Scottish Palliative Care Guidelines: usage data & user survey analysis

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Healthcare Improvement Scotland | Right Decision Service

1 Introduction:

- The Scottish Palliative Care Guidelines (SPCG) were transferred from their original website, to the Right Decision Service (RDS) in September 2023.
- This allowed integration & alignment with Scottish Government and HIS to deliver local and national guidelines via a downloadable app.
- SPCG usage data indicates the value of this toolkit for health and care professionals, as well as an increasing global impact.
- A recent survey of health and care professionals was conducted to assess the impact of the SPCG on practice and learning, as well as understanding areas which work well and areas requiring improvement.
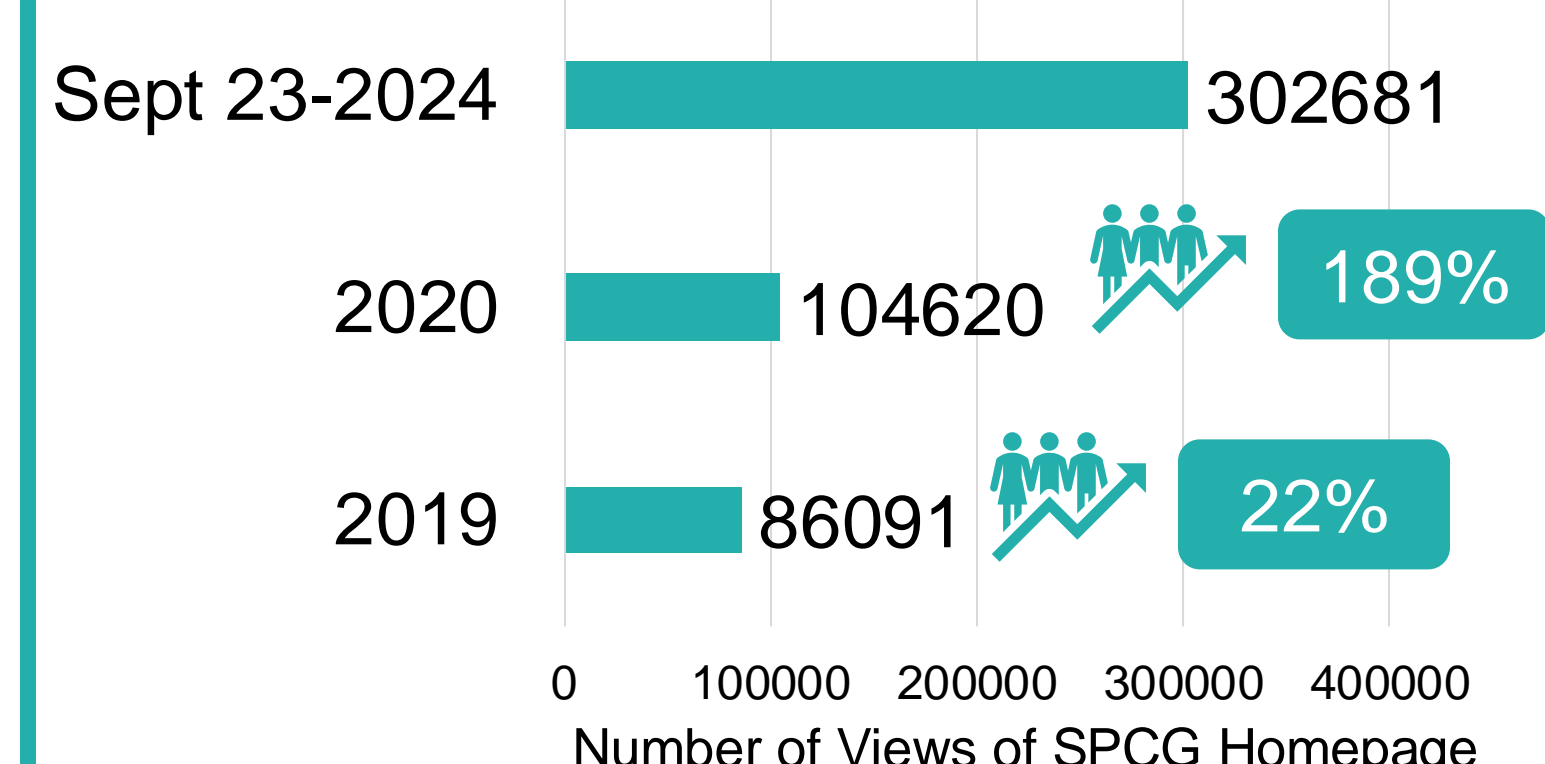
2 Usage Data:

