

Digital questionnaires

Tell us about your symptoms and quality of life from home

We're using digital questionnaires to help us better understand your health before and after your appointments.

We'll send you a text message with a link when you have a new questionnaire to complete. These online forms ask you about your symptoms, physical health and quality of life.

When might I receive a digital questionnaire?

We are using digital questionnaire to collect your feedback. You may receive one to complete before and after your appointments for:

- Cataracts surgery
- Neuro ophthalmology

Why are we introducing digital questionnaires?

It's not always easy to tell your care team how you've been feeling over time

Regular monitoring of your health at home helps us:

- ✓ Better understand your health before and after your appointments
- ✓ Gives you a more active role in your health care
- ✓ Improves our understanding of treatments and your condition
- ✓ Uses data to make better decisions around delivering care

How to complete your digital questionnaire

1. We'll send you a text message (from 07860039092) or email (from no-reply@drdoctor.co.uk) when you have a new digital questionnaire to complete
2. Click the [**drdoctor.thirdparty.nhs.uk**](https://drdoctor.thirdparty.nhs.uk) link in your notification to go to your secure patient portal
3. Log in with your last name, date of birth and postcode, or use the NHS login option to login with your NHS App credentials
4. Fill in the form as accurately as you can and click 'Submit'
5. View a summary of your answers online at any time

Want to use a different device?

You can view and complete your questionnaires on any device by visiting drdoctor.thirdparty.nhs.uk/moorfields, logging in as usual and navigating to 'online care'.

Frequently Asked Questions:

I've received a digital questionnaire, but I can't log in with my details

If you cannot log in with your correct details, we probably have the wrong details for you on our system. Please contact the number on your most recent patient letter and check we have your most up to date:

- Last name
- Date of Birth
- Postcode
- Mobile number

I've logged in but I can't access my digital questionnaire, what should I do?

Occasionally, when you try to complete a questionnaire, you might see a message in red saying that there is a problem with it. If this happens, please try again the next day and your questionnaire should be up and running. If the problem persists, please ring the number on your most recent letter.

How can I complete my digital questionnaire on my tablet or computer?

1. Go to drdoctor.thirdparty.nhs.uk/moorfields
2. Enter your last name, date of birth, and postcode or choose the NHS App login option
3. Select the phone number you would like us to send your one-time code to
4. Enter the one-time code you receive and click 'Let's go'
5. Go to 'Online care' in the top left
6. Find the questionnaire you want to complete and click 'Complete assessment'

I would like to receive email notifications, how can I do this

You can update your contact details at drdoctor.thirdparty.nhs.uk/moorfields in the settings menu.

1. Login to the patient portal drdoctor.thirdparty.nhs.uk/moorfields
2. Go to 'Settings' in the top right
3. Click the 'Add new' button
4. Click 'Email'

5. Type in your email address

6. Click 'Add'

What questions will I be asked?

The questions you will be asked depends on which specialty you are being seen by, but may include questions about diagnosis and treatment, pain and its management, mobility, symptoms, quality of life, daily living, social activities, well-being and other medical conditions

What if there is a problem?

If you have any queries regarding the completion of your questionnaire or any questions in relation to this work, please contact the number on your most recent patient letter.

What should I do if I need medical care?

Seek medical advice immediately if you feel unwell in any way or are concerned about your symptoms. Please contact Moorfields Eye Hospital on 0207 253 3411 for outpatient queries and eye emergency care or 999 for life threatening conditions. The form does not replace medical care.

How is my data handled?

Anonymous information (i.e. no one will be able to identify you) will be used at a future date to help us improve the quality of the services we are providing for you. It will be used to support researching how effective treatment is.

By returning the electronic digital assessment form, you are consenting to your information to be used in this way.

Data required to deliver this service and product developments will be shared with our service provider, DrDoctor. DrDoctor is accredited to the highest standards set by the NHS for protecting the healthcare information of UK citizens as certified here

www.dsptoolkit.nhs.uk/OrganisationSearch/8HY91. DrDoctor's Privacy Policy can be found at my.drdoctor.co.uk/privacy.