





Promptly and NHS Wales

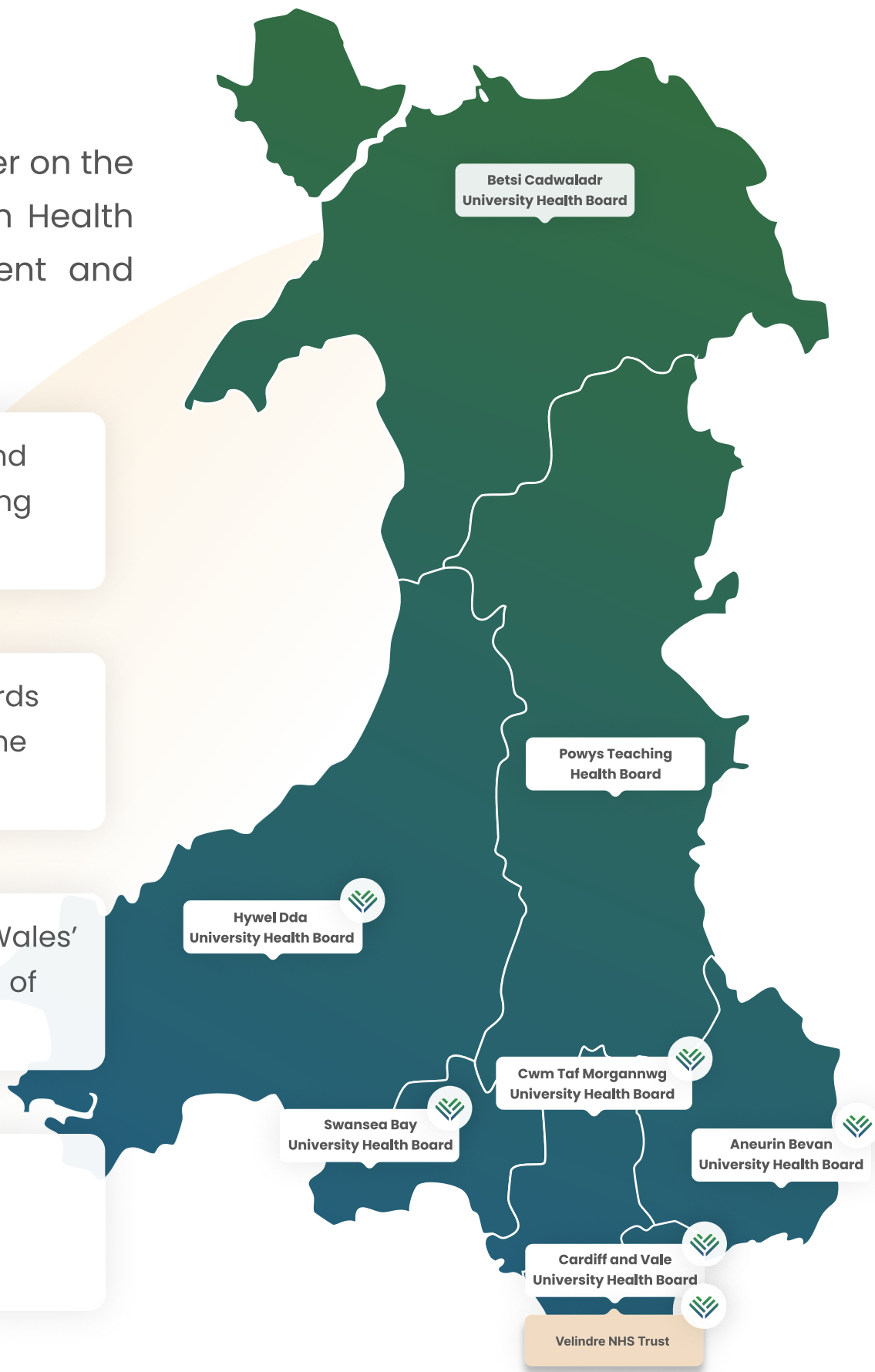


Since January 2024, Promptly Health has partnered with NHS Wales to tackle challenges in patient outcomes data collection, integration, and analysis across five of its seven Health Boards and one of its NHS Trust. As the primary technological partner, Promptly is dedicated to managing and harmonizing patient-centered outcomes data. This collaboration highlights Promptly’s proven expertise in enhancing patient accessibility, delivering innovative and tailored technology, ensuring robust data security, and achieving seamless interoperability with NHS Wales' operational data systems.

