

## WHAT DO YOU THINK OF THE *HEALTHINFO4U* WEBSITE?

### *What do we want to find out from you?*

Your opinions so that we can develop our product HealthInfo4U to meet your needs. In order to understand your needs there are some questions about you, how you look for health information and what you think about the product.

### *Who are we?*

Eleven organisations brought together into a partnership to research public access to quality assured health information. We have developed a pilot website called HealthInfo4U which provides access to articles from health care journals (magazines). Pilot trials are taking place in libraries from the partnership in Dorset, Essex and Wiltshire. Fifty percent of the funding has come from our national library, The British Library, and fifty percent from the partners, who include the British Nursing Index (BNI), the Allied and Contemporary Medicine Database (AMED), the database company Ovid Technologies Ltd, and publishers Blackwells and Royal College of Nursing Publications. For more information see the project website:

[www.healthinfo4u.org.uk](http://www.healthinfo4u.org.uk)

### *How long will it take?*

The questionnaire is in 3 parts and should take approximately 25 minutes.

You are free to use HealthInfo4U for as long as you like and to come back again. All we ask is that on the first occasion you complete all the questions, and if you come back again please just complete questions **C2 to 4**.

## HealthInfo4U Questionnaire

### A: General information about you

1. How did you find out about the *HealthInfo4U* demonstration study? (Please tick all that apply)

- email bulletin
- local library
- project website
- took part in earlier trials
- word of mouth
- other

2. Where do you go for health information? (Please tick all that apply)

- chemist
  - doctors surgery
  - family or friends
  - support groups or societies
  - hospital
  - library
  - local council offices
  - NHS Direct (24hr telephone service 0845 4647)
  - websites
  - other (please give details):
- .....

3. Age Group (Please tick the age group that applies to you)

- Under 15     15 - 20     21 - 35     36 - 50     51 - 65     66 - 75     76 +

4. Gender :         male         female

5. Is English your first language:     yes     no

6. What was the highest level of education or training you have taken part in? (Please tick)

- secondary schooling
- further education (not degree level)
- higher education (degree, higher diploma)
- apprenticeships or trade qualification
- other

7. Ethnic Origin (*Please tick*)

**Note:** *This question is optional for monitoring use only. The information is anonymous. Any reports using this information will give statistics in which individuals will not be identifiable.*

- Asian- other
- Bangladeshi
- Black-African
- Black-Caribbean
- Black- other
- Chinese
- Indian
- Pakistani
- White British
- White Irish
- any other White European background
- any other ethnic group: please specify:

.....

8. Are you registered disabled or disabled under the terms of the 1995 Disability Discrimination Act?

- yes       no

9. If **yes**, what type of disability do or did you have (*please tick all that apply*)

- |  |   |
|--|---|
| <input type="checkbox"/> Asthma                  | <input type="checkbox"/> Epilepsy                         |
| <input type="checkbox"/> Blind/partially sighted | <input type="checkbox"/> Mental health difficulties       |
| <input type="checkbox"/> Deaf/hard of hearing    | <input type="checkbox"/> wheelchair user                  |
| <input type="checkbox"/> Diabetes                | <input type="checkbox"/> other mobility problem           |
| <input type="checkbox"/> Dyslexia                | <input type="checkbox"/> other disability. Please specify |

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10. If you have a visual impairment

*(Please tick the word that best describes how readable overall the site is for you)*

- excellent     very good     good     fair     inadequate     poor

11. Do you ever have anyone dependent on you for his or her care?  yes       no

12. If **yes** please tick all that apply:

- pre-school child       school age child       adult       elderly person

**B: Background Knowledge**

1. What level do you consider your health knowledge to be? *(Please tick the word that applies the most)*

- excellent       very good       good       fair       inadequate       poor

2. Which of these reasons might lead you to seek health information? *(please tick all that apply)*

- after a diagnosis       I never seek health information       prevent illness  
 broaden knowledge       manage an illness       professional development  
 find out information for someone       prepare for an appointment       studying health  
 other (please give details):

.....

3. Do you study or do paid or voluntary work in the health sector? *(If yes, please tick closest job or main activity you do)*

- doctor       chiropractor  
 nurse       osteopath  
 midwife       other complementary medicine professional  
 other health care professional       other job in complementary medicine sector  
 other job in the health care sector       student in complementary medicine  
 student in conventional health care

4. Do you study or do paid or voluntary work in the information industry? *(If yes, please tick closest job or main activity you do)*

- information science student       software engineer  
 IT student       web design  
 librarian or information scientist       other job in information industry

5. How do you rate your web searching skills? *(Please tick)*

- excellent       very good       good       fair       inadequate       poor

6. Do you use the internet for any of the following *(Please tick all that apply)*

- looking up information  
 shopping, banking or booking holidays  
 TV websites e.g. BBC

7. Do you use email?      yes      no

8. Have you used any of the following websites on health? *(Please tick all those you have used)*

- BBC Health ([www.bbc.co.uk/health](http://www.bbc.co.uk/health))  
 BUPA ([www.bupa.co.uk](http://www.bupa.co.uk))  
 Local Health Authority Website (which include these sites) →  
 National Electronic Library for Health (NeLH) ([www.nelh.nhs.uk/](http://www.nelh.nhs.uk/))  
 NHS Direct Online ([www.nhsdirect.nhs.uk](http://www.nhsdirect.nhs.uk))  
 PPP Healthcare ([www.ppphealthcare.co.uk](http://www.ppphealthcare.co.uk))  
 Tesco's healthy living ([www.tesco.com/healthy living](http://www.tesco.com/healthy%20living))  
 Wellbeing.com (part of Boots Plc)  
 have never used websites for health information  
 other websites for health information but not on this list

