

2 July 2012

Gateway number: **17861**

Richmond House
79 Whitehall
London
SW1A 2NS

Dear Colleague,

I am writing with regards to new arrangements for the collection and reporting of Patient Reported Outcome Measures (PROMs) data which will apply from 1st October 2012.

The collection and reporting of PROMs is a key priority as set out in the Government's July 2010 White Paper, *Equity and excellence: Liberating the NHS* where the commitment was made to "...extend Patient Reported Outcome Measures (PROMs) across the NHS wherever practicable". The NHS Outcomes Framework 2012/13 identifies PROMs as a key source of information about the outcomes of planned procedures and they will form a core part of Quality Accounts for 2012/13¹.

It will remain a Standard Contract requirement for all providers of NHS-funded hip replacement, knee replacement, varicose vein surgery and groin hernia repair procedures to collect and report PROMs data for 2012/13 and beyond. This data collection has also been approved by the Review of Central Returns Steering Committee – ROCR².

As part of the commitment to extend the use, collection and validity of PROMs across the NHS, providers of other NHS-funded services may be required to collect and report PROMs data under the terms of the NHS Standard Contract from 2013/14. Further guidance on areas where this applies will be issued in due course.

The Patient Questionnaire Framework

To support providers in meeting their PROMs obligations, the Department of Health (DH) has worked over the last few months to establish a Framework Agreement (the "Patient Questionnaire Framework") under which providers can call off services from one of four approved suppliers of PROMs services. Each of the four approved suppliers have been assessed against rigorous quality requirements including Information Governance requirements to ensure that they offer a high quality service. Details of the four approved suppliers are set out in **Annex A**.

Under the Patient Questionnaire Framework there will be greater flexibilities offered as to how the data are collected on the ground. Suppliers will be able to offer electronic data collections and subject to satisfying Information Governance and other Framework requirements should be able to work with

¹ <https://www.wp.dh.gov.uk/transparency/files/2012/06/NQB120201-General-Update-Annex.pdf>

² reference number: **ROCR/OR/0237/003MAND**

other suppliers where providers have an existing relationship with an organisation.

Framework suppliers will be submitting data to the Health and Social Care Information Centre (HSCIC)'s new PROMs Clearing House service. Following the introduction of a new patient consent model in September 2011, clinical teams will now be able to access patient identifiable data for their patients, provided patients have consented to this. We have heard a clear demand for this change over the last couple of years. Providers' clinical teams will be able to register with the Clearing House's Secure Electronic File Transfer (SEFT) service in July and able to access detailed patient identifiable data from August. Further details of the new arrangements for data access and processing are set out at **Annex B**.

One of the added benefits of this approach is that Providers can use the new Framework to call off Other Patient Questionnaire services. Provision has been made for other questionnaires collected to similar standards to be procured under this Framework. The precise specification will be at the discretion of providers.

Mini-competitions

In order to call-off services under the Framework, providers will be required to undertake a 'mini-competition'. Providers would issue Call-Off Notices to all Suppliers setting out the specification of the services required. All Suppliers are required to submit tenders against the specifications. Details of the Call-Off process are provided in **Annex C**.

The key Framework terms that will apply on each Call-off are included in **Annex D**. A standard specification for PROMs services is included at the beginning of the Annex. There are ceiling prices for each framework supplier (which the supplier cannot exceed) if the standard specification and payment mechanism are used. However, if the mini competition varies the specification or payment mechanism the ceiling prices are not applicable.

To ensure a successful and supported roll out of this requirement, the DH has worked with Procurement Organisations to enable providers of NHS-funded healthcare services to access procurement support and to aggregate requirements to conduct further competitions against the national framework agreement. It intended that Procurement Organisations will be able to support providers with the mini-competitions where requested. Procurement Organisations will group providers and carry out mini-competitions on behalf of the group as a whole. Further details, including of workshops to be held over the summer will be circulated shortly.

Further information on workshops to enable more detailed discussions and Q&A sessions will be issued shortly. In the meantime please direct any queries to the PROMs team at DH at proms@dh.gsi.gov.uk.

Yours sincerely

Bob Ricketts
Director of NHS Provider Transition

Annex A: Approved Suppliers' Details

The following organisations are approved and accredited suppliers of PROMs services under the Patient Questionnaire Framework:

	Capita	Northgate	Picker	Quality Health
Contract Contact Name	Cheryl Kershaw – Director of Capita Surveys & Research	Adele Atkinson – Director, Bid Management & Frameworks	Tim Markham – Director of Surveys	Dr Reg Race – Managing Director
Address	Capita Surveys & Research Spa House Hookstone Park Harrogate North Yorkshire HG2 7DB	Northgate Information Solutions UK Limited Peoplebuilding2 Peoplebuilding Estate Maylands Avenue Hemel Hempstead HP2 4NW	Picker Institute Europe Buxton Court 3 West Way Oxford Oxfordshire OX2 0JB	Quality Health Limited Unit1, Holmewood Business Park Chesterfield Road Holmewood Chesterfield Derbyshire S42 5US
Telephone	01423 818712 07771 960947	-	01865 200100	07941 461967
Facsimile		01442 204855		01246 855897
e-mail	cheryl.kershaw@capita.co.uk	psbidmgmt@northgate-is.com	tim.markham@pickereurope.ac.uk	reg.race@quality-health.co.uk
Framework Agreement Contact	As above	Richard Armstrong - Head of Health Solutions	As above	As Above
Address		Northgate Information Solutions UK Limited Peoplebuilding2 Peoplebuilding Estate Maylands Avenue Hemel Hempstead HP2 4NW		
Telephone		-		
Facsimile		01442 204855		
e-mail		richard.armstrong@northgate-is.com		

