

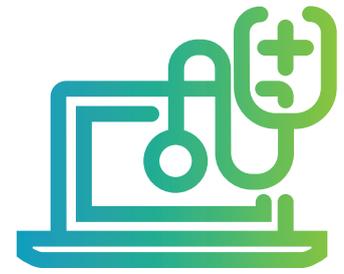
# My Medical Record

## PROMS

**“The feedback from patients using it has been really positive. It gives a much more professional feel rather than using paper, and they have electronic access to their letters and information on their condition”**

Dr Joanna Lovett, Consultant neurologist

**My Medical Record is a patient online service, which allows patients to message clinicians about their condition, view test results and their clinical letters, and access information on their condition. Recently, the ability to capture patient recorded outcome measures (PROMs) and Patient reported experience measures (PREMs) have been developed, with the first area (headaches) going live in December 2017.**



PROMs have been described as “The ultimate measure by which to judge the quality of a medical effort...” (Berwick 1997), but are not widely used in health care as they are often resource heavy. By adding the functionality to complete PROMS through My Medical Record, patients get additional benefits by being able to access the additional information on there, and clinicians do not have the admin burden of collating paper forms.

“The information collected can be used alongside physical examination and a consultation with a healthcare professional to inform an assessment of patient well-being, as well as measuring important aspects of an individual’s experience of their condition and its management.” Alison Richardson, Professor of Cancer Nursing and End of life Care explained.

“The information can also be used, when combined with the responses of other patients accessing a service, to indicate the quality

and effectiveness of a particular clinical service as a whole.”

My Medical Record has been used to support a PROM study run out of University College London (UCL) for Prostate Cancer patients that have had Radical Prostatectomy Surgery.



The study aims to learn from patient reported outcomes (linked to surgical detail) to inform men about their post-surgery progress, improve decision support for clinicians/patients considering surgery and improve clinical practice through learning based on large scale PROM data. Whilst UCL are controlling and managing the study, a total of 26 hospitals are using the solution to capture data for the project. To date over 4300 surveys have been completed, graphing on progress is available for patients and visualisations for clinical teams are being developed.

The My Medical Record team at UHS has now begun to develop PROMs locally, learning from the national study. One of the first areas to go live with the PROMS functionality in My Medical Record are patients with chronic headaches, seen in the Neurology department.

Chronic migraines affect approximately 2% of the world's population, and are ranked globally as the seventh most disabling disease (Steiner et al, 2013). Headaches and migraines also represent a large proportion of local spend; in 2016 it was the highest area of spend for Southampton City CCG for emergency admissions in neurological disorders.

Consultant neurologist Joanna Lovett started the headache clinic at University Hospital Southampton (UHS) 2 years ago, and wanted to collect outcomes for this specialist group of patients.

"It is vital for services to collect outcomes, but especially as this is a very specialist service. It can be more difficult to collect outcome data as we're not a surgical service, so have limited data to support the service already to hand. Now we have this set up, I'm keen to expand the questions and the ability for analysis"

Previously, Dr. Lovett collected data using hand written forms, and then typed these in excel; however, since December 2017, eligible patients have been registered to use My Medical Record.

Patients are automatically reminded to fill in their questionnaire, and the results are saved automatically on the database.



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Dr Lovett plans to expand the use of PROMs to her other patients, and hopes the additional possibilities for analysis will enable a reduction in readmissions for these patients.

### Next steps...



The project will next go live for paediatric tongue tie and hernia patients. The team hopes to gather information on changes in feeding patterns, and measure post-surgery quality of life measures.

The team are also planning to include national PROMs submissions within My Medical Record. Currently collection of these are manual, and is supported by hours of additional reporting each month.

By moving to data collection in My Medical Record, the Trust can proactively target patients with poor scores, rather than waiting for the data to be submitted and processed externally.

"By recording our PROMs internally, we'll be able to provide tailored analysis for clinicians, enabling us to focus on areas in which some patients see less improvement. For example, for informing therapy input in follow ups." Jane Miller, Divisional Lead for Quality Contract and Improvement, explained.

The national PROMs also attract best practice payment from commissioners; being able to act on this data faster will provide greater financial security for the Trust.

### References

Steiner TJ et al (2013), Headache disorders are third cause of disability worldwide. *J Headache Pain* 2015; 16: 544

Berwick DM (1997), Medical associations: guilds or leaders, *British Medical Journal*, vol 314, no 7094, 1564-65