



For more information  
go to The Agency for  
Clinical Innovation's  
Patient Reported  
Measures Website:

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



We want to deliver  
the best Health Care  
for **you**

Tell us about **your**  
health & 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 what matters to you most about your health and your experiences of healthcare.**

There are two types of surveys:

- Patient Reported Outcome Measures
- Patient Reported Experience 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 8 minutes to answer the questions.

**If you need any help completing the questions please ask at reception.**



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



### **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.



**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 healthcare 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.