

# Functionality and feedback: a realist synthesis of the collation, interpretation and utilisation of patient-reported outcome measures data to improve patient care

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**Disclaimer:** This report contains transcripts of interviews from studies identified during the course of the research and contains language that may offend some readers.

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## Plain English summary

### PROMs data for improving patient care

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## Plain English summary

Asking patients to complete questionnaires about the impact of their condition and its treatment on their health (known as patient-reported outcome measures, or PROMs) and giving the results to hospitals and clinicians is thought to help improve patient care. We carried out two literature reviews to explore this.

We searched electronic databases and checked the reference lists of existing literature reviews to find relevant papers. We consulted with a patient and a stakeholder group to agree the focus of the two reviews. We extracted relevant information from these papers and compared the findings across them to see whether or not PROMs feedback worked as expected, and, if not, why not.

Patients do not use information on hospital quality to choose a hospital but instead rely on their own experience and that of family and friends. Hospitals use this information to improve patient care if they trust the accuracy of the results, if they feel that the questionnaires are being collected to improve patient care and if the results tell them what the problems are. PROMs are useful to enable patients with long-term conditions to raise or share their concerns with doctors, but do not always change what doctors ask patients about during consultations. Doctors have some concerns that PROMs may raise issues that they do not feel trained to address or do not know how to treat. Future work should examine whether or not it is possible to collect PROMs data to support the care of individual patients and to improve the quality of services at the same time.

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