



OUTCOMES

August 2012

Focus on Diabetes Management & Outcomes



Recent Publications

Outcomes November 2011 looks at the 2012 National Performance Measures and reviews national PROM results.

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 Resident Experience in care Homes

CoMetrica completed a survey of all residents in all the care homes run by The Abbeyfield Society across the uk. Download it [here](#)

Measuring MSK outcomes

Gloucestershire care services use the COM-Q service to measure their outcomes, you can download the highlights [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 [here](#)

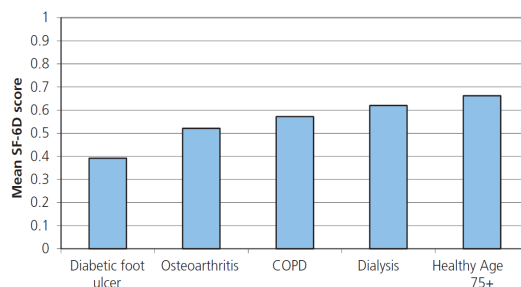
PROMS in Diabetes



NHS Diabetes published a report in March 2012 which highlighted the comparatively low quality of life PROM score for patients with diabetic foot ulcers.

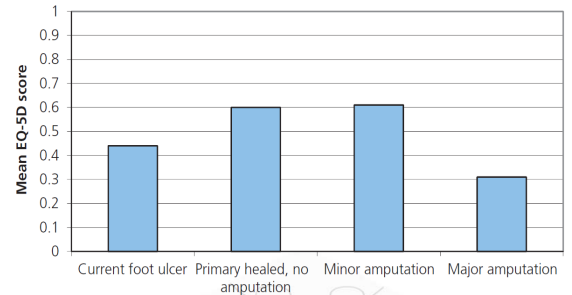
The report focused on the estimated annual £650m cost to the NHS of amputations and foot complications associated with diabetes. It recommends setting up specialist multi-disciplinary foot care teams to reduce unmanaged complications leading to amputations, poor quality of life and mortality.

The report focuses on various research studies for patients who have long-term complications of diabetes such as ulcers and amputations. Quality of life PROMS used in the studies include the SF36, the SF6 (shown below) and the EQ5D.

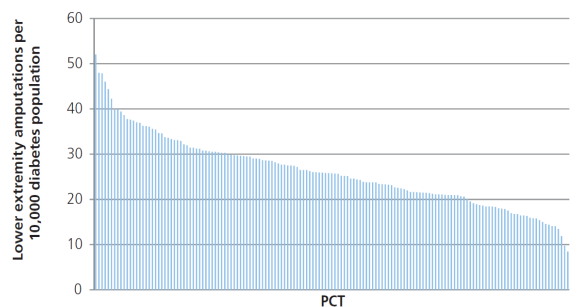


The health economics calculations compare the QOL scores for patients with current and healed foot ulcers and those who have had minor & major amputations. In the following chart, the EQ5D scores are compared between degrees of

long-term diabetic pathology. The report compares the cost of high amputations and ulcer care against the cost of investment in multi-disciplinary diabetes management teams and makes the case for further "invest to save".



However while there is significant variation in amputation rates across PCTs (shown below), the direct impact on rates through using MDTs is not clear.



The problem highlighted by the report is that such patients often have several other health implications and without more sophisticated data linking, any long term impact on quality of life scores cannot be attributed solely to peripheral vascular disease complications. This supports the view that PROM data needs to be integrated with detailed clinical data through systems such as the COM-Q Service.

The NHS Diabetes report can be downloaded [here](#)

Conferences & Events supported by CoMetrica

- 6/7th March 2012, Podiatry Managers Conference, Telford
- 29th May 2012 MSK Rehab - Kettering
- 28th June 2012 Valuation of Physiotherapy in Respiratory Conditions - Kings Health Partners, London

Future events

- 17th September, Patient Experience Conference, London
- 28th September, North Devon Podiatry Managers
- 22nd November 2012, King's Fund PROMS Conference, London

Any Qualified Provider?

