Developing a Patient Reported Experience Measure (PREM) Lothian MSK Physiotherapy Services

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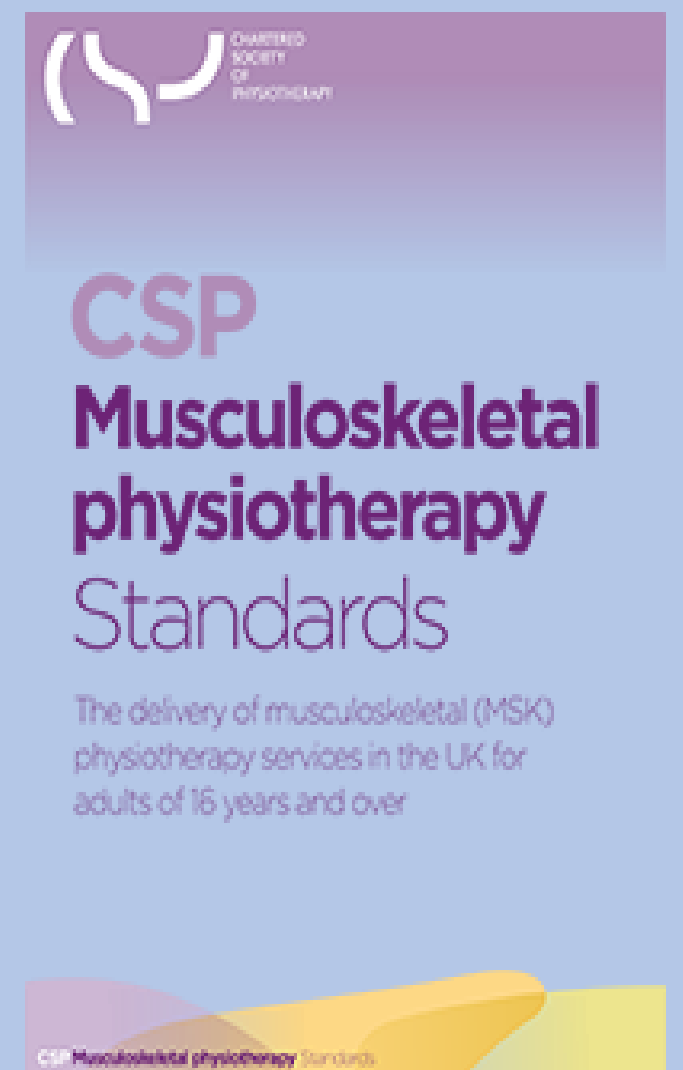
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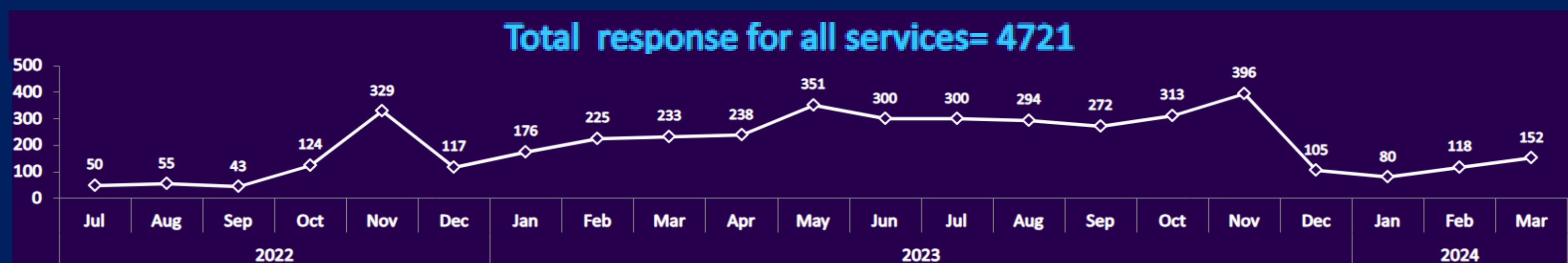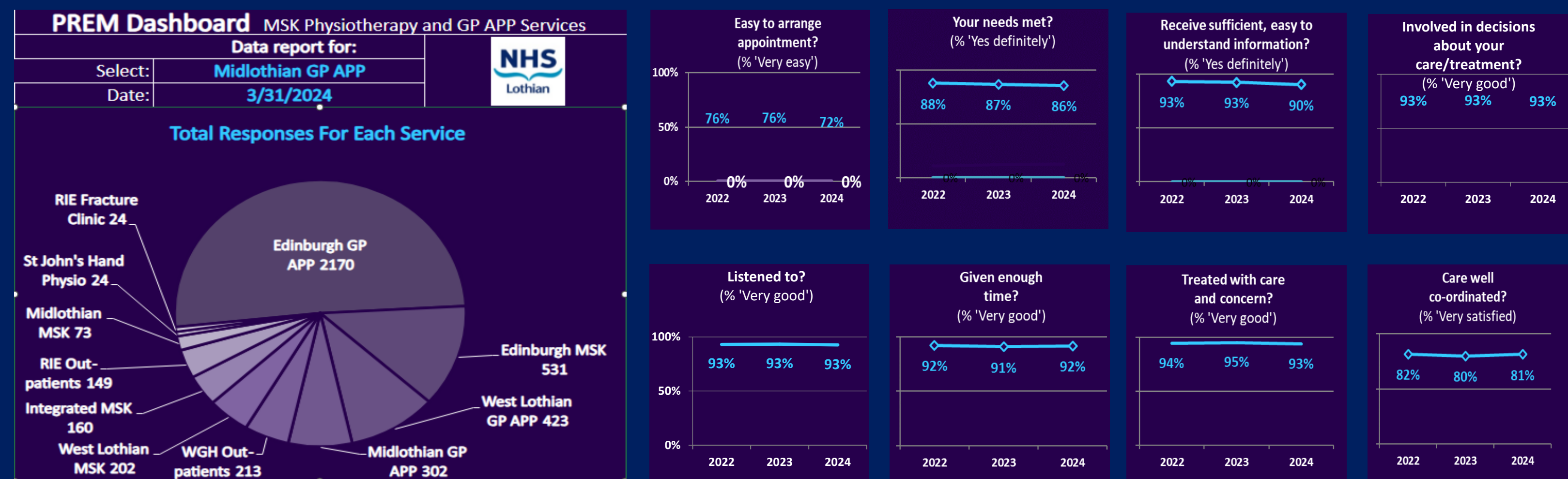To have standardised reportable PREM data across Lothian MSK physiotherapy services.