- The usage data of the SPCGs was gathered following conversion from the original website to RDS.

👁 **1,272,758 total SPCG views** following RDS launch until Sept 2024

- The usage data demonstrates significantly rising views and usage of the SPCGs across the UK, not solely in Scotland, and internationally.
- This increase may be due to being able to access data while offline via the app.
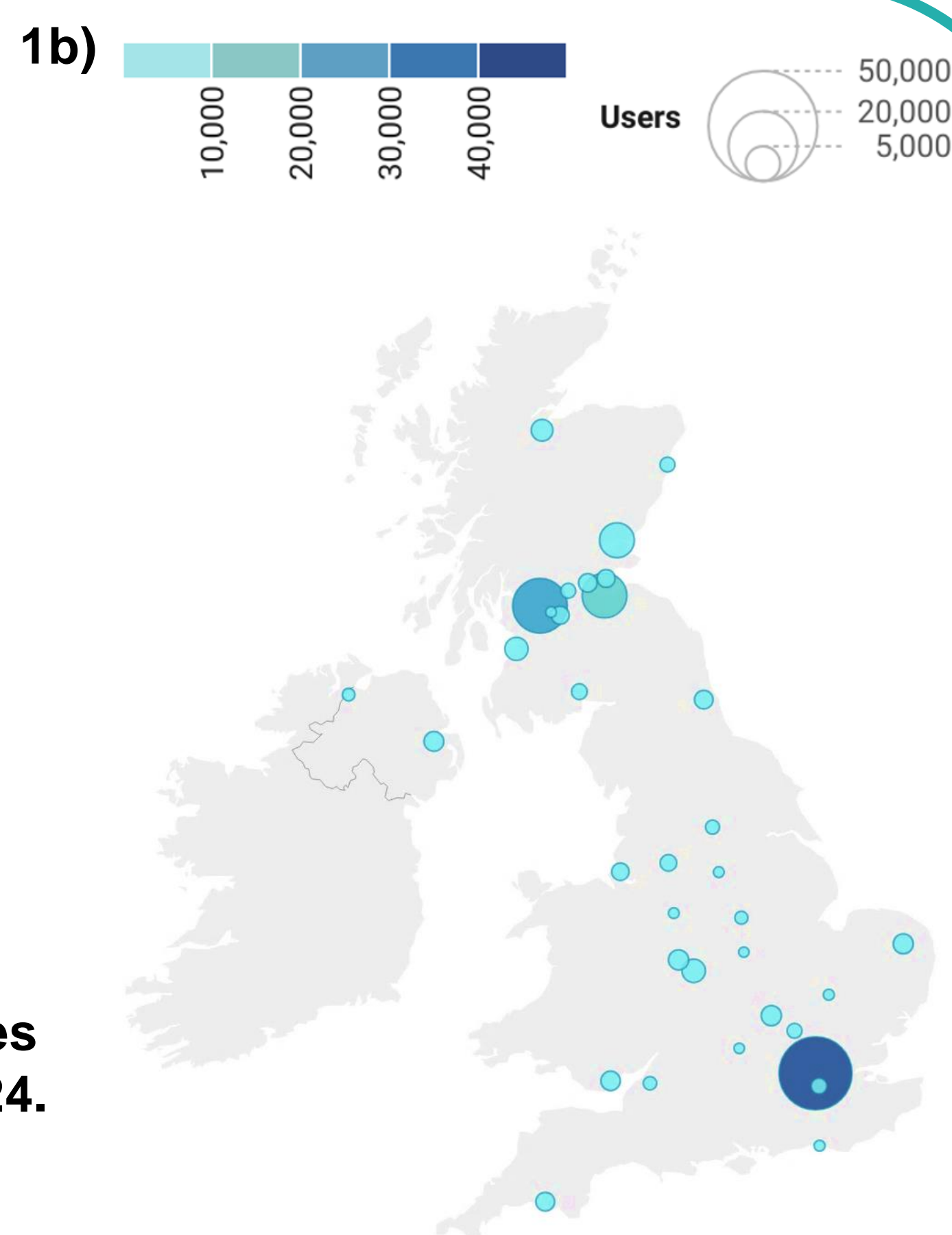
1a) Number of Views of SPCG Homepage

