

# Standardising Collection of Patient Reported Experience Measures in Wales

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## **PROMs, PREMs & Effectiveness Programme**



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# PROMs, PREMs and Effectiveness programme

A project across Wales to develop an All Wales outcome measure platform for the benefit of patients and carers using Prudent healthcare principles to:

- Capture patient reported outcomes and experience measures using a common electronic infrastructure building on existing NHS Wales architecture.
- Evaluate the effectiveness, cost effectiveness and utility of the care provided in hospitals

The screenshot shows the top navigation bar with the NHS Wales logo and the text 'Patient Reported Outcome Measures' and 'Cymraeg'. Below the navigation bar is a carousel of images showing diverse people using various devices (laptops, tablets, smartphones). A caption below the carousel reads: 'Most health care aims to improve patients' health - and it is patients themselves who are best placed to judge how they feel.' At the bottom of the carousel are three buttons: 'Start Questionnaire', 'About The Questionnaires', and 'Frequently Asked Questions'. The 'Start Questionnaire' button includes the text: 'Start your questionnaire with the unique code you received through the post.' The 'About The Questionnaires' button includes the text: 'More information about Patient Reported Outcome Measure questionnaires. User Guide'. The 'Frequently Asked Questions' button features four colorful speech bubbles. A 'Log in' button is visible in the bottom right corner of the carousel area.



Prevention - Wellness services, not only treatment of ill health

Get better at measuring what really matters

Use of latest technology & medicines to support health

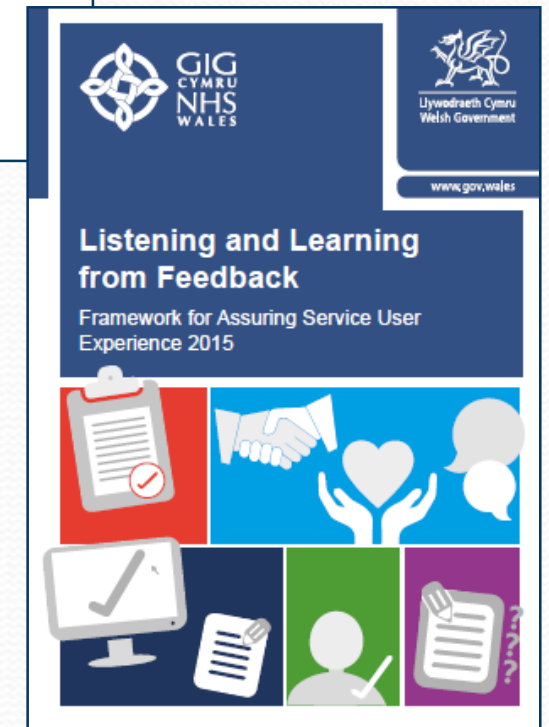
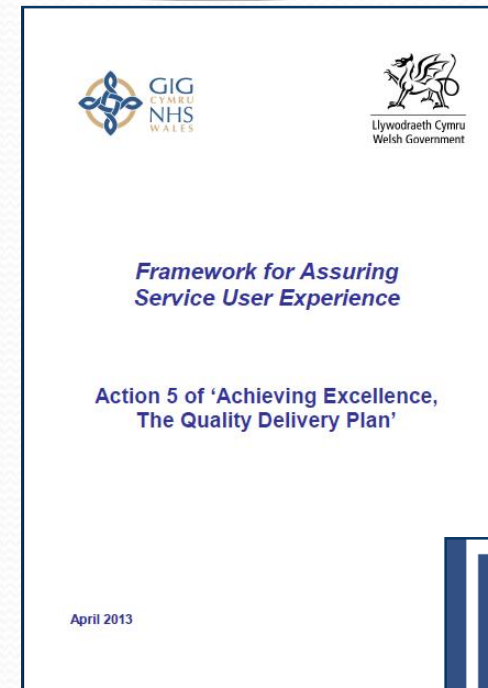
The infographic is titled 'The 4 principles of prudent healthcare' and is set against a dark blue background. It contains four panels, each with an illustration and text:

- Panel 1:** Illustration of a doctor and a patient. Text: 'Public and professionals are EQUAL PARTNERS through CO-PRODUCTION'.
- Panel 2:** Illustration of a person in a wheelchair, a person with a cane, and a person with a hearing aid. Text: 'CARE FOR those with the greatest health need FIRST'.
- Panel 3:** Illustration of a clipboard and a person's head. Text: 'Do only WHAT IS NEEDED and do NO HARM'.
- Panel 4:** Illustration of a balance scale. Text: 'Reduce INAPPROPRIATE VARIATION through EVIDENCE-BASED approaches'.

