

What do service users think of intermediate care services?

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- Overview of the PREM results from NAIC 2018



Intermediate care Patient Reported Experience Measure (PREM)



Background to the development of the PREM – a reminder

- First developed in NAIC 2013 in conjunction with the Patients Association (bed and home only)
- In NAIC 2014, extended to re-ablement services
- Validated tool – Bradford Institute for Health Research; re-validated every year
- 15 questions covering various domains of patient experience
- An open narrative question
- Same PREM utilised in home and re-ablement; different PREM for bed reflecting different care settings
- No PREM in crisis response due to short-term nature of service
- “I” style questions in line with “National Voices”

Do you feel there is something that could have made your experience of the service better?



PREM logistics

- A supplement to the 6 page service user questionnaire (completed by the clinical teams)
- Handed to the patient / carer on discharge from the intermediate care services
- Patient / carer also given a freepost envelope to send the completed PREM
- An external company collates the findings & NHSBN analyses
- Full results available in the online benchmarking toolkit – compares individual services with national average positions
- Some results in the bespoke dashboard reports
- PREM Summary Score development
- PREM data collection period from 21st May - 31st August 2018
- No service user identifiable information
- 80 consecutive referrals to home and re-ablement; 50 consecutive referrals to bed








Overview of the PREM results from NAIC 2018



Services participating in the PREM 2018

				TOTALS
Service user questionnaires returned	4,602	5,149	1,956	11,707
PREMs returned	1913	2,430	696	5,039



PREM summary score

- Developed to enable services to have one overall score (rather than 15 different findings)
- Validated by Bradford Institute for Health Research
- Should be used by services to track progress over the years of the audit (not necessarily to compare between services)
- Median rather than mean position to be used
- Overall PREM summary scores have not changed between the last 3 iterations of the audit, however individual services should review their summary score changes on the online benchmarking toolkit where the scores are more likely to be sensitive to change




Overview of the PREM results from NAIC 2018

Waits for care

“The length of time I had to wait for my care to start from the community team was reasonable”

Answer “yes”

 96%

 98%

Treated with respect & dignity

“Overall, I felt I was treated with respect and dignity whilst I was receiving my care from this service”

Answer “yes always”

 97%

 91%

 96%






Overview of the PREM results from NAIC 2018

Aims of service

“I was aware of what we were aiming to achieve e.g. to be mobile at home, to be independent at home”




Answer “yes”

	98%
	95%
	96%

Involvement in setting aims

“I was involved in setting these aims”

Answer “yes, always”

	82%
	68%
	78%



Overview of the PREM results from NAIC 2018

Involvement in care

“I was as involved in discussions and decisions about my care, support and treatment as I wanted to be”

Answer “yes, definitely”

 81%

 63%

 79%

“Staff gave my family or somebody close to me all the information they needed to help care for me”

Answer “yes, definitely”

 70%

 71%

 69%



Overview of the PREM results from NAIC 2018

Services stopping

“I was given enough notice about when my care from the community team was going to stop”

Answer “yes definitely”



75%



77%

“I was involved in decisions about when I would go home”

Answer “yes definitely”



61%



Overview of the PREM results from NAIC 2018


Social isolation

“Since having care from this service, my ability to maintain social contact has improved”

Answer “yes definitely”

 49%

 46%

 51%



PREM open narrative question analysis

- 43% were positive statements overall
- 8.3% made a negative comment, this was most common in bed based services with a negative response rate of 9.5%
- Home based – 6.9% negative comments
- Re-ablement – 8.3% negative comments
- The most commonly cited subject of praise was the staff with 663 instances of staff members being mentioned in a positive context
- The second most positive area was service users referencing the high standard of care they received with 438 instances of care being mentioned in a positive context
- Many patients offering positive comments highlight the names of certain staff members in particular

***Please add
any further
comments
here.....***

**The NAIC PREM has one of the largest responses
on service user experience in the NHS**

National Audit
of Intermediate Care

2018

Questions and comments



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