

# PROMs, PREMs and Effectiveness Programme



## User guide - to access the PROMs portal enabling patients to complete PROMs questionnaires at home




### How to access the website:

The address for the PROMs website is: <https://proms.nhs.wales> . This should be entered into the address bar of whatever device you are using. The website works on PCs, laptops, tablets and mobile phones.

When you receive your referral acknowledgement letter it will include the PROMs website address and a unique reference number (URN). Enter the website address into the address bar on your internet browser. Once the portal has loaded the following screen appears. This is the homepage of the PROMs Website.



Most health care aims to improve patients' health - and it is patients themselves who are best placed to judge how they feel.

 <p><b>Start Questionnaire</b> Start your questionnaire with the unique code you received through the post.</p>	 <p><b>About The Questionnaires</b> More information about Patient Reported Outcome Measure questionnaires.</p>	 <p><b>Frequently Asked Questions</b></p>
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From here you can choose to go directly into the questionnaire by clicking on the 'Start Questionnaire' box or you can learn more about PROMs and the questionnaires by clicking on the relevant box i.e. 'About the Questionnaires' the 'Frequently Asked Questions'.

## Accessing the questionnaire:

When the 'Start Questionnaire' box is clicked you will be taken to the log-in page where you will be asked to enter the URN, given in your referral acknowledgment letter, into the 'Reference no:' box and to authenticate yourself by inputting your year of birth into the 'Year of Birth' box.

**Please note:** The URN is **case** sensitive therefore it is important that you enter it into the 'Reference Box' **exactly** as you see it in your referral acknowledgement letter.

**Reference No:**   
Please note the unique reference number is case sensitive. Please enter it **exactly** as you see it in the letter

**Year of Birth:**

**Language:**  English  Welsh

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## Consent:

The next page in the questionnaire relates to consent. There are 4 questions to answer in this section. If someone else is helping you to complete the questionnaire, it is here that they can identify who they are and why they are helping you. It is important, however, that the answers you give must be your own and not those of the person helping you.

There are 2 'Yes/No' consent questions where you will be asked to agree to share the information you are going to provide with healthcare professionals involved in your care as well as it being linked to other NHS databases.

An email address field is also in this section. Although this is not mandatory, please supply an email address if you have one as the intention of the programme is to contact patients using email address. If you do not have one, please tick the 'I do not have an email address' box.

The screenshot shows the 'Introduction' section of the PROMs Form. At the top left is the GIG CYMRU NHS WALES logo, and at the top right is a language dropdown menu set to 'English'. Below the header, the title 'Introduction' is centered. The first question is 'Are you completing this questionnaire for someone else?' with radio buttons for 'Yes' and 'No'. A callout box points to the 'Yes' option, stating: 'If the questionnaire is being completed by someone else a dropdown will appear asking the relationship of that person to you'. Below this question is the instruction 'Please select one'. The second question is a mandatory consent question: '\* I consent to the information I provide to be shared with healthcare professionals involved in my care.' It has radio buttons for 'Yes' and 'No', with the 'Yes' option selected. A callout box points to both the 'Yes' and 'No' options, stating: 'You need to answer Yes or No to both of the consent questions. These 2 questions are mandatory.' Below this is another mandatory consent question: '\* I consent to the information I provide to be linked to other NHS databases or used for service improvement, planning and research purposes.' It also has radio buttons for 'Yes' and 'No'. A callout box points to these options, stating: 'Whilst entering an email address is not mandatory, completing this field on the questionnaire is. Please supply an email address if you have one, if not please click on the 'I do not have an email address' button.' Below the second consent question is the instruction 'Please answer yes or no'. The final question is 'We would like to contact you again in the future by email to measure your progress. By providing your email address you are consenting for us to contact you in the future. It is advisable not to use a shared / family email address unless you are happy for everyone with access to the account to be aware of your medical condition.' Below this is the instruction 'Please enter the email address we can use for future contact' and an empty text input field.

## Answering the questions:

A number of the questions consist of multiple choice options which require you to click on the answer of your choice. Once all questions on the page are answered you can scroll down to the bottom of the page and click on the 'next' button.

**GIG CYMRU NHS WALES** English ▾

PROMs Form

### Your General Health

Please click the ONE option that best describes your health TODAY.

**Mobility**

- I have no problems in walking about
- I have slight problems in walking about
- I have moderate problems in walking about
- I have severe problems in walking about
- I am unable to walk about

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Click the answer then click "next"

## Answering the questions: (cont)

A number of the questions use a sliding scale. Click on the button in the middle of the scale and move it either up or down or left or right, depending on the orientation of the scale, to the relevant number.