At the bottom of the infographic, it says: 'For further information visit [www.prudenthealthcare.org.uk](http://www.prudenthealthcare.org.uk)'. Logos for NHS Wales and GIG are in the bottom right corner.

# Background

- Framework for Assuring Service Users' Experience
  - First published 2013
  - Revisited 2015 to include complaints and concerns
- HBs/Trusts required to give assurance that lessons are learnt from people's experiences (Board reports)
- No mandated measure for experience, but one national core set of measures as part of the Framework



# Measuring Experience

## Real Time

Service users should be given opportunities to give feedback (eg surveys) whilst in our care so that action can be taken to resolve issues.



## Retrospective

In-depth feedback should be sought from service users after they have left our care to allow more detailed analysis of issues. This can incorporate quality of life and Patient Reported Outcome / Experience measures (PROMS / PREMS).

## Proactive / Reactive

A range of opportunities should be made available to users / families / carers to provide feedback at any time to demonstrate that feedback is welcomed. This can include paper and online methods, text and social media.

## Balancing

Narrative feedback adds balance to survey-based feedback. Sources include concerns and compliments, clinical incidents, patient stories, third party surveys such as Community Health Council and voluntary organisations.

# Key areas

Three evidence based domains of what makes a good patient experience.

## Key Determinants of a Good Service User Experience

The key determinants of a good service user experience, based on national and local published evidence, include:

### First and Lasting Impressions

For example:

- Being welcomed in an appropriate manner;
- Being able to access services in a timely way;
- Being treated with dignity and respect.



### Receiving care in a Safe, Supportive, Healing Environment

For example:

- Receiving care in a clean, clutter free environment;
- Receiving good, nutritious, appropriate food;
- Having access to drinks;
- Having rigorous infection control practices in place.



