The use of PROMs in a community setting

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PROMs in Gloucestershire

- **Podiatry**
  - Generic general health & well being PROM
  - condition specific PROMs
  - 5,141 individual returns

- **MSK Clinical Assessment & Triage (MSKCAT) Service**
  - Generic general health & well being PROM
  - condition specific PROMs
  - 3,345 individual returns

- **Reablement**
  - Generic general health & well being PROM
  - social care quality of life PROM
  - Comparison: bed based vs home based.
What we get from PROMs

• **Quality**
  - Measure effectiveness of what we do - from the patient/service users point of view
  - Evidence to help improve service delivery
  - Evidence for others in the health and social care community
  - Triangulation data for PREMs

• **Patient Engagement**
  - 50% response rate to a postal survey.
  - Impact on Shared Decisions Making (perhaps?)

• **Staff Engagement**
  - Relevant and useful data
  - Positive and rewarding
  - Ownership
Targets and other metrics

“As a basis for assessing the value of the more than £100 billion of taxpayers’ funds currently spent on the English NHS … these measures are hopelessly inadequate.”

*(Getting the most out of PROMs; Kings Fund, 2010)*

“…measuring (patient experience) … may be of limited use as a basis for quality improvement and health system reform.”

*(How does satisfaction with the health-care system relate to patient experience? Bulletin of the World Health Organisation, 2009)*
Measuring what we actually do

Back, Hip & Knee conditions by PROM (Oswestry lower=better)

- 12 Month Follow-up
- 90 Day Follow-up
- New Referral

Question set score (A/G)

Questions-Question Set

Oxford Hip Score
Oxford Knee Score
Oswestry LBP pain PROM (worse)

No. of responses shown in blue

Understanding You
PROMs to inform clinical practice

Back Pain: Owestry Index to date by key Treatments (lower=better)

- 12 Month Follow-up
- 90 days since New Referral Seen
- New Referral Seen

Question set score (A/U/G)

Advice  Exercise Indiv  Injection  Lifestyle Mgmt  Manual Therapy

Treatments-Treatment

Negative
MOXFQ (Foot) - steroid injections MSKCAT + Podiatry

Higher = Worse

new referral 90 days 12 months

OHS (Hip) steroid injections

Higher = Best

new referral 90 days 12 months

OSS (Shoulder) - steroid injections

new referral 90 days 12 months

OKS (Knee) - steroid injections

new referral 90 days 12 months
Bimonthly GP clinical newsletter

NICE guidelines reinforced by our PROMs evidence - and shared with the GPs via the newsletter
• Reporting always includes some PROMS data
• GP PLT sessions always have hand-outs with PROMs evidence.
Staff Engagement

**Impact of callous reduction tx**

- **30 Days Since New Referral Seen**
- **New Referral**

- **Benefit felt**: 212
- **Foot Health Score 2 (FHS2)**: 217, 265
- **General Health Status EQ5D-5 (ukw)**: 218, 268

**200+ returns**: virtually no change in EQ5D and 1% gain in condition specific PROM.
Patient Engagement

Total Questionnaires Sent/Rcvd by Specialty/Service

- Questionnaires Sent
- Questionnaires Received

Location-Department (last)

- Biomechanics: 4448
- MSKCAT: 6581
- Nail Surgery: 948
- OTHER: 4996

No. of responses shown in blue
Thank you

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