

**To: All PROMs Contacts, for information and action as required**

**7<sup>TH</sup> December 2010**

***Eighteenth E-bulletin from the PROMs Liaison Team***

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*Rob Moorhead, one of the key PROMs staff at The Department of Health in London, congratulates Clare Bond, Matron in the Surgical Directorate and Liz Greenwood, Sister in Pre Assessment at the Chesterfield and North Derbyshire Royal Hospital on their top ten participation rate by patients.*

***Introduction and welcome***

This is the first of your new style E Bulletins on the Patient Reported Outcome Measures programme. We will be sending you at least one of these E Bulletins each month – and we are now sending them to all operational staff who deal with PROMs each day. There are now 2500 NHS and Independent Sector staff who receive this bulletin each month.

You can get back issues of E Bulletins at [www.quality-health.co.uk](http://www.quality-health.co.uk) and go to the PROMs section of the site.

If you need advice, we have a top team helping you – each region has its own Provider Liaison lead at Quality Health. They are there to help with any queries, and organise collections, deliveries, and staff the patient helpline for PROMs. Do call them if you need advice or help. They are:

Lucinda Phillips Operations Manager (for any policy queries and queries from Trusts and Provider Executive leads) 01246 858857

Victoria Jackson PROMs Team Leader (responsible for East of England, Yorkshire and Humberside SHA's) 01246 858859

Jackie Gilmore (responsible for the Independent Sector) 01246 856867

Ian Milner (responsible for SE Coast, SW and London SHA's) 01246 858855

Natalie Wardle (responsible for South Central and West Midlands SHA's) 01246 858856

Matt Smith (responsible for NW, NE and East Midlands SHA's) 01246 858858

Our friendly PROMs team will help all they can – and you can see more about them on our website.

## ***Everything you need to know about PROMs but were too scared to ask***

If you're new to PROMs or don't know much about it, then this section is for you!

Here is a quick listing of the key facts about PROMs that you should know:

- Patient Reported Outcomes (PROMs) is a national programme organised by the Department of Health.
- It is compulsory – a mandatory national data collection system.
- Its purpose is to gather key information on the health state of patients before their operation, and after it. We need this information to make sure that the operations that patients have are effective and lead to improvements in their health.
- It covers all the major hospitals in England that undertake elective operations on four procedures.
- It also covers all the Independent sector hospitals that undertake these operations for NHS patients.
- There are well over 300 hospital Trusts and Independent Providers covered by the programme.
- PROMs covers patients who are having hip replacements, knee replacements, groin hernia operations, and varicose vein operations. These patients are having planned procedures – the programme does not cover emergency cases.
- There are two questionnaires: the pre operative survey, administered by staff in hospitals; and the post operative survey, sent to patients 3 months or 6 months after their operation, direct to their home address.
- So far, over 250,000 patients have completed PROMs questionnaires since the programme started in April 2009.
- Almost all patients who are asked give their consent to helping the programme.
- The results of the PROMs programme are published each month on a rolling basis by the NHS Information Centre. You can see results for your hospital at:- <http://www.hesonline.nhs.uk/Ease/servlet/ContentServer?siteID=1937&categoryID=1295>
- This is the first national PROMs programme in the world and there is interest in it from healthcare systems in many countries.
- You are leading the way for the development of healthcare in the modern world.
- The PROMs programme is run by Quality Health and Northgate Information Solutions on behalf of the Department of Health.

### ***Training and Information Materials***

Before the programme started, we published lots of training materials. Since then, many new people have started using the PROMs questionnaires in hospitals, so here is a quick run-down of what is available:

- A general film on PROMs.
- A training film on PROMs – showing you what to do in your clinics.
- A leaflet that you can hand out to patients or post to them before they have their operation.
- Posters telling patients what it's all about.
- A procedure manual.
- A list of procedure codes so you can see which operations are covered.

If you haven't seen the training film, you should. Please call your PROMs liaison adviser (see page 1) who will be glad to provide you with a copy.

We've tried hard to keep the process simple for you, as we know you are busy. If you can think of ways to make it even simpler, please call your PROMs adviser.

