Converging and diverging views about PROMs: a qualitative study involving patients and clinicians

Oxford PROMs conference
08.06.17
Aims - patients

- Identify patients’ views on using PROMs in clinical practice;
- Identify patients’ views concerning electronic data collection;
- Assess patients’ opinions on a selection of PROMs;
- Identify any potential fears or concerns about using PROMs.
Aims - clinicians

- Identify clinicians’ views on using PROMs in clinical practice;
- Identify clinicians’ views concerning electronic data collection;
- Examine any concerns or fears about using PROMs and patient feedback;
- Identify any barriers or incentives to using PROMs.
Methods

• Individual interviews with patients;
• Individual interviews and focus groups with clinicians;
• Audio-recorded and transcribed verbatim;
• Analysis using the Framework approach (Ritchie and Lewis, 2003).
Findings

• Patients (N=18);
• Clinicians (N=46) including osteopaths, chiropractors, and physiotherapists;
• A range of themes and sub-themes.
Shared views

- PROMs had to be relevant to patients;
- PROMs had to be simple to use;
- A clear statement on the use of the data;
- Data must be anonymous.
Patients’ views on the relevance of data collection

“The PROMs made me think about other things I could be doing for myself.”

“Healthcare professions are a bit behind the times in asking patients what they think.”

“The questionnaires made me realise there are people who are way worse than me - even at my worst!”
Clinicians’ views on data collection

“It’s bureaucracy...nothing but bureaucracy and I hate it!”

“Therapists need to collect data to give to commissioners, and we just need to get on with it.”

“I feel happier if we get some input into which PROMs we use. They have to be relevant to our setting.”
Patients’ views on practical issues

“I hope collecting the PROMs information will be at the end of the consultation. The patient should be the priority...otherwise it just becomes box-ticking.”

“Having something sent to me electronically is so easy. I’m busy and having to fill in bits of paper and then find a post box...well it’s just not going to happen.”
Clinicians’ views on practical issues

“I don’t think the patients will want to be bothered with this. They’re too busy, fitting appointments into lunchtime or between picking up the kids.”

“A lot of my patients are elderly; they won’t be very tech savvy.”

“We have patients from very different ethnic backgrounds. Although they speak English they don’t necessarily read it.”
Patients’ views on providing feedback

“I’m happy to contribute data if it helps the profession. I wish my doctor would realise there are other ways to help back pain than just pills.”

“The only place I would not want my data to be passed on to would be a drug company. I would be very much against that.”

“I don’t have a problem with this as long as the information collected is anonymous.”
Clinicians’ views on receiving feedback from patients

“Patients are asked about their views in all sorts of places. If we don’t do this, it might look as if we don’t care. That’s really not a good place to be.”

“Sometimes I’ve picked up feedback, and it’s been about things I would never have thought about. It’s given me the chance to do something about it.”

“I’m going to say this….what if I find out I’m just not very good.”
Conclusions

• There were some areas of convergence of views;
• Divergent views of clinicians highlighted areas for education;
• Patient preferences guided the content of a PROM web and smartphone app for osteopathic practice;
• Practical issues raised by clinicians were considered when designing the app.
Negatives:
- Data being sold to third parties;
- Disruption to the consultation;
- Information overload;
- Bureaucracy;
- Motivation;
- Patient burden;
- Patient capability with IT;
- Challenges to personal performance;
- Accessibility (languages).

Positives:
- Potential to measure change;
- Widening access for patients;
- Dialogues with other healthcare professionals;
- Listening to the patient;
- Information about practices.

Clear statement concerning the use of data;
Assurance of confidentiality;
Describing osteopathic practice;
Thanks

Institute of Osteopathy

NCOR stakeholders
Any questions?