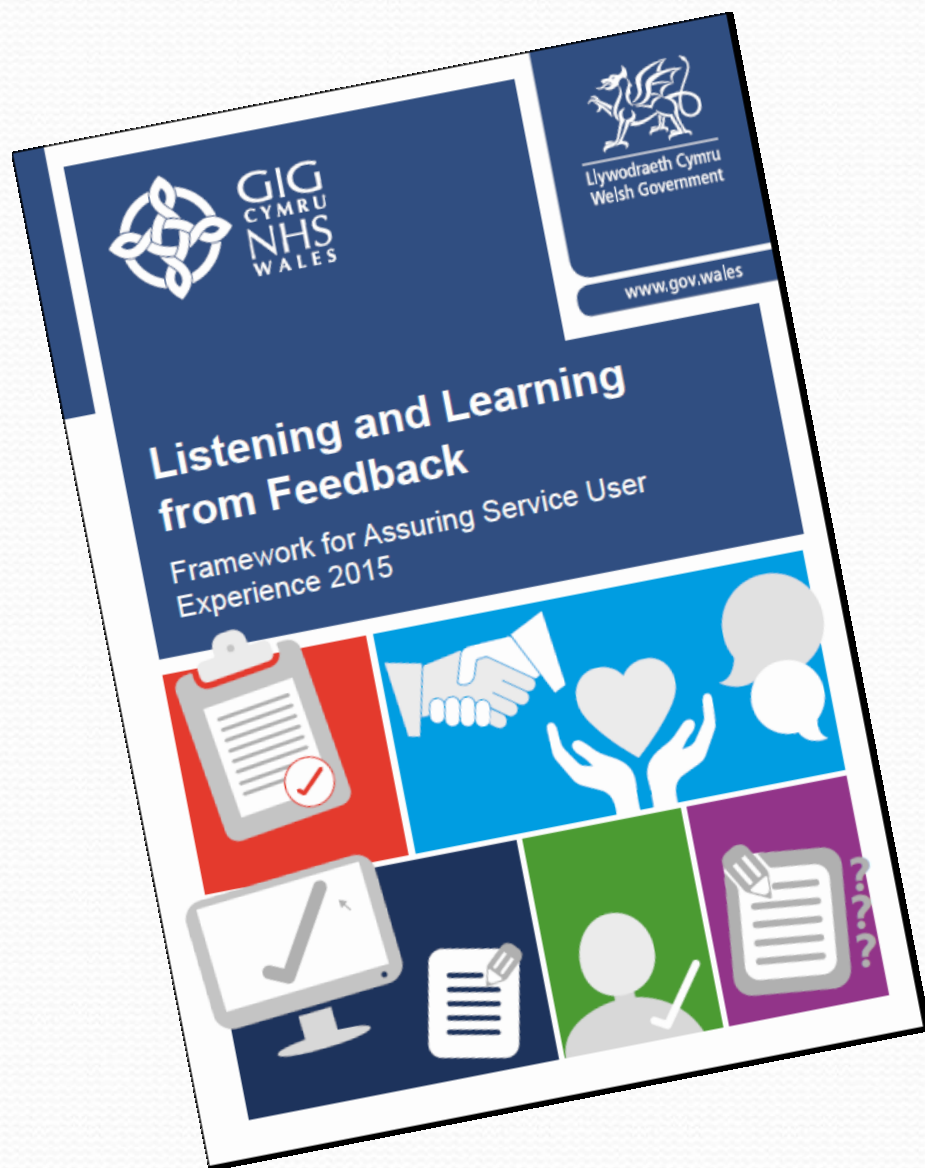
### Understanding of and Involvement in Care

For example:

- Receiving appropriate, timely information;
- Being communicated with in an appropriate, timely manner;
- Involvement of patients, carers and families in decisions about choice of treatment options and care plans, including discharge and transfer.