 English ▾

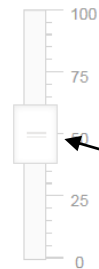
PROMs Form

### Your General Health

#### Your Health Today

- We would like to know how good or bad your health is TODAY.
- This scale is numbered from 0 to 100.
- 100 means the **best** health you can imagine.
- 0 means the **worst** health you can imagine.
- Please click on the scale to indicate how your health is TODAY.

#### The best health you can imagine



#### The worst health you can imagine

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Click on the button in the centre of the scale and slide up or down, left or right



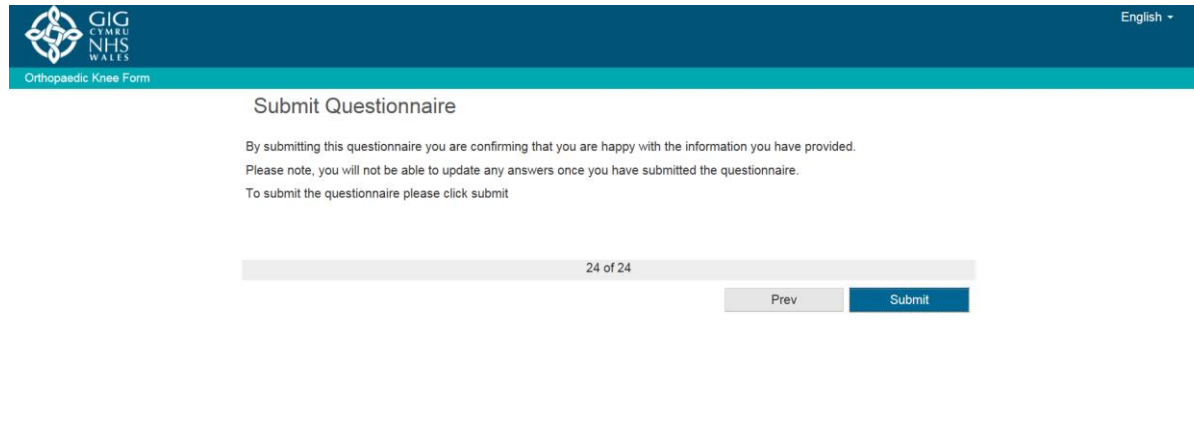
**Answering the questions:** (cont)

There are also questions that require a numerical answer i.e. 'What year were you born?' or 'What is your weight?.' These questions require you to enter a numerical answer into the box provided.

The screenshot shows the 'About You' section of the PROMs Form. At the top left is the GIG CYMRU NHS WALES logo, and at the top right is the text 'English' with a dropdown arrow. Below the header is the title 'About You' and a paragraph: 'This section allows us to understand your personal circumstances and the important factors which may affect your health and outcomes. Please answer it, as accurately as you can.' The first question is 'What year were you born?' with a text input box containing '1964' and a label 'Please enter the year of your birth, eg 1940'. The second question is 'What is your weight?' with two input boxes: one for 'st' and one for 'lb'. Below this is 'OR' and a single input box for 'kg'. The third question is 'What is your height?' with two input boxes: one for 'ft' and one for 'in'. Below this is 'OR' and a single input box for 'cm'. The fourth question is 'What is your waist size?' with two input boxes: one for 'in' and one for 'cm'. A callout box on the right contains the text 'Enter numerical answer into the box provided' and has four arrows pointing to the input boxes for the year, weight (st and kg), height (ft and cm), and waist size (in and cm).

## **Submitting your questionnaire:**

Once you have answered all the questions you will be asked to click on the 'Submit' button. Please ensure you are happy with the information you have provided before clicking "submit". Please note: you will not be able to update any answers once you have submitted the questionnaire.



The screenshot shows the final page of a questionnaire. At the top left is the GIG Cymru NHS Wales logo, and at the top right is a language dropdown menu set to 'English'. Below the header, the title 'Submit Questionnaire' is centered. The main text reads: 'By submitting this questionnaire you are confirming that you are happy with the information you have provided. Please note, you will not be able to update any answers once you have submitted the questionnaire. To submit the questionnaire please click submit'. A progress bar below the text shows '24 of 24' questions completed. At the bottom right, there are two buttons: a grey 'Prev' button and a blue 'Submit' button.