



NATIONAL PATIENT REPORTED OUTCOME MEASURES (PROMS) SUPPLIER ACCREDITATION PROCESS

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1. Background

Patient Reported Outcome Measures (PROMs) are the collection of information on the clinical quality of care delivered to NHS patients as perceived by the patients themselves. PROMs comprise repeated surveying of patients and are administered pre-operatively (the "Q1" questionnaire) and post-operatively (the "Q2" questionnaire) within defined intervals and to preset standards for their administration.

Healthcare Providers must collect PROMs data from eligible patients and will choose from a range of accredited survey contractors (Suppliers) potentially offering a range of survey administration solutions, from traditional 'paper and pen' data collection (minimum requirement) to electronic data capture solutions, such as touch-screens or tablets.

Suppliers will submit collected PROMs data to NHS Digital, which is responsible for validity checking, scoring and weighting the questionnaire responses, linking individual questionnaire returns to the related patients' Hospital Episode Statistics (HES) records and/or their records held on other datasets and producing a range of derived data and indicators. NHS Digital then produces information and official statistics which can be used by the NHS, Providers, Commissioners and information intermediaries to drive improvements in the quality of NHS care. This information would normally be published in summary form as Official Statistics.

2. Purpose

This document provides an overview of the Supplier Accreditation process for potential Suppliers for the National PROMs Programme. It is a requirement of the programme that Suppliers must become Accredited in order to be permitted to submit PROMs data to NHS Digital.

3. The Accreditation Process

Any supplier wishing to commence the PROMs Supplier Accreditation process should first read the various documents referenced in this pack to familiarise themselves with the requirements of the National PROMs Programme.

Stage 1 – Application Phase

Having considered the requirements of the National PROMs Programme, if a Supplier wishes to become Accredited, then they must demonstrate how they are able to meet the requirements set out in the National PROMs Programme Guidance document by completing the National PROMs Programme Supplier Accreditation Application Form. These requirements include passing the IG Toolkit standards for the latest available financial year.

This form should then be submitted to NHS England, in the first instance, for consideration. The application will be considered against the requirements by both NHS England and NHS Digital.

NHS England and NHS Digital will then either approve the application, reject the application or ask the Supplier for further information to support the application.

Once an application is approved, the Supplier will then be ready for data submission testing with NHS Digital.

Stage 2 - Testing Phase - Documentation

Once an application is approved, NHS Digital will provide the Supplier with the additional documents required for the Testing phase of the Accreditation process. This will include test data files for Suppliers to submit.