Annex B: Patient Reported Outcome Measures (PROMS) Provider Extracts – Communications to Providers

The Department of Health and Health and Social Care Information Centre (HSCIC) will soon be making patient level PROMs questionnaire information and associated Hospital Episode Statistics (HES) eligible episodes available to providers of NHS healthcare.

This will be on an opt-in basis for registered and approved users and will be free of charge.

What information is in the extracts?

Provider Extracts will contain patient level information, including patient identifiers, for both PROMs questionnaires and HES eligible episodes for the following procedures:

- Total hip replacements
- Total knee replacements
- Groin hernia treatment
- Varicose vein treatment

PROMs questionnaire information will be included in extracts for the providers that either issued the PROMs questionnaire to the patient or performed the procedure.

Eligible HES episodes will be included in extracts for the providers that performed the procedure only.

The extracts will include all PROMs questionnaire data and HES eligible episodes until the point at which they are finalised for publication purposes. The finalised records will be included in the monthly extract that aligns with the final publication but will not be included in any subsequent extracts.

PROMs Questionnaire information will only be included where the patient has explicitly consented for their information to be shared with their healthcare professionals. **As a result extracts will only contain both pre and post-operative PROMs questionnaires used from August 2011**, which included the updated consent model.

Extracts will not include any information for patients that have not consented for their information to be shared with their healthcare professionals, have withdrawn consent or where patient consent has expired.

When will the extracts be available?

We anticipate that provider extracts will be available for download from mid-August 2012.

These will be updated on a monthly basis and made available to download in line with the monthly HSCIC national PROMs Publication release:

<http://www.ic.nhs.uk/statistics-and-data-collections/publications-calendar/april-2011--march-2012>

Who can access the extracts?

For information governance reasons only one nominated employee of each provider will be granted access to download their PROMs extracts. They will need to register with the HSCIC and will need to confirm that their Caldicott Guardian has approved their access to the PROMS data and that they agree to only use data included in the extracts in line with agreed restrictions.

Accessing the extracts

Providers will need to register with the HSCIC before accessing their PROMs extracts.

Once a provider has registered, the extracts will be available for download from the HSCIC's Secure Electronic File Transfer (SEFT) service. The file will be in comma separated variable (CSV) format. Extracts can be securely accessed via a web browser but will require a runtime version of Java installed on the machine used for downloads.

Due to Information Governance requirements, PROMs can only be accessed by an individual who has been nominated by the Caldicott Guardian. This individual must register for SEFT specifically to access PROMs.

Registration and Further Information and Support

Registration is now open in advance of test releases at the beginning of August 2012. Depending on demand, the registration process may take several weeks, so we recommend providers that have an interest in receiving these data register at their earliest convenience.

To register for access to PROMs Provider Extracts or for further information and support relating to PROMS, please contact the HSCIC:

Email: enquiries@ic.nhs.uk (please include 'PROMS Provider Access' in the subject line)

Telephone: **0845 300 6016**.

Annex C: The call-off process

1. The Framework Agreement contains standard versions of the Call-Off Notice and Call-Off Order Form for use by Providers and Suppliers.
2. The Provider sends a Call-Off Notice to all Suppliers within the relevant Lot. The Call-Off Notice has attached to it:
 - 2.1 The Call-Off Order Form – the Provider completes outline of the Services required and sets a deadline for return of tenders by Suppliers.
 - 2.2 Call-Off Terms and Conditions – these are incorporated into every Call-Off contract. They can be supplemented by additional project specific terms if these are highlighted in the Call-Off Order Form.
3. All Suppliers are required to submit a tender if requested.
4. The Supplier completes the remaining sections of the Call-Off Order Form to confirm its price for supplying the Services requested, then signs and returns the Order Form. This is the Supplier's tender document.
5. On signing and returning the Call-Off Order Form, the Supplier makes a binding offer to supply the Services on the terms and at the price set out in the Call-Off Order Form. This offer remains open for acceptance by the Provider for a period of 30 days (or such other period as the Provider may request in the Order Form).
6. The Provider evaluates all tenders received against the criteria set out in the Framework Agreement (plus any additional criteria included in the Call-Off Order Form to reflect additional terms requested). The Provider selects the winning bid, then signs and dates the Call-Off Order Form from that Supplier. This is the point at which the Call-Off Contract is formed.