

Patients and Information Directorate
NHS England
Skipton House
80 London Rd
London
SE1 6LH

July 2015

To: Clinical Commissioning Group's Chief Executives

Dear Colleague

Re: Collection and reporting of Patient Reported Outcome Measures (PROMs) data

I am writing with regard to the arrangements for the collection and reporting of Patient Reported Outcome Measures (PROMs) data. For 2015/16 and beyond, it remains a NHS Standard Contract Requirement for all providers of NHS-funded hip replacements, knee replacements, varicose vein surgery and groin hernia procedures to collect and submit PROMs data to the Health and Social Care Information Centre (HSCIC).

Therefore, if CCGs are commissioning any of these four elective surgical procedures directly with independent or NHS organisations, then the collection, funding, and submitting of that PROMs data, for NHS-funded patients, should be reflected in to your local contracts.

The importance of PROM data is confirmed in the Mandate document between the Department of Health and NHS England. The NHS Outcomes Framework continues to identify PROMs as a source of information about outcomes from planned procedures. NHS and Foundation Trusts will also need to report on PROMs data through their Quality Accounts.

As part of the contracts between CCGs and independent or NHS providers, for any of these four elective surgical procedures, for NHS patients, you must ensure that the Patient Questionnaire Framework is used, which was put in place for this purpose, by the Department of Health. Providers of NHS-funded care should appoint one of the four approved suppliers from the Framework. Each supplier has been assessed against rigorous quality standards including Information Governance. The PQF is currently in place until September 2016. Details for each supplier are in **Annex A**.

The four approved suppliers are able to offer flexibility in the way PROMs data is collected and will work with providers to meet the desired service specification.

For example, suppliers are able to offer electronic data collection via tablet devices.

Clinical Teams can now access patient level data for their patients – provided the patient has consented to this. In order to receive this data, providers' clinical teams can register with the Health and Social Care Information Centre (HSCIC) Clearing House Secure Electronic File Transfer (SEFT) service. Many teams have already signed up to further scrutinise their PROM data. Further details on how to do so are in **Annex B**.

For those organisations who need to newly commission their PROMs data collection and reporting from one of the approved suppliers, they should issue a Call-Off notice under the Framework. This should be sent to all four approved suppliers, setting out the service specification required. All of the suppliers will respond by submitting a tender to you. This is the same as in 2012 when the PQF was implemented. Details of the Call-Off process are in **Annex C**.

Please note that responsibility for the Patient Questionnaire Framework Agreement transferred from the Department of Health to NHS England effective 1st April 2013. This change has been effected at framework level and you can therefore ignore any references to DH in any of the framework documentation including schedules, as these have been formally amended through a Contract Change Note (CCN001). The key terms of the Framework remain unchanged. If you require a copy, please email richard.ashworth@nhs.net.

NHS England is also keen to engage with CCGs to further understand how you are using the PROM data and what difference collecting this data is making to service improvement and delivery, and how the presentation of the data could be made more useful to CCGs. To arrange a meeting or conference call, please contact richard.ashworth@nhs.net

Yours faithfully

A handwritten signature in black ink, appearing to read 'Dan Wellings', with a stylized flourish at the end.

Dan Wellings
Head of Insight & Feedback
Patients and Information Directorate
NHS England