# Core Questions

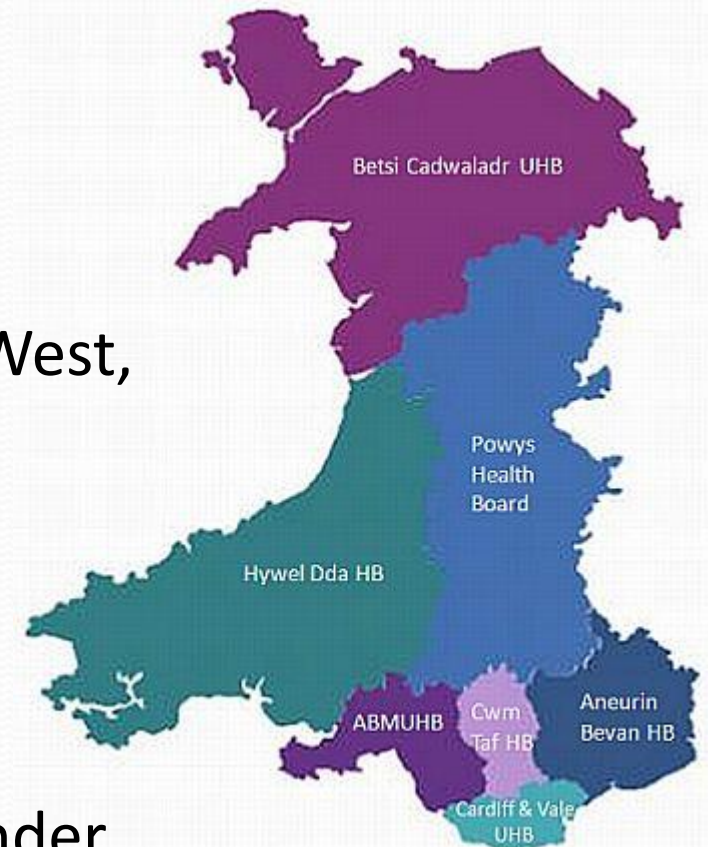


Domain	Questions
First and Lasting Impressions	<p>Do you feel that people were polite to you?</p> <p>Do you feel that you were listened to?</p> <p>Do you feel you were given enough privacy?</p> <p>Were you given the support you needed to help with any communication needs?</p> <p>Were you able to speak in Welsh to staff if you needed to?</p> <p>Do you feel that you were given all the information you needed?</p> <p>From the time you realised you needed to use this service, how long did you wait?</p>
Safe, Supportive, Healing, Environment	<p>Thinking about the place where you received your care – how clean was it?</p> <p>Did you see staff clean their hands before they cared for you?</p> <p>Did you feel that everything you needed for your care was available?</p> <p>If you asked for assistance, did you get it?</p> <p>If you asked for assistance, did you get it when you needed it?</p>
Understanding of and involvement in care	<p>Did you feel you understood what was happening in your care?</p> <p>Were things explained to you in a way that you could understand?</p> <p>Were you involved as much as you wanted to be in decisions about your care?</p>

Benefits	Challenges
One core set across all NHS Wales services	Mostly suited to in-patient care
Alignment with stakeholders and third parties	Lengthy set for a core set
Clear guidance as part of the National Framework	Wording of some questions was unclear/confusing
Mapped against the National Framework's three domains of patient experience	Inability to benchmark

# Validation of core questions

- Four focus groups across Wales (South East, South West, Mid Wales and North Wales)
- 35 members of the public
- Varied public representation (mixed age groups, gender, ethnicity, disabilities, employment status and carers/guardians)





# Revised Core Questions

Domain	Questions
First and lasting impressions	<ol style="list-style-type: none"> <li>1. Did you feel that you were listened to?</li> <li>2. Were you able to speak in Welsh to staff if you needed to?</li> <li>3. From the time you realised you needed to use this service, how long did you wait?</li> </ol>
Receiving care in a safe, supportive, healing environment	<ol style="list-style-type: none"> <li>4. Did you feel well cared for?</li> <li>5. If you asked for assistance, did you get it when you needed it?</li> </ol>
Understanding of and involvement in care	<ol style="list-style-type: none"> <li>6. Did you feel you understood what was happening in your care?</li> <li>7. Were things explained to you in a way that you could understand?</li> <li>8. Were you involved as much as you wanted to be in decisions about your care?</li> </ol>
<p>The core questions include a Likert scale rating of service user experience</p> <p>9. Using a scale of 0 – 10 where 0 is very bad and 10 is excellent, how would you rate your overall experience?</p>	<p>Two qualitative questions enable service users to provide narrative feedback on their experience</p> <p>10. Was there anything particularly good about your experience that you would like to tell us about?</p> <p>11. Was there anything that we could change to improve your experience?</p>

WHC/2018/042

## WELSH HEALTH CIRCULAR



Llywodraeth Cymru  
Welsh Government

Issue Date: 11 October 2018

**STATUS:** INFORMATION

**CATEGORY:** QUALITY & SAFETY

**Title:** Validated core service user questions and updated Framework for Assuring Service User Experience

**Date of Expiry / Review:** N/A

**For Action by:**  
Chief Executives of Health Boards and NHS Trusts  
Nurse Directors of Health Boards and NHS Trusts

**Action required by:**  
Immediately

**For information:**  
Members of the National Quality and Safety Forum  
Members of the Listening and Learning from Feedback Group

**Sender:** Professor Jean White, Chief Nursing Officer, Nurse Director NHS Wales  
Janet Davies, Head of Healthcare Quality

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**Enclosure(s):** Annex 1 - Validated core service user questions  
Annex 2 - Framework for Assuring Service User Experience

# Next steps

- Collection of the Core Questions across multiple platforms, including the National PROMs/ PREMs Portal
- Phase 1 development of data outputs for data collected via the National Portal
- Sensitivity testing of the Core Questions

# Thank you



For more information please visit: <https://proms.nhs.wales>  
or contact: [Info.Promsprems@wales.nhs.uk](mailto:Info.Promsprems@wales.nhs.uk)