

### **3 What do you think are the most important purposes of PROMS, and why?**

Prior to PROMs the only system for measuring patient outcomes was to look at death rates. The need for better measurement of health improvement on a day-to-day basis, and for this information to come from the patients themselves, led to the establishment of patient related outcome measures. PROMs data can have an impact in a number of areas:

- informing the choices patients make
- standardising the measurement and performance of health care providers
- directly linking the payment received to performance in improving patient health
- helping health care professionals to monitor and improve health care practices
- regulating for safety and quality in health care services.

### **4 How do you use national PROM data? What do you use it for? Why do you use it?**

No response

### **5 Thinking beyond your own personal usage, how well used do you think the current national PROMS data are? What are they used for? By whom?**

There are clear examples of where PROMs data has been used to modify service delivery and improve patient experience and make savings. NHS England should look at how PROMs data can be used to systematically improve healthcare delivery. This should include identification of outliers and the development of improvement plans for those hospitals.

### **6 What are the benefits of nationally mandated PROMs?**

Using standardised national PROMs has two clear benefits- being more understandable to patients and helping ease the process of benchmarking different healthcare providers when choosing where to be treated.

Collecting data that is nationally mandated helps patient assess and interpret the data available to them. When looking across a range of providers PROMs represent a consistent set of data that can be used to help inform choices.

Assessing hospitals has traditionally been based around two areas- death rates and financial performance. Very little emphasis has been placed on patient outcomes beyond them still being alive. PROMs represent a clear and easily accessible method of comparing healthcare providers and assessing performance.

### **7 What are the drawbacks of nationally mandated PROMs?**

Using a nationally mandated, standardised method for collection and assessment of data has many benefits but the providers should not be limited to just these measures.

Collecting PROMs data is a costly and time intensive exercise. Having centrally mandated areas means providers are committed to collecting data, but are reluctant to extend their collection to other areas or to widen out the questions asked beyond the EQ5D questionnaire.

NHS England should ensure that they have built in the flexibility that will allow the collection of a wider set of PROMs data locally.

### **8 Do you think all of the current four national PROM collections are useful, and why?**

All four current national PROMs collections are useful. PROMs represent a vital tool in the collection and assessment of patient experience in the NHS. The original intent of the PROMs system was to extend to a number of areas- mental health, cancer, COPD and diabetes amongst others. The areas covered- total knee replacement, total hip replacement, hernia and varicose veins effect hundreds of thousands of patients every year and it is therefore important that those choosing their treatment have access to detailed information to support their choice.

### **9 Do you think all of the current four national PROM collections should continue, and why?**

As PROMs are inherently linked to the quality of healthcare delivery and transparency around reporting, it is highly likely that removing the PROMs for any of the current areas would lead to a reduction in quality.

As PROMs are the only systematic collection of patient outcome data, reducing their collection in any area will likely have a detrimental impact on patient outcomes and would be a regressive step for healthcare delivery.

### **10 What changes would you make to the current national PROMs collections? (e.g. Questionnaire, usage of condition specific and EQ5D, time between Q1 and Q2, time between collection and results being available, presentation of results)**

Much of the cost related to PROMs is related to their collection and the associated time involved. NHS England should look at how this process could be improved by using electronic collection. This could help reducing hardware costs and reduce the amount of time required from NHS staff.

By coordinating this activity centrally, NHS England could look at the design of an electronic system that supports better management and assessment of data.

Any moves to do this should take into account the specific needs of vulnerable patients.

### **11 Do you think additional PROM collections should be mandated and collected nationally, and why? (Please bear in mind the current financial climate and the limitations on resources in your answer)**

PROMs represent the only systematically collected data on patient experience. The system was originally designed to allow for increased collection in additional clinical areas. The data collected is a valuable tool in helping patients make critical decisions around their care and can be used to improve healthcare delivery, the system should be extended to more areas.

Whilst the current financial climate limits the scope for launching new measures, the cost could be offset in a number of ways. Firstly by pioneering newer, more efficient ways of collecting data that will require less resource. Secondly- there are examples of where PROMs data has been used to change healthcare delivery and make savings. An assessment should be made of where this could be used more widely.

**12 What should the balance be between national and local PROMs collections? Why?**

**13 Would the NHS benefit from collecting nationally mandated PROMs in specific clinical areas or along care pathways. Please explain your answer. Which clinical areas would most benefit from a nationally mandated PROM collection, and why?**

**14 What would be the main purpose(s) / benefit(s) of these additional national PROM collections?**

**15 How should PROMs work alongside other patient reported collections?  
(ie Patient Centred Outcome Measures (PCOMs), Patient Reported Experience Measures (PREMs)  
etc)**

**16 Please let us have any further thoughts or comments you have about PROMs.**