



OUTCOMES

November 2011

New NHS Operating Framework Highlights Outcomes



Recent Publications

Outcomes June 2011 highlights the requirement for patient involvement in the new NHS landscape

Our previous newsletters illustrate examples of where PROMS and PREMS are being used to measure the value of services as perceived by patients themselves. You can download the newsletters [here](#)

Measuring outcomes in Community Services

Anglian Community Enterprise implement PROMS across a range of services. You can download the case study from CoMetrica [here](#)

Resident Experience Assurance in care Homes

Abbeyfield measures resident experience in all its homes across the UK. You can download the case study from CoMetrica [here](#)

Market review paper compares different channels for capturing patient experience

CoMetrica has published a paper useful to anyone who is considering improving their means of measuring patient experience. You can download the paper from www.CoMetrica.co.uk [here](#)

Conferences & Events supported by CoMetrica

- 22nd June Foot Health 2011 - MSK 2011, Kettering.

- 23rd June Patient Participation, London.

Future events

- 15th December, presentation to South West Podiatry Managers, Taunton

- 6/7th March 2012, Podiatry Managers Conference, Telford

- 28th June 2012 Valuation of Physiotherapy—Kings Health Partners, London

Outcomes approach

The NHS Operating Framework for 2012 has been published which highlights an outcomes based approach to improvements. The NHS Commissioning Board will be held to account for these improvements from 2013/14 and the framework says that “NHS organisations should be preparing for this approach in 2012/13”

Ensuring that people have a positive experience of care

The framework goes on to say that NHS organisations must actively seek out, respond positively and improve services in line with patient feedback.

“This includes acting on complaints, patient comments, local and national surveys and results from “real time” data techniques. Patients and carers should feel that services are integrated and co-ordinated and this should form part of survey questions “



The national patient experience surveys will continue but more significantly, the National Standard Contract will now require each local organisation to carry out more frequent local patient surveys, including using “real time” data techniques, to publish the results – including data on complaints – and to respond appropriately where improvements need to be made.

The 2012 National Performance Measures

Quality	
1	Preventing people from dying prematurely <ul style="list-style-type: none"> • Ambulance quality (Category A response times) • Cancer 31 day, 62 day waits
2	Enhancing quality of life for people with long term conditions <ul style="list-style-type: none"> • Mental health measures (Early intervention; Crisis resolution; CPA follow up, IAPT) • Long term condition measures (Proportion of people feeling supported to manage their condition; Unplanned hospitalisation for chronic ambulatory care sensitive conditions (adults); Unplanned hospitalisation for asthma, diabetes and epilepsy in under 19s)
3	Helping people to recover from episodes of ill health or following injury <ul style="list-style-type: none"> • Emergency admissions for acute conditions that should not usually require hospital admission
4	Ensuring that people have a positive experience of care <ul style="list-style-type: none"> • Patient experience of hospital care • Referral to Treatment and diagnostic waits (incl. incomplete pathways) • A&E total time • Cancer 2 week waits • Mixed-sex accommodation breaches
5	Treating and caring for people in a safe environment and protecting them from avoidable harm <ul style="list-style-type: none"> • Incidence of MRSA • Incidence of <i>C. difficile</i> • Risk assessment of hospital-related venous thromboembolism (VTE)
Public Health <ul style="list-style-type: none"> • Smoking quitters • Health checks 	

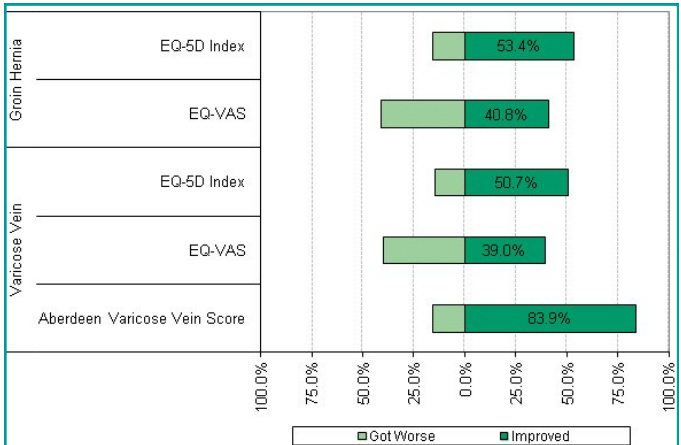
In addition, data on comparative clinical outcomes of GP practices in England is to be published by December 2011, following the lead of the NHS in London which has agreed a set of 22 indicators with local GPs.

