

An invitation to the PROMs

Your guide to Patient Reported Outcome Measures

Asking for patient feedback is now part and parcel of UK healthcare as it seeks to increase patient engagement to inform best care. To support osteopathic practice, a Patient Reported Outcome Measures, PROMs app has been developed. It's free and with very little effort allows you to obtain unbiased, reliable patient feedback to support your CPD and promote your practice, while simultaneously building the evidence to support the value of osteopathic care.

PROMs explained

PROMs are questionnaires completed by patients via a website or a smartphone app. It is a quick and easy method for patients to give their perspective on their care. It is free and has been specifically designed for osteopaths by the National Council for Osteopathic Research (NCOR) and is part funded by the iO.

Why join PROMs

From 2018, the enhanced CPD scheme will ask for evidence of objective feedback and how this has informed your practice. Patient feedback from PROMs is one way you can do this. You can also use the data you receive, such as on patient satisfaction and experience, in your practice website and leaflets. Finally, all information collected is anonymously added to a national dataset, demonstrating the value of osteopathic treatment.

✔ Contributes to the new enhanced CPD

Patient feedback is one way to meet the requirement for objective activities that have contributed to your practice

✔ Gives you data on your practice

The anonymised data can be used on your practice's website and leaflets to demonstrate patients' satisfaction with your services

✔ Adds to the national database

Every bit of data collected helps to demonstrate the benefit of osteopathic practice when engaging with the NHS, private insurance companies and other health care professions.

(NB: All data sources are anonymised, with no reference of either patient or practice.)

As easy as 1, 2, 3

It really is easy to join PROMs. All you need to do is register yourself or your clinic with NCOR, get your code, and then invite your patients to participate.

STEP 1

PRACTICE/OSTEOPATH REGISTERS FOR PROMs VIA NCOR

Receive your code and information pack



STEP 2

OSTEOPATH INVITES PATIENT TO USE PROMs APP

PATIENT AGREES.

Patient is given information leaflet and code

PATIENT DECLINES.

No further action or requests.

Patient completes PROMs app at their first appointment or as close to it as possible.

Patient completes follow up one week later. Questionnaire is automatically sent to patient.

Patient completes follow up at six weeks. Questionnaire is automatically sent to patient.



STEP 3

PRACTICE/OSTEOPATH RECEIVES SUMMARY REPORT OF DATA (ANONYMISED)



What questions will patients answer?

Access to appointments

Reason for seeking treatment

Symptom area

Satisfaction with osteopathic care

Duration of symptoms

Experience of osteopathic care

Change in global health

Change in symptoms

Demographic

The baseline questionnaire has 16 questions, which includes demographic and service information and seven questions from the Bournemouth questionnaire.

Patients get an automatic reminder to fill out a shorter, 10-point questionnaire at one and six-week post treatment with additional questions relating to their change in symptoms, satisfaction and experience of osteopathic care. Each questionnaire takes approximately five minutes to complete.

What patients think of PROMs

Osteopaths are naturally concerned that patients don't like filling out questionnaires or that older patients won't fill out 'online' surveys. The opposite is true, with 9 out of 10 patients stating it was very important to be given the opportunity to provide feedback about their experience to their osteopath (GOsC, 2015).

"Having something set to me electronically is so easy. I'm busy and having to fill in bits of paper and then find a post box. Well its just not going to happen."

"Healthcare professionals are a bit behind the times in asking patients what they think."

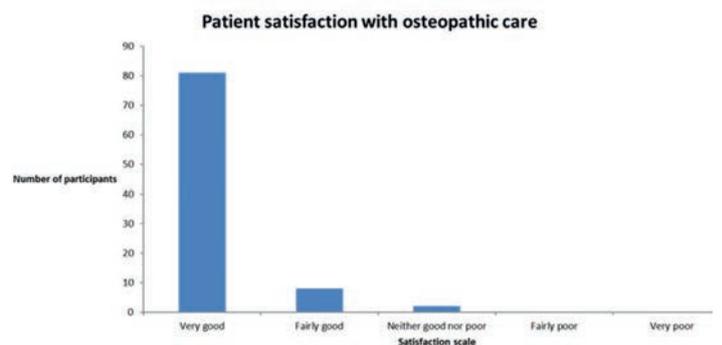
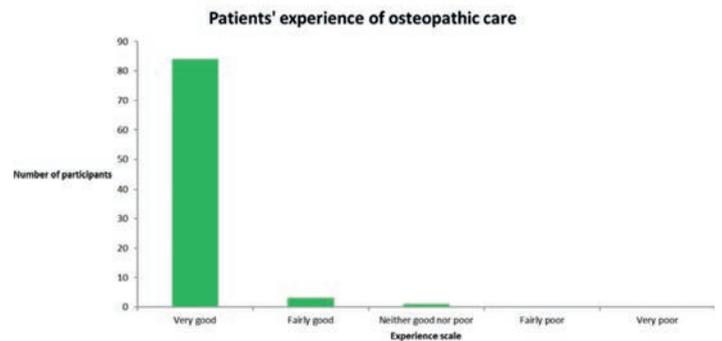


"I'm happy to contribute data if it helps the profession. I wish my doctor would realise there are other ways to help back pain than just pills."



and the results are

... very encouraging! You will receive a summary report of the data for your practice which also allows you to compare your data to baseline findings from the rest of the profession if you wish. Early national data indicates that both patient satisfaction and experience of osteopathic care are good.



Frequently asked questions

For answers to common questions, see the November edition of OT at www.osteopathy.org/io-magazine-osteopathy-today or visit NCOR website www.bit.ly/ncor-proms-app

Get on board or get left behind

PROMs are increasingly being used across the whole of healthcare and it is likely that, over the coming years, it will become a standard part of private practice as well as the NHS.

As might be expected, physiotherapists have been routinely collecting PROMs data for over 12 years, using it to demonstrate the effectiveness of physiotherapy. The Royal College of Chiropractors is also collecting such data and have already amassed over 100,000 completed data sets.

Osteopaths cannot afford to be left behind!

Join PROMs today - Register your interest with NCOR by contacting Carol Fawkes, who will be happy to send you more information: c.fawkes@qmul.ac.uk