

# Your guide to Patient Reported Outcome Measures (PROMs)

Support your CPD and promote your practice, while building the evidence for osteopathy

We may assume that we know how our patients are responding to treatment, but we can only know for certain by asking them. Asking for feedback is now a normal practice in UK healthcare to inform best practice. To support osteopaths collect feedback, the National Council of Osteopathic Research has developed a standardised, validated Patient Reported Outcome Measures (PROMs) app for osteopathic patients. Part-funded by the Institute of Osteopathy, PROMs is free to use. With very little effort, it allows you to obtain unbiased, reliable patient feedback to support your CPD, promote your practices, while simultaneously building the evidence for osteopathic care.

## PROMs explained

PROMs are questionnaires completed by patients via a website or a smartphone app. They are a quick and easy method for patients to give feedback about the care that they have received. The tool is free and has been specifically designed to be as user-friendly with minimal extra work for clinicians.

## Why join the PROMs community?

Since 2018, GOsC's enhanced CPD scheme has required osteopaths to provide evidence that they have reflected upon objective feedback and how this has informed their practice. Patient feedback from PROMs is one way you can do this. You will also receive information about your patient satisfaction and experience that you can use in marketing materials on your practice website and leaflets. Finally, all information collected is anonymously added to a national database, demonstrating the value of osteopathic treatment which can be used to help to promote the profession.

## As easy as 1, 2, 3

It really is easy to join PROMs. All you need to do is call or email NCOR to register. The whole process takes less than five minutes. You will be sent a set of information sheets that contain individualised codes that your patient can use to access the app and participate.

## How do I discuss PROMs with new patients?

PROMs can be introduced during treatment, or before the patient leaves. If they agree to take part, simply give them the information sheet which tells them everything they need to know as well as the contact details of the research team in case they have further questions. You may choose to email participants the information sheet if they have given their permission to contact them by email.



### Can be used to support your CPD

Reflecting on PROMs is one way that you can fulfil the objective feedback requirement of the new CPD scheme



### Gives you feedback on your practice

The information received can be used on your practice website and leaflets to demonstrate patients' satisfaction



### Adds to the national database

Every bit of information collected helps to demonstrate the benefit of osteopathic practice and can be used to raise awareness of and promote the profession.

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

## What patients are suitable?

PROMs can be completed by new adult patients, or by former patients returning with a new symptom episode.

A separate questionnaire is contained within the app for very young paediatric patients and older children. In such cases, the questionnaire is completed by the parent/carers on behalf of their children, but not by the child. The participant is simply asked to indicate whether they are completing the questionnaire "for myself" or "for my child" once they access the app. It's as simple as that.

Please don't assume that because a patient is older, that they will not be able to use the internet. Ask your patient if they have internet access and an email address and whether they would be willing to complete the PROM. Patients interviewed in the pilot phase of the project were aged between 22 and 87, and were all willing to complete the PROM.

## 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 is automatically sent follow up questionnaire to complete one week later.

Patient is automatically sent last follow up questionnaire to complete at six weeks.

## 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. In reality, the opposite is true, with 9 out of 10 patients stating it was very important to them to be given the opportunity to provide feedback about their experience to their osteopath.

## Will you share my results with other organisations?

All the information received will be anonymous with no reference to either patient or osteopath and will not be shared with anyone else. If you choose to share your data with others or make it publicly available for marketing purposes, that is your decision alone.

## What if I work in different practices?

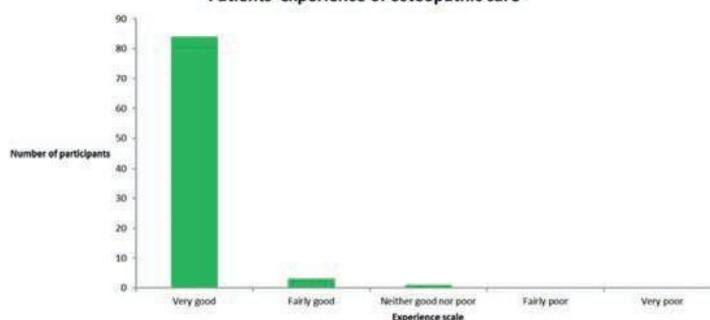
Your PROM code is unique to you and can be used in various practices, handy if you work across different sites.

## And the results are very encouraging!

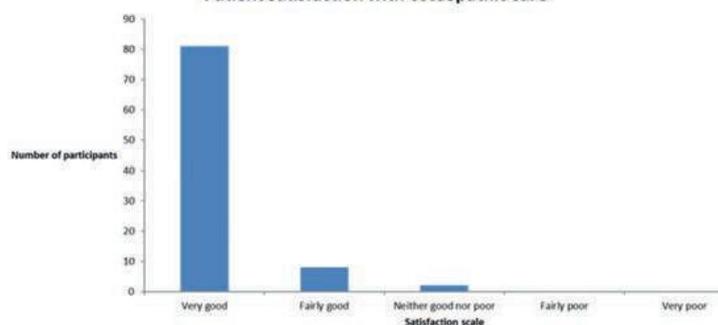
Once 50 patients have completed the questionnaires, you will receive a freesummary report from NCOR regarding the data received from your practice which also allows you to compare your results to baseline findings from the rest of the profession if you wish. This sort of reflective practice can legitimately count towards CPD. Early national data indicates that both patient satisfaction and experience of osteopathic care are excellent.

Some osteopaths use PROMs on an ongoing basis as a way of continuously reflecting on their practice, but you could also use it for a short period to audit your practice and then take a break. The choice is yours.

Patients' experience of osteopathic care



Patient satisfaction with osteopathic care



## Frequently asked questions

For answers to common questions, visit NCOR's website [www.bit.ly/ncor-proms-app](http://www.bit.ly/ncor-proms-app). For more information on the development of the PROMs system, please visit [www.osteodevelopment.org.uk/themes/evidence](http://www.osteodevelopment.org.uk/themes/evidence)

## Get on board and help promote the profession

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 10,000 completed data sets. Osteopaths cannot afford to be left behind, so join the PROMs community and contribute to the evidence base of

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

"Having something sent to me electronically is so easy. I'm busy and having to fill in bits of paper and then find a post box...well, it's just not going to happen."

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

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](mailto:c.fawkes@qmul.ac.uk)