NHS Hernia & Varicose Vein EQ5D-VAS scores inconsistent

The NHS information centre has recently published the scores for groin hernias and varicose veins for the period April—June 2011. These show that the ES-VAS index continues to be inconclusive with as many patients getting worse as those getting better.

The EQ5D index score shows an improvement in just over 50% of patients and a deterioration in less than 15% but the EQ5D VAS scale (the 0-100 scale patients are asked to mark with their health status) shows approximately 40% getting worse or better equally. Compared with the Aberdeen Veins score where an improvement was seen by 84% of patients, the EQ5D scores do not provide a powerful argument for treatment effectiveness. This disconnect between the EQ5D index and VAS scores is the reason that CoMetrica recommend using only the EQ5D index questions and focusing on disease or treatment specific PROMS wherever possible, using the EQ5D as background information.

For information on which PROMS to use and how to interpret them, contact Stuart Mathieson at CoMetrica on 07973 212306



COM-Q users get system upgrade

CoMetrica are pleased to announce another update to the on-line reporting functionality of the COM-Q system. Users now have more control over the appearance of charts and reports and are quickly able to see which variations are significant.

Other features allow historic data to be re-scored with new algorithms and improvements in reporting speed.

For patients, on-line completion has been enhanced for those with impaired eyesight .

Gloucestershire Care Services 

This new Community Interest Company being formed out of the provider arm of Gloucestershire PCT has implemented comprehensive outcomes measurement using PROMS across its MSKCAT services.

Using the built-in functionality of the COM-Q system to use different PROMS for different patients, the MSKCAT service is now routinely measuring generic health and condition specific PROMS for all its patients before and after treatment.

To cover the range of musculo-skeletal conditions which the service treats, a range of standard PROMS are used to cover:

- Hips
- Knees
- Shoulders
- Upper limb
- Feet
- Back pain
- General Health Score
- Service Experience PREM

Patients automatically receive the correct PROM questions for their condition immediately after initial assessment. They can complete these on-line or on paper which remains by far the most popular route for many patients since it gives them more time to consider their responses and allows the involvement of carers and relatives where relevant. The patients are followed up after 90 days automatically to repeat the measures and provide quantitative and qualitative feedback on their treatment experience.

All the measurement and analysis is managed by CoMetrica so that the MSKCAT service can focus on the results rather than the measuring.

The personalised questionnaires created by the COM-Q service lead to high response rates and statistically robust results. In the first few days of operation, the MSKCAT service could see the improvement in PROM scores as a result of their services and compare progress in different sub-specialties.

For more information contact [Stuart Mathieson](mailto:Stuart.Mathieson@CoMetrica.co.uk) at CoMetrica.co.uk

Reducing questionnaire overload

The COM-Q system from CoMetrica combines clinical and non-clinical outcome and experience measures into one concise electronic form matched to each patient.

Measures are linked to each patients condition and the services actually used and so are more relevant

Multiple completion routes including the most popular - paper, increase response rates

The majority of ALL service users respond rather than the small samples achieved by passive systems.

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Abertawe Bro Morgannwg  



This university health board provides community, mental health and acute services to the people of Swansea, Bridgend, Port Talbot and Neath areas of South Wales. The health board has just embarked on a programme to comprehensively measure the experience of its patients across a range of specialties using the COM-Q service provided by CoMetrica. The ABM clinicians were keen to use the functionality of the COM-Q service to include PROMS in the programme since no PROMS are routinely collected by NHS Wales.

The flexibility of the COM-Q service allows ABM to test various PROMS and PREMS with ease and see the results quickly on-line.

For more information, contact [Stuart Mathieson](mailto:Stuart.Mathieson@CoMetrica.co.uk) at CoMetrica.co.uk

Abbeyfield 

The national care provider Abbeyfield has just completed an experience survey of all residents in its 22 care homes across the UK. Abbeyfield commissioned the survey from CoMetrica because of the comprehensive consultancy provided which included production of reports at three levels of detail for the Abbeyfield board, the management team and each of the care homes themselves.



The on-line reporting system enabled results to be seen immediately the surveys were returned and CoMetrica handled all the paperwork and documentation so that Abbeyfield could focus on the results rather than the measurement. You can download the Abbeyfield case study [here](#).

For further information about any of the articles in this newsletter or for further information about the COM-Q service or how CoMetrica can help your organisation measure patient's outcomes & experience, contact Stuart Mathieson on 07973 212306 or via email

Stuart.Mathieson@CoMetrica.co.uk www.CoMetrica.co.uk