

Providing feedback on your care

Patient-reported measures



We aim to deliver the best care possible, and your feedback can help us to improve our service. This information is for people who have been invited to participate in the Patient Reported Measures Program.

You may be asked to complete one or more brief surveys about your health and experience of receiving care. These surveys are part of the Patient Reported Measures (PRMs) Program.

Types of surveys

The PRMs Program includes two types of surveys:

- patient-reported outcome measures, known as PROMs
- patient-reported experience measures, known as PREMs.

When you share information about your health condition and wellbeing (PROMs survey), the survey is shared with your healthcare providers.

Your responses help your healthcare providers to better understand what matters most to you. The information you share in the survey can be a useful conversation starter about issues that are bothering you, and how your overall health impacts on different parts of your life.

If you complete a survey about your experience of receiving care (PREMs survey), your feedback is anonymous. PREMs help us to gain valuable information about what we are doing well and what areas we need to focus on.

We use this feedback to help improve NSW Health services.

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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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.

If you need assistance completing the survey or would like more information, speak to a staff member.

Collection of your health information

Your survey responses may include some personal information.

We follow strict government standards to maintain your privacy. NSW Health complies with privacy legislation, including the *Health Records and Information Privacy Act 2002*, in the collection, use and disclosure of health information.

We collect health information directly from you, wherever possible. We may seek your consent to collect your health information from a carer or someone who can act on your behalf (proxy), if appropriate.

For more information about how NSW Health collects, uses and discloses health information, please visit:

health.nsw.gov.au/patients/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 and online modules 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)