DORSET =  
HealthinfoDorset  
[www.dorset.swest.nhs.uk/healthinfo/index.htm](http://www.dorset.swest.nhs.uk/healthinfo/index.htm)  
WILTSHIRE =  
healthyWiltshire  
([www.healthywiltshire.org.uk](http://www.healthywiltshire.org.uk))  
ESSEX = North or South  
Essex Health Authority  
[www.southessex.nhs.uk](http://www.southessex.nhs.uk) or  
[http://www.nelha.nthames.nhs.uk/asp/neh\\_home.asp](http://www.nelha.nthames.nhs.uk/asp/neh_home.asp) or SEAMLESS  
([www.seamless.org.uk](http://www.seamless.org.uk))

**C: What do you think about *HealthInfo4u?* (www.healthinfo4u.org)**

1. On first viewing the website rate your impression (*Please tick the word that most applies*)

	excellent	very good	good	fair	inadequate	poor
Product name						
Product logo						
Easy to read						
Easy to use						
Overall impression						

2. Please think of a health topic you want to look up and write it down

*If you wish to search more than once, please pick up another questionnaire and complete section C2 to 4*

3. Can you find the topic on the website?      yes      no

If **yes**, select the item and a range of articles on that topic should appear (the search results), go to **question 5**.

4. If **no**, can you find any useful information on your topic using another word?      yes      no

If still **no** go to **question 12**, if **yes** go to **question 5**.

5. If there are a lot of results, how many would you like displayed on the page before an option to see more?  
 up to 5     up to 10     up to 20     up to 30     up to 40     up to 50     over 50

6. Out of the search results, how many articles do you think you would like to read?  
 0             1 - 5             6 - 10             10 - 20             20 - 50             50+

7. The most recent articles are shown first. Do you think this a good way to show results?      yes      no

8. If **no**, how would you like to see results shown? (*Please tick your first choice*)

- in order by author
- by magazine title (source)
- by difficulty of the article
- other (please specify):

.....

9. Did you like the feature of being able to mark articles you want to obtain?      yes      no

*Click on "VIEW" or "ORDER" boxes*

10. Where the article is available for you to see on screen, would you prefer to:-  
 Print it  
 Read it on the screen  
 Save it to disk

11. If the article is not available on screen but a printed copy can be sent to you, would you consider this?  
 yes      no

If **yes**, please click on "ORDER" and complete form at bottom of list of articles.

12. Instead of searching by choosing a topic, would you prefer to type yourself and press a search key?  
 yes      no

13. Did you think the 'hot topics' – **MMR** and **ACUPUNTURE** - are a good idea?       yes      no

14. Would you like the site to have an online encyclopaedia or medical dictionary?      yes      no

15. If English is not your first language, would it help if the website were in different languages, even though the final articles will always be in English? yes no

16. Please rate the site now you have browsed it (tick the word that most applies to each feature)

	excellent	very good	good	fair	inadequate	poor
product name						
product logo						
ease to read						
ease to use						
overall impression						

17. What words best describe HealthInfo4u for you (Please tick all that apply)

<input type="checkbox"/> a good idea	<input type="checkbox"/> looks exciting but you can't take the information away
<input type="checkbox"/> a mine of information	<input type="checkbox"/> needs a bit of work but a good idea
<input type="checkbox"/> a place for diet and exercise advice	<input type="checkbox"/> needs a lot of work, but a good idea
<input type="checkbox"/> a promising product	<input type="checkbox"/> somewhere to get the latest research
<input type="checkbox"/> a way to get information I couldn't get elsewhere	<input type="checkbox"/> somewhere to look for information about syndromes
<input type="checkbox"/> confusing	<input type="checkbox"/> too detailed information for me
<input type="checkbox"/> difficult to find out what I want	<input type="checkbox"/> too difficult to use
<input type="checkbox"/> educational	<input type="checkbox"/> useful for anyone interested in health
<input type="checkbox"/> gives specific health information	<input type="checkbox"/> useful for anyone studying health care or medicine
<input type="checkbox"/> good for general health knowledge	<input type="checkbox"/> useful for school projects
<input type="checkbox"/> I don't like it	<input type="checkbox"/> useful information about disorders
<input type="checkbox"/> I was surprised by what I could find	<input type="checkbox"/> useless

18. Please give any other comments about HealthInfo4u:

19. Would you use the product in the future? (Please tick) yes no not sure

20. If you were to use the product again, where might you be likely to go? (Please tick all that apply)

- cyber café
- doctor's surgery
- high street chemist
- home
- hospital
- public library
- school or college
- supermarket
- work
- other (please list):

.....

**Thank you for taking part. Please fill in the next page to enter our book token prize draw.**

**Please return this questionnaire using the pre-paid envelope available from pilot site libraries, or post back to:**

**DL112, Bournemouth University, Talbot Campus, Fern Barrow, POOLE, BH12 5ZZ**

**FOR OFFICE USE ONLY**

Location:

British Library Co-operation and Partnership Programme Pilot Evaluation Stage II

Interview Number:

Date Returned:

Independent/ Mediated

C2 - 4 only

**Please enter my name in the Prize Draw:**

**Name:** ..... **Tel. No.** .....

**Email address:** .....

**We will be holding local FOCUS GROUPS towards the end of April and beginning of May to look further the usefulness of HealthInfo4U. If you would like to take part in one of these, please indicate your preferred time by circling the box below.**

**I would prefer to come to a FOCUS GROUP in the :**

- Morning**
- Afternoon**
- Evening**

**You will receive an invitation to a FOCUS GROUP in your area approximately one week before it is held.**

**Thank you for completing the questionnaire. Please hand this prize draw entry sheet in separately to a pilot site library desk, or return it to us in the same envelope as the main questionnaire.**