



Patient Related Outcome Measures

Plymouth Hospitals 
NHS Trust

Tactics, Techniques and Procedures

Action:	MTCC, MTCA				
Info:	PTC Clinical Lead, Governance Lead, Manager MTCC Lead				
Related documents:					
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Authors:	CM, SAA				

- References:
1. The introduction of a Major Trauma PROMs to enhance service evaluation of major trauma. TARN Jun 14
 2. Major Trauma PROMs Process Manual v1. Quality Health 14

Introduction.

1. Patient Reported Outcome Measures (PROMs) are measures of a patient's health status or health related quality of life. They are a means of collecting information on the clinical quality of care delivered to NHS patients as perceived by the patients themselves. They are short, self-completed questionnaires, which measure the patients' health status or health related quality of life at a single point in time.

Inclusion Criteria.

2. At present Major Trauma PROMs questionnaires are to be administered to patients with a potential Injury Severity Score of 9 and greater and any age.

Patient Identification.

3. Patients will be identified as a TARN Candidate patient via the Peninsula Trauma Centre Major Trauma Operational Policy.

Questionnaire Completion.

4. A PROMs questionnaire is given to patients in hospital as soon as possible after injury when the situation is stable enough for the patient (or relative / family member) to agree to participation.

5. The Major Trauma Centre Co-ordinators (MTCCs) are to offer the patient the questionnaire, place a patient hospital sticker on the back page in the details field and can assist with its completion. Relatives and family members can also assist with completion. MTCCs are to ensure that the views expressed in the questionnaire are those of the patient and not the person helping.

6. If the patient does not speak / read English the standard hospital interpretation processes should be followed. If these fail MTCCs are to contact the National Major Trauma PROMs Manager for advice.

7. Patients who have been transferred should be asked if they have filled in the questionnaire. If not the MTCCs are to initiate the process in the normal fashion.

8. Completed forms should be collected after 48 hours by MTCCs or internally posted back to the MTC office on level 6 in the envelope provided. Patients should be encouraged to complete the questionnaire prior to discharge. Completed questionnaires will have their patient details checked and placed in the current envelope in the PROMs' box file.

9. Issue and collection of PROMs questionnaire should be highlighted by the MTCCs on the TNC Database using the PROM drop down box. This is to be updated when - MTCC's informed/ given/ returned or declined

10. In cases where a patient or their families decline to participate in the PROMs process the MTCCs are to make the MTCA's aware with a reason. This is to be documented on the PROMS tracking sheet.

Questionnaire Administration.

11. PROMs administrator is to ensure blank questionnaires and all hard copies of all reference material are available in the MTCC office and current return envelope is in PROMs' box file.

12. The Administrator is to liaise with Quality Health PROMs Manager to confirm UPS collection date and time from the MTCC office and to ensure a named individual is in the office to issue to UPS.

13. The Administrator is to update the number of questionnaires on the return envelope and PROMs tacking spreadsheet as well as noting UPS tracking number.