How to access the website:

The address for the PROMs website is: [https://proms.nhs.wales](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.

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 acknowledgment letter.
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.
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.

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.
**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.

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**About You**

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.

What year were you born?

1964

Please enter the year of your birth, eg 1940

What is your weight?

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| kg |

What is your height?

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| cm |

What is your waist size?

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| cm |

Enter numerical answer into the box provided
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.