

Patient-reported outcome measures (PROMS)

Patient Information leaflet





As part of our commitment to service users and carers we are introducing some new ways of working to ensure that services users have a greater level of involvement in their care.

What are patient-reported outcome measures (PROMS)

Patient-Reported Outcome Measures (PROMs) are a way for you to share your experiences and concerns about your mental health with your healthcare provider. They are questionnaires that ask you about your symptoms, well-being, and quality of life.

Why are PROMs important?

PROMs can benefit your care in many ways:

- **They help you to track your progress over time.**
By completing PROMs regularly, you can see how your symptoms are changing and how you are responding to treatment.
- **They help your healthcare provider to understand your experience of mental illness.**
PROMs can provide valuable information about your symptoms, well-being, and quality of life that may not be captured by other assessment methods.
- **They help you to make informed decisions about your treatment.**
By understanding your progress and your treatment options, you can make informed decisions about your care.

How do PROMs support clinicians?

PROMs can support clinicians in lots of ways:

- They help clinicians to monitor your progress and adjust your treatment/care plan as needed.
By reviewing your PROMs scores, clinicians can see how you are responding to treatment and make changes to your treatment plan if necessary.
- They help clinicians to communicate better with you.
PROMs provide an opportunity for you and your clinician to discuss your care.
- They help clinicians to improve the quality of care they provide.
By using PROMs, clinicians can track the effectiveness of treatments and make changes to improve their care.



Some examples:

These are just a few examples of the many PROMs that are used in mental health care. The choice of PROM will depend on your individual needs and the specific goals of your treatment.



DIALOG scale

The DIALOG form is very simple and it has only 11 questions. The first eight questions cover different areas of your life, and the last three are about your treatment.

You may be sent the DIALOG scale to complete by yourself before sessions.



Recovering Quality of Life Scale (ReQoI-10)

The ReQoI-10 is a short questionnaire that measures your quality of life. It has 10 questions that ask you to think about your life including your physical and mental health, your relationships and independence.

You may be sent the ReQoI-10 to complete yourself before sessions.



Goal-Based Outcomes (GBOs)

GBOs measure your progress in mental health care. They involve setting goals that are developed between you and your therapist. GBOs are monitored and reviewed regularly to assess your progress and adjust your treatment/care plan as needed.

You will normally complete a GBO alongside a clinician to support you in making your goals.

What if I have a comment, suggestion, compliment or complaint about the service?

If you want to make a comment, suggestion, compliment or complaint you can:

- talk to the people directly involved in your care
- ask a member of staff for a feedback form, or complete a form on the Trust website www.cntw.nhs.uk/contact/complaints/
- telephone the Complaints Department Tel: 0191 245 6672
- email complaints@cntw.nhs.uk Please note that information sent to the Trust via email is sent at your own risk

We are always looking at ways to improve services. Your feedback allows us to monitor the quality of our services and act upon issues that you bring to our attention.

You can provide feedback in the following ways:

- the quickest way for you to do this is to complete our short online survey at www.cntw.nhs.uk/poy
- complete a Points of You survey, available on wards, reception areas or from staff
- other options for sharing your feedback and experience www.cntw.nhs.uk/yourfeedback

Patient Advice and Liaison Service (PALS)

PALS provide confidential advice and support, helping you to sort out any concerns that you may have about any aspect of your or your loved ones care.

We act independently when handling patient and family concerns, liaising with staff, managers and, where appropriate, relevant organisations, to negotiate prompt solutions. If necessary, we can also refer patients and families to specific local or national-based support agencies.

PALS

Tel: 0800 032 0202

Email: pals@nhct.nhs.uk

Post: FREEPOST PALS

South of Tyne

Tel: 0800 328 4397

Text: 07825 061 035

Email: pals@cntw.nhs.uk

Post: Patient Advice and Liaison Service, Garden Lodge,
Hopewood Park, Ryhope, Sunderland, SR2 0NB

9.00 am – 4.30 pm, Monday to Friday

An answerphone is available at all times for you to leave a message. A member of the PALS team will aim to return your call as soon as possible.



Further information about the content, reference sources or production of this booklet can be obtained from the Patient Information Centre. If you would like to tell us what you think about this leaflet please get in touch.

This information can be made available in a range of formats on request (eg Braille, audio, larger print, BSL, easy read or other languages). Please contact the Patient Information Centre
Tel: 0191 246 7288

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