Stage 3 - Testing Phase - Data Submission

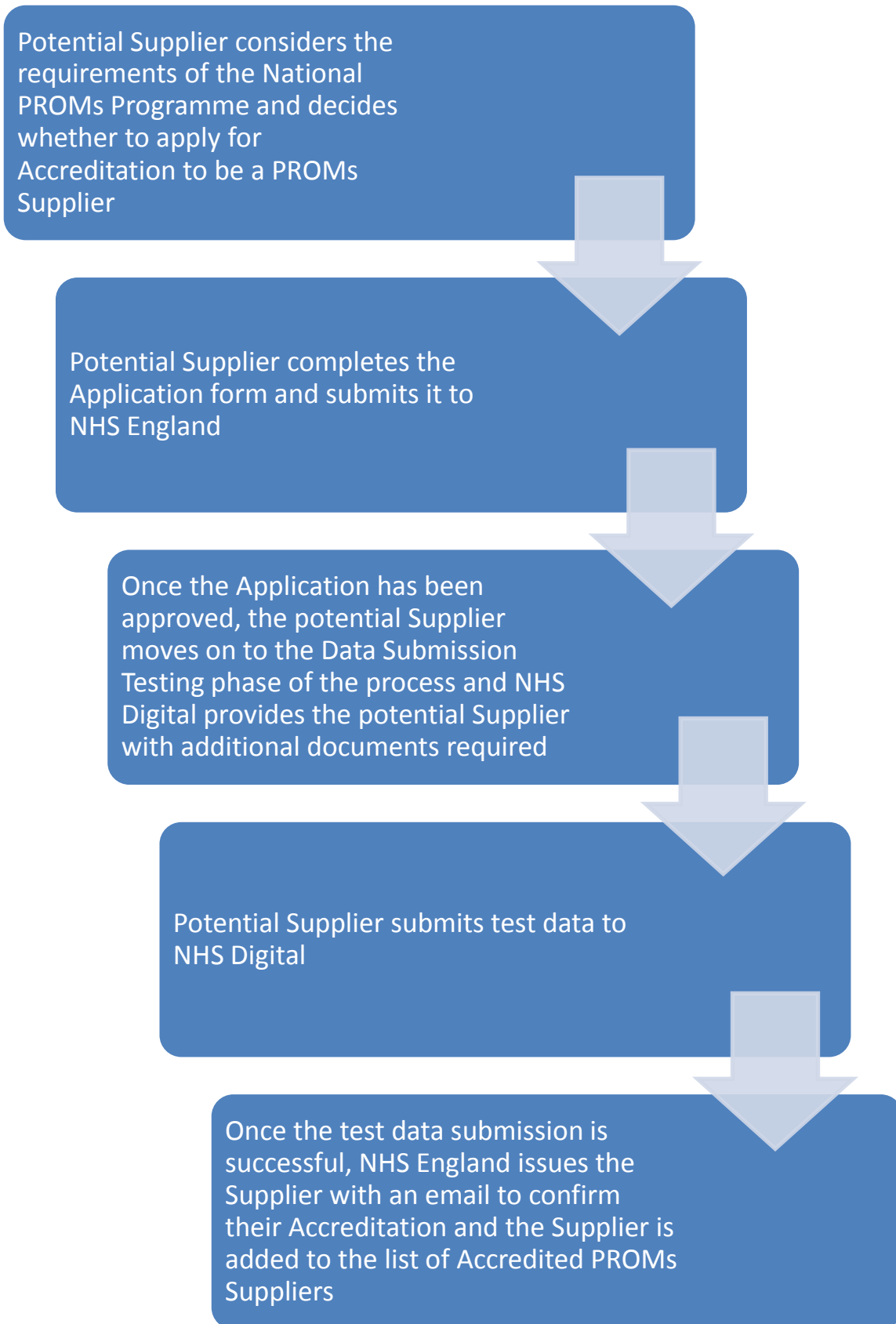
The Supplier must successfully convert the test files into the specified XML file format and transfer these to NHS digital via the secure electronic file transfer (SEFT) system as specified in the PROMs Technical Guidance.

Stage 4 - Accreditation

A PROMs accreditation email will be issued to the Supplier from NHS England, once both NHS England and NHS Digital are satisfied that all the Accreditation requirements have been met. A copy of this email will also be provided to NHS Digital.

A list of Accredited PROMs Suppliers will be maintained on both the NHS England and NHS Digital websites.

Figure1. Illustrates the process for becoming an Accredited Supplier in order to be permitted to submit PROMs data to NHS Digital.



4. Supporting Documents

4.1 Overview of supporting documents for the Application phase of the Accreditation process.

	Name of Document	Purpose	Owner
1.	National Patient Reported Outcome Measures (PROMs) Programme Guidance	This document outlines key aspects of the PROMs programme, Provider and Supplier requirements, PROMs Questionnaires, PROMs and the technical information necessary for successful submission of PROMs data to NHS Digital.	NHS England
2.	PROMs Technical Guidance	This document sets out the technical requirements and processes necessary for organisations wishing to become PROMs Suppliers.	NHS Digital
3.	Patient Reported Outcome Measures (PROMs) in England - A guide to PROMs methodology	This document provides an accompaniment to the wider PROMs publication and data release, to explain the data items, the different outcome scoring methodologies and the linkage methodology used to match PROMs data to Hospital Episodes Statistics (HES) data.	NHS Digital
4.	National PROMs Supplier Accreditation Application Form	This form should be completed in conjunction with the Programme Guidance document by NHS England and is intended to demonstrate how the Supplier meets the necessary requirements in order to submit PROMs data to NHS Digital.	NHS England

4.2 Overview of supporting documents for the Testing phase of the Accreditation process.

	Name of Document	Purpose	Owner
5.	Testing Process Overview	This document provides an overview of the Testing phase of the PROMs Supplier Accreditation Process	NHS Digital
6.	PROMs Data Specification Spreadsheet	Specifies the data fieldnames, valid values and locations of the file validation schemas.	NHS Digital
7.	PROMs Submission Test File Information	This document contains information on submitting test file information to NHS Digital.	NHS Digital
8.	Electronic File Transfer Information	This document provides information on SEFT and how to create automated SFTP transfers.	NHS Digital
9.	8 CSV files containing test data and one complete 'submission ready' file for reference purposes.	These are provided in order to enable to test compliance with the requirements.	NHS Digital