

# Patient-reported outcome measures (PROMs)

This information is for people who have been invited to complete a brief survey about their health condition and overall wellbeing. This is known as a patient-reported outcome measures (PROMs) survey.

## What types of questions are in the survey?

PROMs questions ask you to think about your health condition and your overall health and wellbeing. Example PROMs questions:

*How does your health impact on your enjoyment of life?*

*What matters most about your health and wellbeing?*

## How are my responses used?

Your responses will be provided to your healthcare provider, so they can better understand what matters most to you.

The information you share can be a useful conversation starter to discuss health issues that might be bothering you, and how your overall health impacts on different parts of your life. You can discuss what is important during your next appointment.

## How long does the survey take?

The surveys are designed to be brief. Most people respond to the questions in a short amount of time.

You may be invited to complete more than one survey during the course of your care; for instance, one at the start and one later. This may help your healthcare provider to understand if anything has changed over the course of your care.

## How do I fill in the survey?

A platform called HOPE (Health Outcomes and Patient Experience) is used to send and store surveys. You can complete the survey during your visit, admission or at home.



1. If you agree to participate in patient-reported measures at home, you will receive an email or SMS (text message) from HOPE.



2. Use the link to log in to HOPE.

## Service NSW

3. If you are completing the survey from home, you will be asked to authenticate who you are via Service NSW. If you do not have an account, it will prompt you to set one up.



4. You will be asked to sign a one-off consent form, if you have not already done so.



5. You can now access the HOPE system to answer your survey(s).



6. When you have answered all of the questions, submit the survey.

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## Can I review my survey responses?

You can log on to the HOPE platform at any time to view your completed surveys.

Visit the website: [engage.health.nsw.gov.au](https://engage.health.nsw.gov.au)

There is also an online library where you can view information about your condition.

## How is my information stored?

Your survey responses may include personal information. This is stored on a secure NSW Health platform, and we follow strict government standards to maintain your privacy.

## Where do I get more information?

For more information or help completing the surveys, speak with your healthcare provider. You can also access detailed user guides by scanning the QR code to visit our website:



[aci.health.nsw.gov.au/  
make-it-happen/prms](https://aci.health.nsw.gov.au/make-it-happen/prms)