

Digital assessments using Patient Reported Outcome Measures (PROMs): Advice for patients having radiotherapy treatment

This leaflet explains how you can use digital assessments to record your treatment progression and outcomes, in order to help improve services.

Introduction

The team at the **Royal Berkshire NHS Foundation Trust**'s Radiotherapy Department is committed to achieving the best possible outcomes for everyone we treat.

To help monitor and measure your treatment progress we would like you to complete some simple surveys that ask you to rate your health and quality of life before and after your course of radiotherapy. These surveys have been developed by an international panel of healthcare experts to record patients' own assessment of their health (these are called 'Patient Reported Outcome Measures', or 'PROMs') and are widely used in clinical trials.

Using these surveys has a number of benefits for our patients:

- They provide a common scoring system for patients to monitor their own health and to discuss with their care team if they have any concerns.
- They allow us to compare the treatment outcomes of our patients against other cancer centres across the UK, to make sure we are providing the very best care.
- They allow us to carry out research to improve our cancer treatments in the future.

You will be asked to give your consent to receiving requests for the surveys and for the results to be used to review the care we provide for all our patients, and for research use. Your personal information will remain confidential and only anonymised information will be used for audit and research purposes.

Your participation is voluntary and you may change your mind at any time. You will be asked to confirm your consent before completing each survey.

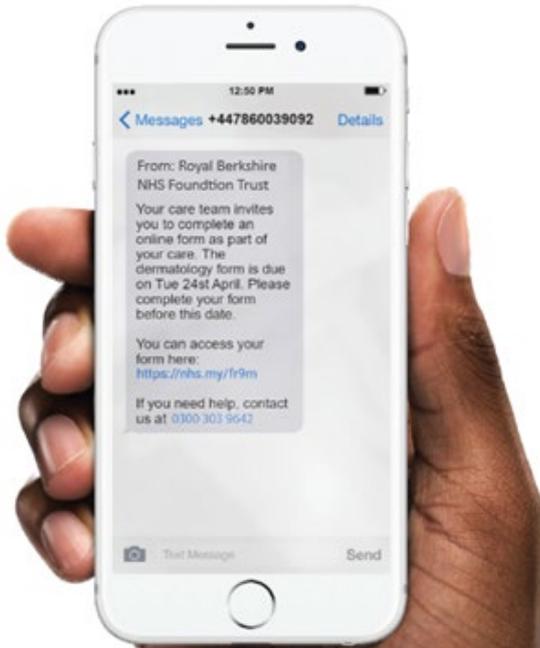
How does it work?

If you agree, you will usually be asked to complete two surveys, one asking about your general health and quality of life and the other asking more specific questions tailored to the treatment you are having or have completed. Surveys are taken before you start your radiotherapy, to provide a baseline, and then again at around three month intervals to monitor any changes in your health and quality of life. This will continue for up to a year after your radiotherapy has finished.

The digital assessments (surveys) can only be accessed electronically. You will receive text and email alerts to let you know when they are due. They can be completed either on a smartphone or online via your PC or tablet. If you need any help accessing or completing the surveys, please contact the Radiotherapy Team, using the contact details below.

Please note that your answers to the surveys will not normally be reviewed by your Radiotherapy Team, they will be used for information collection only. You will not be contacted following completion of a survey. However, if you have any concerns about your health, please contact the Radiotherapy Team directly at rbft.cancercentre@nhs.net or on 0118 322 8869.

How do I complete my surveys?



1. You may already have an **nhs.my** account. If not, please make sure you have provided your mobile number, full name, postcode, and date of birth, so you can log in. The Radiotherapy team will check this information with you when you visit the department
2. We'll contact you when you have a new survey to complete. This will be by text message or email
3. Click the **nhs.my** link on your phone, tablet, laptop or PC and enter your last name, date of birth and postcode to log in
4. Please fill in the form as accurately and honestly as you can
5. Make sure you submit the form at the end
6. You can view a record of your completed survey on your patient portal. To do this go to the 'Online Care' tab and click 'View assessment'
7. It should take between 5-15 minutes to complete

Data handling

Anonymous information (i.e. no one will be able to identify you) will be used at a future date to help us improve the quality of the local services we are providing to you. It will be used to support researching how effective treatment is. By returning this form, you are consenting for the information to be used in this way.

Data required to deliver this service and product developments will be used by our service provider, DrDoctor.

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DrDoctor's Privacy Policy can be found at <https://my.drdoctor.co.uk/privacy>

By submitting a digital assessment, you are consenting for the information to be used in this way.

Frequently asked questions:

Is the nhs.my link in the text message and email trustworthy?

The [nhs.my](https://my.drdoctor.co.uk/privacy) link in your text messages and emails are trustworthy and are delivered by our partner DrDoctor.

DrDoctor is accredited to the highest standards set by the NHS for protecting the healthcare information of UK citizens.

How can I complete my survey on my tablet or computer?

1. Go to nhs.my/rbh;
2. Enter your last name, date of birth, and postcode and click 'Let's go';
3. Select the phone number you would like us to send your one-time code to;
4. Enter the one-time code you receive and click 'Let's go';
5. Go to 'Online care' in the top left;
6. Find the survey you want to complete and click 'Complete assessment'.

I can't log in to the secure patient portal, what should I do?

If you are inputting your correct details but cannot login to your secure patient portal, we probably have the wrong details for you on our system. Please call the telephone number on your appointment letter and check we have your correct:

- Last name
- Date of birth
- Postcode
- Mobile number

I've logged into the secure patient portal but I can't access my survey, what should I do?

Occasionally when you try to complete a survey you might see a message in red saying that 'unfortunately there is a problem with your assessment'. If this happens please try again the next day and your survey should be up and running. If the problem continues, please advise your Radiotherapy Team via rbft.cancercentre@nhs.net or 0118 322 8869.

How do I get involved?

If your doctor has identified you as a suitable patient to complete the surveys, and you consent to taking part, you will automatically receive a text or email asking you to complete it at home. Talk to your Radiotherapy Team for more information.

Who will review my answers?

Your answers to the surveys will not normally be reviewed by your Radiotherapy Team, they will be used for information collection only. You will not be contacted following completion of a

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survey. However, if you have any concerns about your health, please contact the Radiotherapy Team directly at rbft.cancercentre@nhs.net or on 0118 322 8869.

How often will I fill in the survey?

Surveys are taken before you start your radiotherapy, to provide a baseline, and then again at around three month intervals to monitor any changes in your health and quality of life. This will continue for up to a year after your radiotherapy has finished.

What questions will I be asked?

The questions you will be asked depends on which team you are being seen by but most include questions about:

- Diagnosis and treatment
- Pain and its management
- Mobility
- Symptoms
- Quality of life
- Daily living
- Social activities
- Well-being
- Other medical conditions

What if there is a problem?

If you have any queries regarding the completion of your survey or any questions in relation to this work please contact your Radiotherapy Team via rbft.cancercentre@nhs.net or on 0118 322 8869.

What should I do if I need medical care?

Please note the assessment does not replace medical care. Seek medical advice immediately if you feel unwell in any way or are concerned about your symptoms.

Contact us

Email: rbft.cancercentre@nhs.net or Tel: 0118 322 8869.

To find out more about our Trust visit www.royalberkshire.nhs.uk

Please ask if you need this information in another language or format.

BCC Radiotherapy Department, January 2023.

Next review due: January 2025