## ***And Now a Bit Closer***

Hospitals are only involved directly at the pre operative questionnaire stage. So here is a more detailed breakdown of what hospitals have to do:

- In each hospital your managers have identified the clinics where patients go to discuss their operation. Many of them are pre admission clinics but sometimes patients are spoken to in day case units on the day of their operation.
- Each patient who is having one of these planned operations should be identified in advance of their arrival at hospital and, when they arrive, should be given a questionnaire. Inside the questionnaire is a consent form which they need to sign.
- The patient completes the questionnaire (it doesn't take long).
- Clinic staff collect the questionnaire from the patient, and take out the consent form.
- The completed questionnaire goes in to a special white labelled envelope that we provide for you.
- When there are enough completed questionnaires, these are taken, inside the special envelope, to your hospital's secure location. Do not put them in the internal post.
- The completed questionnaires are then picked up by courier, which we organise and pay for.
- They are taken to our scanning centre and the data is captured.
- After undertaking checks, we send patients the post operative questionnaire 3 months after the operation (on varicose veins and hernias) and 6 months post op (on hip and knee replacements). This questionnaire goes to their home.
- The patient then sends back the completed questionnaire to our scanning centre, where we capture the data again.

## ***Top Ten Tips***

Experience has shown that Hospitals can administer this system very easily if they follow simple rules. So here are our Top Ten Tips for Success:

1. Always remember that the more patients you get to complete the questionnaires, the better the data your hospital will get.
2. Make sure that you identify ALL the clinics and wards that deal with your elective patients. Don't miss any. Make sure you cover all your hospital sites.
3. Do use the special PROMs leaflet. Send it to patients before their hospital visit. Make sure there are leaflets in the clinic. Use the posters.
4. The best place to handle the questionnaires is in a pre operative clinic. Don't try and do it in Outpatients. Only use the day of admission if you have no other option.
5. In each clinic that deals with PROMs patients, make sure that the staff that are dealing with PROMs are properly trained. Show them the training film. Make sure the training materials are available.
6. When the patient is in clinic, make sure you hand the questionnaire to them as early as possible during their visit. Don't wait till later when the patient will be thinking about going home or whether their car park ticket will run out.
7. When you are talking to the patient, emphasise the importance of helping the NHS. They are helping themselves and future patients by completing the questionnaire. Appealing to their altruism works. It's OK to help them fill in the questionnaire if they need help – but most people don't need it.
8. Remember to collect the questionnaire from every patient.

9. Remember to remove the consent form by tearing it out of the questionnaire (it has a perforated edge). Put it in the patient's notes or some other agreed place. Give the second copy to the patient for them to keep if they wish.
10. Make sure you put all the completed questionnaires in the labelled envelope. Make sure it gets taken to the secure location in your hospital.

If you follow the top ten you have a very high chance of getting a great participation rate by patients.

### ***Salute the Top Performers***

Many hospitals – both NHS Trusts and Independent Providers – have achieved terrific participation rates by patients completing the pre operative questionnaire.

The top performers amongst NHS hospitals are:

1. Robert Jones and Agnes Hunt Orthopaedic and District Hospital NHS Trust – 100%
2. West Hertfordshire Hospitals NHS Trust – 91%
3. Burton Hospitals NHS Foundation Trust – 90.2%
4. Chesterfield Royal Hospital NHS Foundation Trust – 90%
5. Isle Of Wight PCT (St Mary's Hospital) – 90%
6. Weston Area Health NHS Trust – 89.3%
7. Royal Cornwall Hospitals NHS Trust – 87.9%
8. George Eliot Hospital NHS Trust – 87.1%
9. Hull and East Yorkshire Hospitals NHS Trust – 86.5%
10. Hampshire PCT – 84.1%

15 Trusts have achieved participation rates over 80% and 63 have achieved participation rates over 60%.

These facts show clearly that it is possible to achieve terrific participation rates in very different places in the country. We salute the hospitals that have made these very significant participation rates – and it is they who will have the best data for their own use.

### ***Posters and Leaflets***

We've turned our Top Ten Tips in to a poster and leaflet. They will be available soon on our website at [www.quality-health.co.uk](http://www.quality-health.co.uk) and we will send them to you by email too. Do use them to train your staff.

### ***Snow, Collections, and Postponed Ops***

In many parts of the country, hospitals have had to postpone operations and clinics because of the severe weather conditions.

If you have missed a collection by Citylink to pick up completed questionnaires, we'll rearrange it for you. Your PLT support team will be in touch.

If you have had postponed operations because of the snow or for another reason, please let us know. Tell your PLT support staff.

The snow was so bad in Derbyshire (more than 2ft) that we had to close our office for 2 days. We are very sorry if this caused you inconvenience, but we are now back up and running.

Help or advice? Call your PLT staff support, or 01246 856263