

Patient Reported Experience Measures Survey

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Stroke
Association

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Working in partnership

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NHS

First England Stroke PREMs Pilot 22/23

Putting patients at the centre
of everything.

Stroke PREMs is a landmark partnership project and the first time the Stroke Association and NHS England have worked together as joint partners.

Stroke PREMs - project overview

- **Project aims**; to test the methodology and acceptability of a PREMs survey; provide rich patient feedback; capture the patient journey along the whole stroke pathway
- **Collaborative working** was at the core of the project - patient involvement, a Clinical Advisory Group and testing with the wider stroke community on reporting requirements.
- **The survey was developed around themes**; information and understanding; support, especially with return to work and hobbies/ activities; involvement in decisions and planning and finally dignity and respect.
- **High Trust participation rate** – almost 100%
- **37% response rate (6616 surveys returned)**. Compares favourably with other, more established NHSE surveys such as cancer and inpatient patient experience.

Key findings and messages

Overall, respondents have indicated that they are generally satisfied with the care they received along the whole stroke care pathway.

High numbers of respondents reported that they were cared for with dignity and respect.

A high number of respondents felt that they were helped to understand their stroke and what would happen next.

Key findings and messages

Some respondents stated that they would have liked more involvement in planning their therapies (e.g. through a personal care record) and in decision making around transfers of care.

A number of respondents indicated they would have liked psychological support and counselling, but were not offered it.

A number of respondents indicated they would have liked support for returning to work, but were not offered it.

A number of respondents would have liked more 'life after stroke' support, for example peer support, and returning to hobbies and activities.

Listening to patient voices – Matt Crowder

Quality Improvement and next steps

- **QI aspirations**

Using PREMs themes to start conversations

Existing QI activity and how PREMs can add value

- **Influencing policy in England**

- **Future stroke PREMs – England and Scotland**

Any questions?

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Rebuilding lives
after stroke