- Aligned to professional MSK physiotherapy standards
- Easy to distribute and analyse
- Meets needs of different services
- Complies with Information governance

What We Did

- Standardised PREM aligned to CSP MSK Service standards
- Free text response : What went well?, What could be better?, Any other comments?
- Individual Service Questions to fit local service needs: eg demographic questions
- Use of JISC online survey systems: Allows immediate upload of results on dashboard.
- Use of QR codes, email, text, paper to distribute/add links to patient letters and webpages
- Liaised with communication team and Information governance to comply with NHS policy.
- Creation of Excel Dashboard for reporting NHS Lothian MSK physiotherapy wide results

CSP Musculoskeletal physiotherapy Standards

The delivery of musculoskeletal (MSK) physiotherapy services in the UK for adults of 16 years and over

Outcomes

PREM Dashboard MSK Physiotherapy and GP APP Services

Data report for:	Midlothian GP APP
Date:	3/31/2024

Total Responses For Each Service

Edinburgh GP APP 2170 · RIE Fracture Clinic 24 · St John's Hand Physio 24 · Midlothian MSK 73 · RIE Out-patients 149 · Integrated MSK 160 · West Lothian MSK 202 · WGH Out-patients 213 · Midlothian GP APP 302 · Edinburgh MSK 531 · West Lothian GP APP 423

Easy to arrange appointment? (% 'Very easy') — 2022: 76%, 2023: 76%, 2024: 72% / 0%, 0%, 0%

Your needs met? (% 'Yes definitely') — 2022: 88%, 2023: 87%, 2024: 86%

Receive sufficient, easy to understand information? (% 'Yes definitely') — 2022: 93%, 2023: 93%, 2024: 90%

Involved in decisions about your care/treatment? (% 'Very good') — 2022: 93%, 2023: 93%, 2024: 93%

Listened to? (% 'Very good') — 2022: 93%, 2023: 93%, 2024: 93%

Given enough time? (% 'Very good') — 2022: 92%, 2023: 91%, 2024: 92%

Treated with care and concern? (% 'Very good') — 2022: 94%, 2023: 95%, 2024: 93%

Care well co-ordinated? (% 'Very satisfied') — 2022: 82%, 2023: 80%, 2024: 81%

Total response for all services= 4721

Monthly responses: Jul 50, Aug 55, Sep 43, Oct 124, Nov 329, Dec 117 (2022); Jan 176, Feb 225, Mar 233, Apr 238, May 351, Jun 300, Jul 300, Aug 294, Sep 272, Oct 313, Nov 396, Dec 105 (2023); Jan 80, Feb 118, Mar 152 (2024)

What Went Well/ What could be Better?

"Very good, professional manner",   "The first time I felt properly listened to",
"Kind and positive attitude, gave me confidence in an eventual recovery",   "Provided clear information and instructions",
Very kind, sympathetic attitude",   "Receptive to my questions and concerns",   Easy to access in a timely manner".
"Hard to access physiotherapist",   " Would like shorter waiting times".

What we learned?

- Consistent and high satisfaction across all services
- Slightly less satisfied with access to services
- Can use this to align services easily with professional standards
- Practitioners appreciate easy distribution with minimal input and immediate analysis of local service data on JISC platform
- Varying levels of engagement by services
  - Texting links from GP practice systems may be most productive way but needs more exploration
  - Various systems can be used to distribute including rolling PREM or snapshot methods
- TRAK not compatible for sending questionnaires to patients
- Important to check in with information governance

Next steps

- Continue to report Lothian wide PREM outcomes annually
- Exploring reasons for varying levels of engagement by services
- Ongoing review of service users' responses to facilitate change locally
- Exploring other platforms that could increase use of texting and generate Lothian wide data without effort