

Patient reported outcome measures for people with low literacy skills and/or learning disabilities: a case study in knowledge transfer from academia to the NHS

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What is this study about?

Under both its **'Person Centred Care' and 'Effective Care' Quality Ambitions**, NHSScotland wants to ask patients to complete 'patient reported outcome measures' (PROMs), or health questionnaires, to help understand the impact of care from patients' perspectives.

Knowledge, networks and resources



But people with low literacy skills and/or learning disabilities might struggle with completing the forms.

Our study used a **knowledge transfer approach** to address this problem.

We identified the issues concerning PROMs that are important for patients and professionals, and created and implemented a guide for health professionals to use this information in practice.



What did we do?

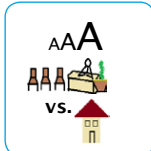
Using both university and NHS channels, we built a network of over 75 patients, clinicians, academics, government and 3rd sector representatives to help with the research, design and development of our guide.

Using university research expertise we spoke to 8 people with low literacy and/or learning disabilities, 10 people with respiratory disease and 10 health professionals about how PROMs could be made more accessible and easy to use

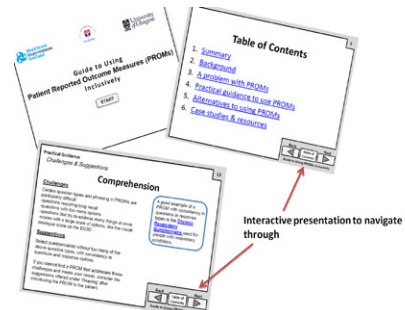
Through Healthcare Improvement Scotland, we recruited clinicians and patients to help us develop an appropriate guide to disseminate this information directly into practice.

We also engaged government representatives to ensure the tool was useful for further policy regarding PROMs.

[Participants' suggestions included larger font sizes for questionnaires, the option to complete questionnaires at home, and the opportunity to see feedback from any national uses of these tools]



User guide for healthcare practitioners



What did we find?

1. We can adjust the way PROMs look and how they are administered to help include people with low literacy skills and/or learning disabilities
2. Health professionals using PROMs across NHSScotland can access our user guide to read an overview of PROMs, challenges patients may face in completing PROMs and suggestions on how to use PROMs with as many clients as possible
3. A knowledge transfer approach allowed us to engage people through both the university and the NHS. This ensured our tool was grounded in research and appropriate and acceptable for practitioners