A commissioning model which has struck fear in the minds of many non-emergency NHS care services has been gaining momentum in recent weeks as PCTs in their final few months of existence effectively open up the provision of some local services to competition.

While the policy aim is to allow patients to choose with no minimum activity levels in contracts, many NHS services have found they are competing with other NHS and Commercial providers for the same business either through AQP or traditional tendering processes.

How do you differentiate your bid?

Commissioners be they PCTs or CCGs will be focused on value and many support services such as therapies will need to prove effectiveness of their treatments in tangible terms rather than just "activities delivered". To achieve this element in their bids, many services are now looking to provide evidence by including measurement of improved or maintained Quality of Life using QALYS and other PROMS. A tender which includes integrated ongoing outcomes measurement in addition to the usual patient experience measures, as perceived by patients, is of great interest to commissioners seeking evidence to support spending. For many services, PROMS are still a mystery and difficult to measure accurately and they have turned to CoMetrica to help them integrate outcomes measurement as a standard part of their service delivery.

For more information on how to achieve this, contact [Stuart Mathieson](#) at [CoMetrica.co.uk](#)



NHS featured in the London 2012 Olympic games opening ceremony

COM-Q performance upgrade

With more and more NHS and commercial healthcare providers taking up the COM-Q service, CoMetrica is increasing server capacity and is optimizing reporting routines to improve performance. Users will see the benefit over the next few weeks.

The current service development programme is currently consulting users on what they would like to see incorporated in the next COM-Q system upgrade

University Hospital of North Staffordshire 



Patient experience of new A&E department measured & compared

The trust used the COM-Q service to measure the experience of all patients using their A&E service based at the old Stoke on Trent Royal Infirmary last year and again at the start of this year just before moving the service to the new build in March (picture above courtesy of UHNS). This gave them a robust baseline from which to measure change.

The experience of patients in the new department has been re-measured in July this year to see how the new environment has impacted on patient experience and to see how the service is bedding in.

UHNS Paediatric department experience



The experience of children and their parents & carers was measured earlier this year in the old paediatric department at the Royal Infirmary before it moved to their brand new department in the new hospital pictured above.

The paediatric clinicians and managers were keen to use the Net Promoter Score as part of the measurement programme provided by CoMetrica. This measured how confident the parents (and children where possible) were to recommend the service to any other potential service users. The department is planning to re-measure paediatric experience later this year.

For more information on either of these projects, 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.

Abbeyfield Care Homes to measure resident experience 



Care home providers are required to demonstrate inclusivity in managing care and ensure that residents views and experience is captured with confidence. For the second year running, Abbeyfield has used CoMetrica to achieve this through a programme to survey all their Care residents across the UK.

Some residents struggle with short term memory loss and to aid them, questionnaires with colour pictures have been produced to help evoke responses. Other more independent residents may find pictures patronising and so a more sophisticated solution has been used to fit the question style to each resident.

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

Gloucestershire Care Services extend use of PROMS into Podiatry 

Following the successful introduction of routine PROM & PREM measurement for their MSKCAT service last year, Gloucestershire Care Services has now extended the scope to include Podiatry patients across the service.

The service found that the integrated measurement by the COM-Q service enables them to prove the value of their interventions to commissioners as well as providing operational real time feedback on service delivery. Using a fully automated system, podiatry patients are now included in a programmed approach across the whole of the podiatry service using specific PROMS, PREMS and census point timings relevant to each service group. By automatically linking results to clinical data, the outcomes for diabetic and rheumatoid patients can be identified separately including longer-term follow up where required. The measurement will include nail surgery & biomechanics using condition specific PROMS in addition to generic Quality of Life measures.

For more information, contact [Stuart Mathieson](mailto:Stuart.Mathieson@CoMetrica.co.uk) at CoMetrica.co.uk or call on 07973 212306

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

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