**Please ensure that this proposal is no longer than two A4 sides**. Thank you.

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| Host department:Southampton |
| Project Title: Ensuring patient satisfaction with digital patient portals in primary care |
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| Proposed supervisory team: |
| Prof Helen Atherton, University of Southampton (expertise in digital primary care, access to general practice, qualitative methods)  Prof Gary Abel, University of Exeter (statistician and expertise in digital primary care, access to general practice)  Note: The rest of the team to be determined depending on needs/interests of the successful candidate. Clinical academic supervision will be added once the candidate is appointed, and we determine the most appropriate person depending on the project. |
| Potential for cross consortium networking and educational opportunities: |
| The project includes access to senior-level researchers across two SPCR departments (Southampton, Exeter). The candidate will have access to leading experts in digital primary care, patient experience, and access to primary care.  Prof Atherton currently works with colleagues in Norway and Denmark, and has links to the Netherlands, Germany, and Sweden. These connections will be available to the student with the potential for collaboration. |
| Project description: |
| Digital patient portals have been in use for many years but uptake of these in UK primary care is low. The NHS App has seen an increase in registrations but not in levels of use. Patient satisfaction with this approach to healthcare is known to influence usage, but we do not understand how much this currently impacts on the use of the NHS App in the UK.  This project will involve using routinely collected data, and secondary analysis of survey data, along with primary data collection using qualitative methods, to explore how we can ensure patient satisfaction with digital patient portals in primary care.  There is flexibility about the research question and methodologies used, which reflects the wealth of unanswered questions in this field. |
| Indicative project costs: |
| See FAQs |
| Training and development provision by host: |
| *Formal training:*  The training plan will be informed by an analysis of the academic needs of the PhD candidate carried out in the first month. Training will be directed towards the needs of the PhD project and helping the candidate develop as an independent researcher. It will include training in quantitative and qualitative methods via relevant courses.  The formal taught postgraduate research training programme at the University of Southampton includes epidemiology, statistics, research governance and study design. In addition, transferable skills courses are offered including Good Clinical Practice, time management, leadership, grant writing, and presentation skills. The Fellow will also be able to access masterclasses on systematic reviews, research governance, ethics, patient and public involvement and engagement, developed by leaders in the SPCR. |
| *Informal training:*  The student will also be offered mentorship from a senior primary care academic (chosen depending on the candidate’s interest/needs). Mentors receive formal training, developed by the Society for Academic Primary Care, to ensure independence and appropriate support. The Fellow will also have access to informal mentoring from senior members of the collaboration at an annual training meeting, and to participate in doctoral exchange programmes.  The candidate will be able to join meetings aimed at ECRs both in Southampton and at the University of Exeter. |
| PPIE: We will work with patient and public partners at all stages to ensure that this research is addressing the needs of patients and the public and is feasible and acceptable. The Fellow will have access to established PPIE advisory groups and have support from PPIE officer Kate Henaghan-Sykes, as well as the supervisory team, in planning and carrying out involvement and engagement activities. |