level, but my understanding is that, once scanned at Quality Assured, paper documents (apart from legal/DNAR/consent) will be destroyed after 2 years.	7/20/2016 6:07 PM
3	When we migrated to our new PAS in early 2015 no electronic records from the old PAS was culled (although not all individual data items from the old PAS had a 'home' in the new one). I am not clear on what happens with the other systems.	7/18/2016 1:24 PM