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Sept 23-2024	302681
2020	104620 (189%)
2019	86091 (22%)

Figure 1a) Number of user views of SPCG homepage per year.

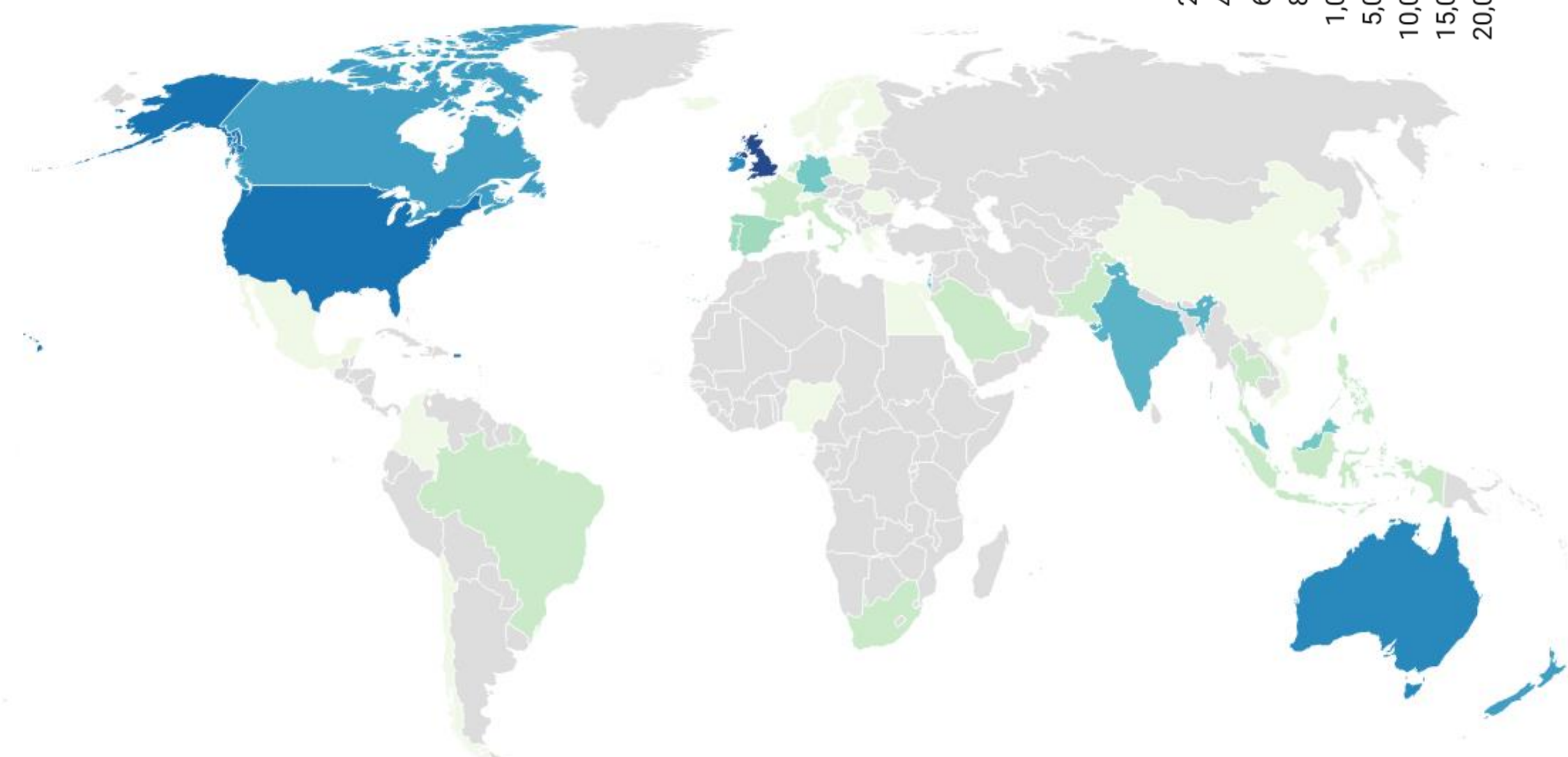### 1b)

