

# Digital assessments

## Keep us up-to-date with your health online

You can tell us about your symptoms and quality of life from home. Helping us provide better care by measuring what matters most to you.

## What are Digital Assessments?

They are a new online service that aims to improve conversation between you and the team responsible for your care.

We will send you a text message with a link ([nhs.my](https://nhs.my)) asking you to complete an online form.

Your clinician will then review your answers online.

The forms will ask about your:

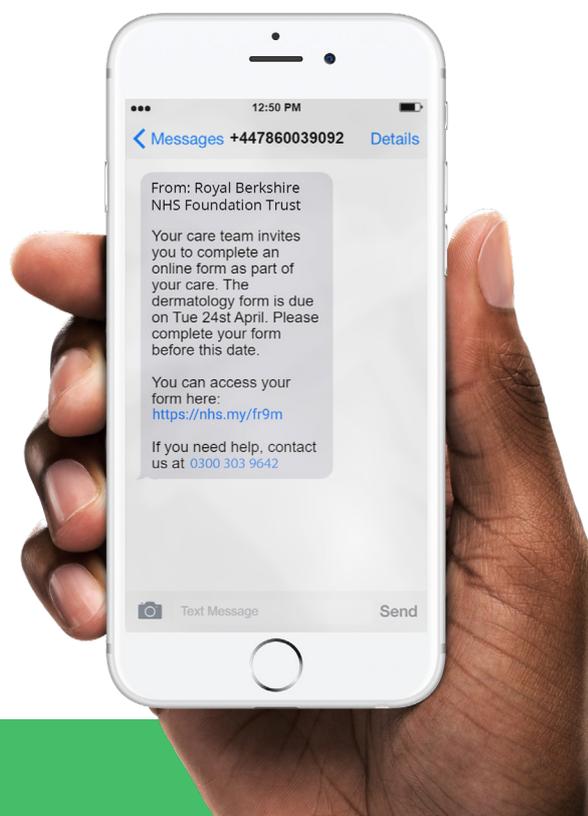
- Symptoms
- Physical health
- Quality of life

The assessments include a range of forms. Each form collecting different kinds of information.

You may receive the following Digital Assessments:

PROMs: Patient reported outcome measures

PREMs: Patient reported experience measures



# How will Digital Assessments help me?

Monitoring your symptoms at home through forms will help better understand your health. It will enable us to learn what matters most to you.

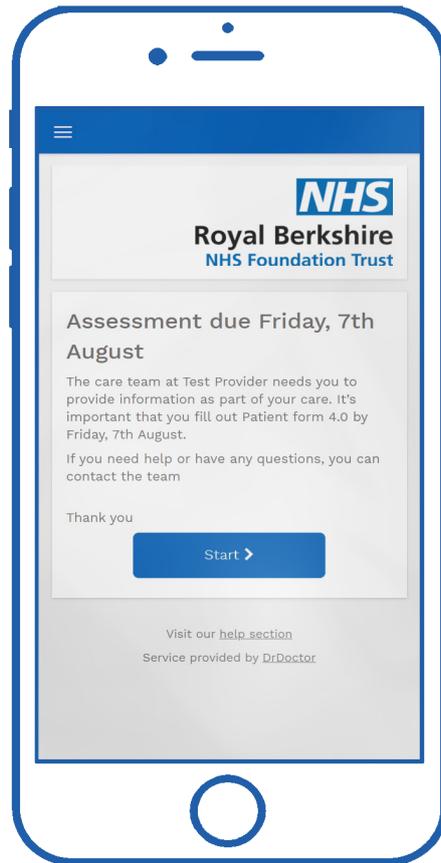
Your responses to these forms can help you and your team:

- Better identify if you are happy with your treatment;
- Look at the experience of care that you are receiving/received;
- Improve how we deliver care to you;
- Make better informed decisions and choose the best treatment.

## How do I complete my Digital Assessments?

- 1 Make sure you provide your mobile number, full name, postcode, and date of birth, so you can log in;
- 2 We'll contact you when you have a new Digital Assessment to complete. This will be by text message or email;
- 3 Click the [nhs.my](#) link 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. This way your clinical team can understand how you are doing;
- 5 Make sure you submit the form at the end. This is how your clinical team can see your answers.
- 6 You can view a record of your completed assessment on your patient portal. To do this go to the 'Online Care' tab and click 'View assessment'

The length of the form changes from specialty to specialty. 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. DrDoctor's Privacy Policy can be found at [my.drdoctor.co.uk/privacy](https://my.drdoctor.co.uk/privacy)

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

Royal Berkshire NHS Foundation Trust is committed to being open about the information it collects about you, how it uses this information, with whom it shares it with, and how it stores and secures it. For more information please visit [royalberkshire.nhs.uk/privacy-policy/](https://royalberkshire.nhs.uk/privacy-policy/)

# Frequently Asked Questions

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

The [nhs.my](https://nhs.uk) 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 Digital Assessment on my tablet or computer?**

1. Go to [nhs.my/rbh](https://nhs.uk)
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 assessment 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 number indicated 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 Digital Assessment, what should I do?**

Occasionally when you try to complete an assessment 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 assessment should be up and running. If the problem persists please advise your health care professional.

## **Where are Digital Assessments happening?**

We are expanding the use of Digital Assessments across a number of different clinics in the Trust.

## **How do I get involved?**

If your Doctor or Nurse has identified you as a suitable patient to complete the assessment, you will automatically receive a text or email asking you to complete at home prior to your appointment. Talk to your care team for more information.

## **Who will review my answers?**

Your doctor or specialist nurse will review your answers. In the future you and your team will be able to see how your answers change over time and make note of your progress.

## **How often will I fill in the form?**

Your doctor or specialist nurse will talk to you about how often to fill in the form depending on your type of treatment and its duration. You will receive a text message on your mobile phone with a link to the website as a reminder each time a form is due.

## **What questions will I be asked?**

The questions you will be asked depends on which specialty 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 assessment or any questions in relation to this work please contact your healthcare professional.

If you have any questions or concerns regarding how we use your information, please email [I.G@royalberkshire.nhs.uk](mailto:I.G@royalberkshire.nhs.uk) or write to us at Royal Berkshire NHS Foundation Trust, Craven Road, Reading, RG1 5AN

## **What should I do if I need medical care?**

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



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