

Tell us about your health and this service

We are participating in a program to improve your healthcare. Our aim is to deliver the best healthcare for you. As a part of the care you receive at our service, you will be asked to answer a few questions about your experiences and what matters to you most about your health.

There are two types of surveys

- Patient Reported Experience Measures
- Patient Reported Outcome Measures

How do I complete the surveys?

You will be given an easy to use, electronic touchscreen device (like an iPad) to fill out the surveys. It takes about eight minutes to answer the questions.

Please ask our staff if you need any help completing the questions or would like to know more about the program.

Patient Reported Experience Measures

Patient Reported Experience Measures or **PREMs** are surveys that asks you about your experiences of care such as:

Are our services working for you?

Did you receive enough information in a way you could understand?

How is the PREM information used?

- PREMs give you the opportunity to provide direct timely feedback to your healthcare provider.
- Your feedback about your experience helps us to improve our service.
- PREMs helps us to gain valuable information about what we are doing well and what areas we need to focus on.
- The feedback you provide about your experience is completely anonymous and will not negatively impact the care you receive in any way.

Patient Reported Outcome Measures

Patient Reported Outcome Measures or **PROMs** are surveys that asks you to tell us things like:

How does your health impact your enjoyment of life?

What matters most to you about your health and wellbeing?

How is the PROM information used?

- Your healthcare provider will review your PROM responses with you during your next appointment.
- Your answers will help your healthcare team understand more about how your health might be impacting different parts of your life and to focus on what matters to you most.
- The information you provide can also be a useful conversation starter to discuss other things that might be bothering you about your health.

Your healthcare provider will be able to explore ways to further support your health and wellbeing.

For more information

For more information go to the Patient Reported Measures page on the NSW Agency for Clinical Innovation website.

aci.health.nsw.gov.au/make-it-happen/prms