Users: 50,000 / 20,000 / 5,000

Figure 1b) Users of SPCGs per top 35 cities in the UK between Sept 2023 and Sept 2024.
London 46,082; Glasgow 24,945; Edinburgh 16,250; Dundee 9,347; Birmingham 3,749 users.

👁 **SPCGs were viewed in 180 countries (of 195) between Sept 2023-2024.**

Users per Country Sept 2023-24: 200, 400, 600, 800, 1,000, 5,000, 10,000, 15,000, 20,000

Figure 2) Users of SPCGs per top 50 countries between Sept 2023 and Sept 2024.
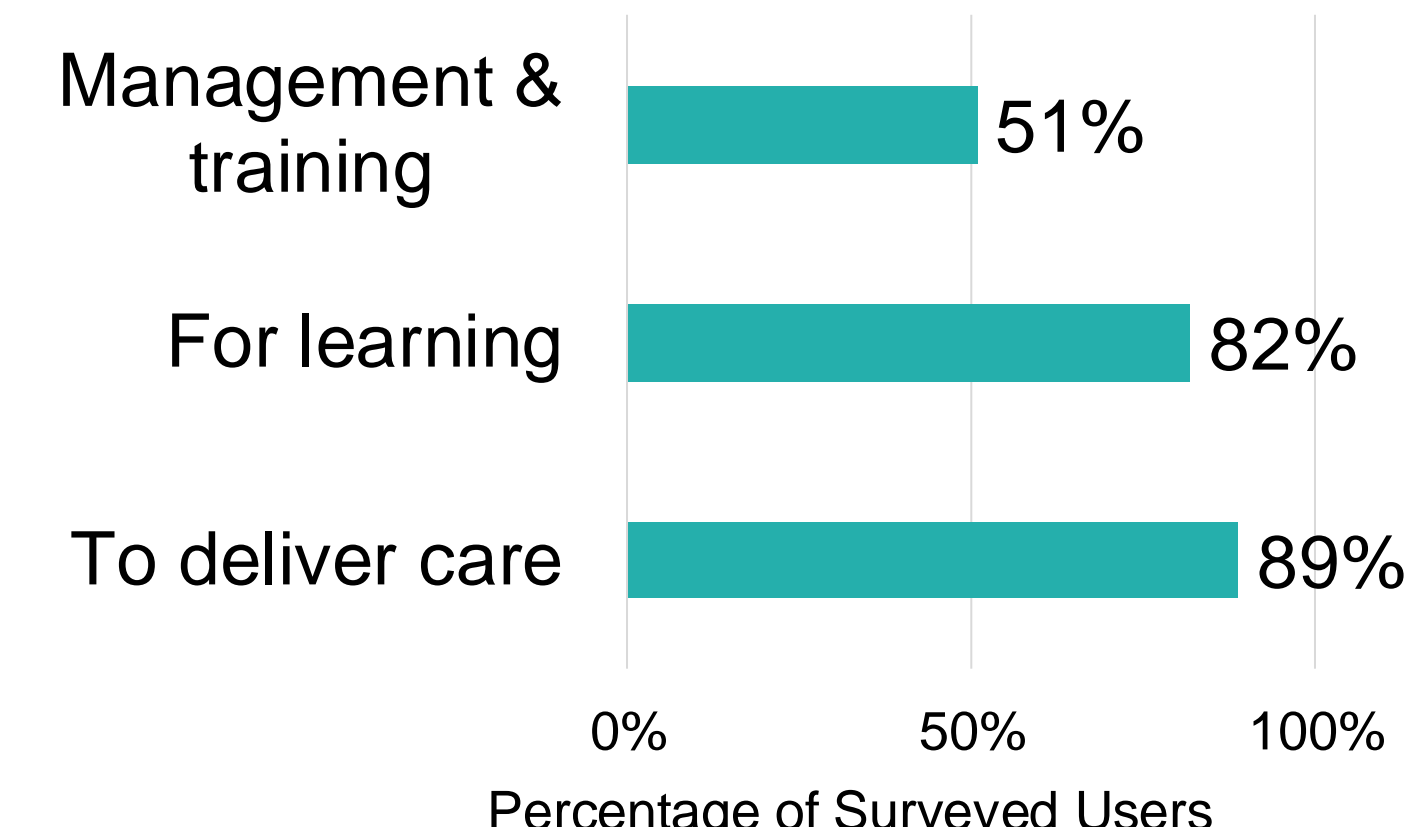*United Kingdom 165,692; United States 11,811; Australia 5,759; Ireland 5,090; Canada 3,445 users.*

3 User Survey Results:

3.1) Survey Demographics & SPCG Toolkit Use:

- User survey was accessed via the RDS app and RDS SPCG website.
- 61 people completed the user survey; 92% were from Scotland, 7% were from other/unspecified places within the UK.
- 80% of respondents use the web version and 59% use the app.

Purpose for Using SPCG

Management & training	51%
For learning	82%
To deliver care	89%

Figure 3) Purpose for using SPCG toolkit

3.2) Impact of the SPCG Toolkit:

80% 80% rate the SPCG toolkit as having high impact in improving practice and decisions surrounding patient care (rating 4 or 5 on a Likert scale)
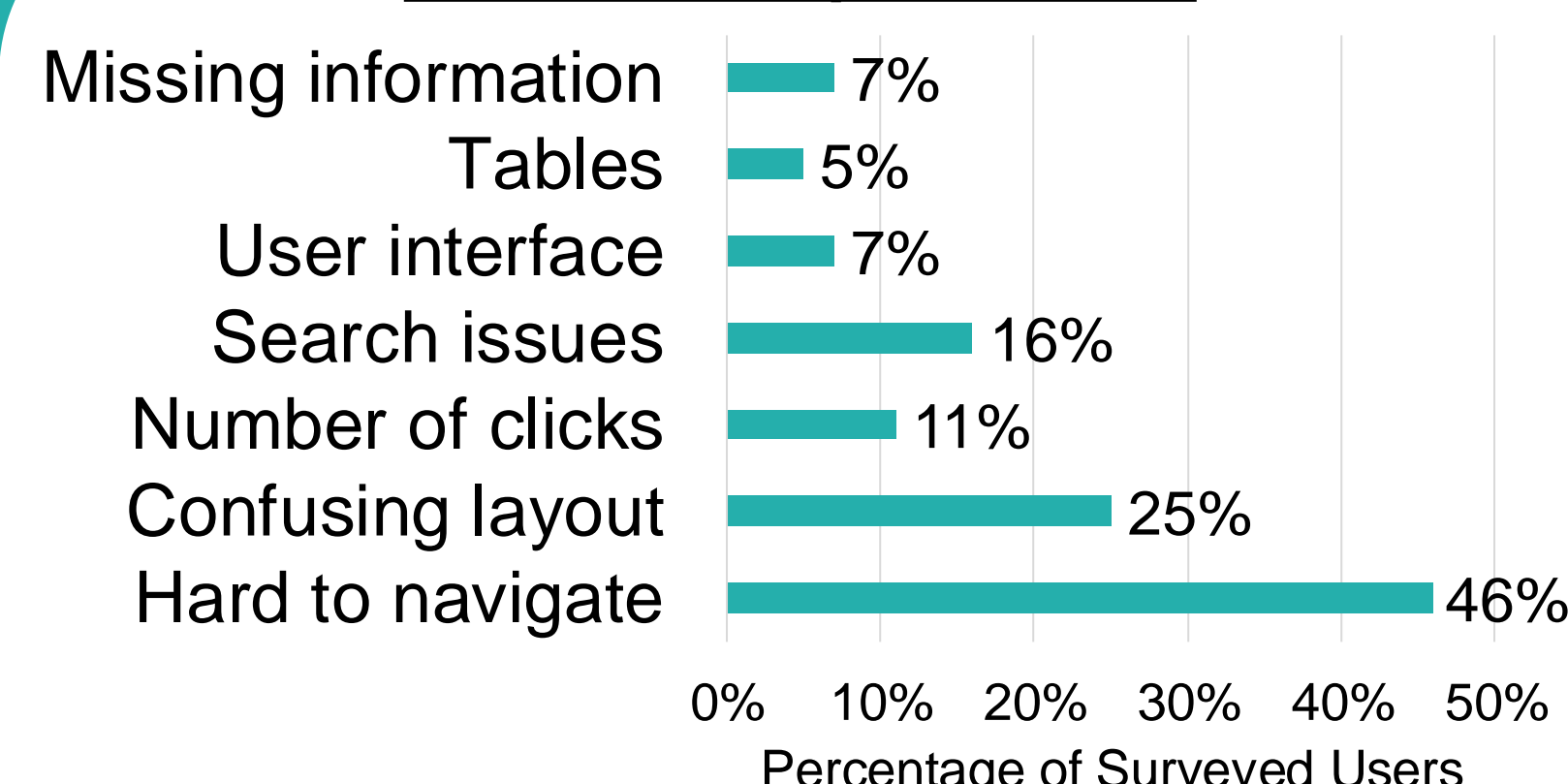
74% 74% of respondents find the app saves time compared with pre-app approaches (rating 3-5 on Likert scale)

74% 74% of respondents advise that the toolkit has a major impact in improving people's knowledge and skills (rating 4-5 on the Likert scale)

3.3) Areas for Improvement:

Areas for Improvement

Missing information	7%
Tables	5%
User interface	7%
Search issues	16%
Number of clicks	11%
Confusing layout	25%
Hard to navigate	46%

Figure 4) Areas of improvement of SPCGs identified in user survey.

Almost all of the areas for improvement relate to navigation of the toolkit and being able to find correct information.

¼ of respondents said that the layout or content structure could be improved.

4 Proposed Changes:

1. Each guideline will be represented on a single webpage
2. Categorise guidelines under top level headings and subheadings
3. Reduce duplication of pages across sections
4. Optimise retrieval via search function
5. Optimise table structure on mobile devices
6. Enable users to access content sub-sections

5 Forward Steps:

1. Implement the improvements outlined above in proposed changes in a test copy. Consult these changes with users during a user focus group in November 2024.
2. Implement agreed improvements in test copy & issue for user acceptance testing.
3. Communicate changes with user base and survey respondents.

Access the SPCGs online or via RDS app: https://palliativecareguidelines.scot.nhs.uk/

Apple download   Android download

Healthcare Improvement Scotland   SPCPA Scottish Palliative Care Pharmacy Association   **Scottish Partnership for Palliative Care**