Partnership Goals

Promptly Health has been selected as an approved supplier on the NHS Wales framework, aiming to support five of its seven Health Boards and one of its NHS Trust in achieving consistent and efficient collection of patient outcomes. The partnership encompasses the following key goals:

-  **Patient-Data Collection:** Facilitating efficient collection and integration of PROMs, PREMs and other data points, ensuring nationwide standardisation using PSOM alignment.
-  **Data standardisation:** Promptly is helping the Health boards standardise their data collection through implementing the PSOM FHIR data model to our data collection.
-  **System Integration:** Enhancing interoperability with NHS Wales’ Data Lake and other digital systems, supporting the vision of streamlined data sharing across all Health Boards.
-  **Data-Driven Insights:** Providing NHS Wales with real-time patient insights to improve patient care and clinical decision-making.






NHS Wales Challenges Addressed

Despite the availability of multiple technical solutions, none could fully meet NHS Wales’ requirement for a national, unified approach that could integrate patient outcomes data seamlessly across all Health Boards. This limitation created a need for a partner with the flexibility to provide a single, cohesive solution—precisely what we are offering. By consolidating data, ensuring consistency in data collection and data sharing, and addressing interoperability across the system, Promptly enabled NHS Wales to overcome regional disparities and achieve a truly integrated, national solution.

Testimonial

"While several providers offered PROMs tools to NHS organisations, these were often fragmented across specialist areas and failed to adhere to all functional requirements, including the target data and interoperability standards. Promptly's end-to-end solution addressed these gaps, delivering a comprehensive and cohesive approach aligned with NHS Wales' needs." – **NHS Wales Shared Services Partnership Division**

Details on the challenges NHS Wales was facing

-  **Data Lakes:** Disconnected systems limited NHS Wales’ ability to centralise and share patient outcomes data across its Health Boards, hampering data-driven improvements.
-  **Inconsistent Data Collection:** Variability in PROM questionnaire tools and data collection methods across regions created gaps and inconsistencies, complicating a unified approach.
-  **Interoperability and Data Security:** To advance digital transformation in healthcare, NHS Wales sought a robust solution that could securely connect and integrate diverse healthcare systems across the region. This required adherence to the NHS Wales Data Dictionary and HL7 FHIR (Fast Healthcare Interoperability Resources) standards, which provide a standardized framework for data exchange and interoperability within healthcare systems.

Testimonial

“Wales has been working towards the systematic adoption of PROMs since 2016, and it’s exciting to enter the next stage of this journey. By partnering with Promptly, Digital Health and Care Wales, and the Health Boards, we are well-positioned to achieve our strategic goals and scale the collection and use of PROMs across the system to support care delivery and continuous improvement.” – **Sarah Puntoni Senior Programme Lead**

Promptly Health’s Solutions

Through its tailored solutions, Promptly Health is supporting NHS Wales’ objectives in several impactful ways:

- Enhanced Data Collection** – Enabling systematic PROM, PREM, and CROM collection across 5 Health Boards and 1 NHS Trusts serving over **4 million people in Wales**.
- Patient and Clinician Engagement** – Implementing a Patient and Service Outcome Management (PSOM) approach, Promptly provides patients with access to their health data and empowers clinicians with a holistic view of outcomes across the Health Boards.
- Interoperability and Data Security** – Implementing the PSOM FHIR data model in alignment with HL7 FHIR standards and the NHS Wales Data Dictionary. This approach ensures seamless and secure data sharing across systems and Health Boards while driving both data and system standardisation.

Details on the challenges NHS Wales was facing



Real-Time Alerts for Clinicians

Clinicians receive alerts about changes in a patient’s condition, supporting proactive care.



Standardised PROM Collection

Simplifies PROM adoption, enabling consistent and efficient collection aligned with NHS Wales national programmes and policies.

Project Timeline

2024

JANUARY

- Project started in Jan 2024, and contract duration is 3 years;
- Onboarded 34 services in our first year of contract across 3 Health Boards. Services onboarded have different levels of complexity and use for their data collection, such as service improvement, direct care, public health planning and evaluation.
- CROM activated, allowing clinicians to record their observation of patient’s outcomes, enabling a rounded view of the patient’s outcomes;
- Data previously collected by Promptly Collect is being exported to our clients in compliance with HL7 FHIR standards.
- RedAmberGreen dashboard launch, streamlining patient review by helping clinicians quickly identify patients whose self-reported assessment scores indicate an area of concern.
- To complete the flow, we activated Promptly Analyze with a plan to deliver pathway dashboards and support services elevate and streamline care delivery.

DECEMBER

Key Milestones and Metrics

During the first year of the contract, Promptly Health and NHS Wales have already reached key milestones and demonstrated notable impact through measurable metrics:

1.3
million people

- • ● **Population Reach**
Serving over 1.3 million people, Promptly's system supports PROM data collection across 36 hospitals in Wales.

63,000
questionnaires

- • ● **Patient Impact**
More than 26,000 patients across three Health Boards have contributed data, completing over 63,000 questionnaires to date.

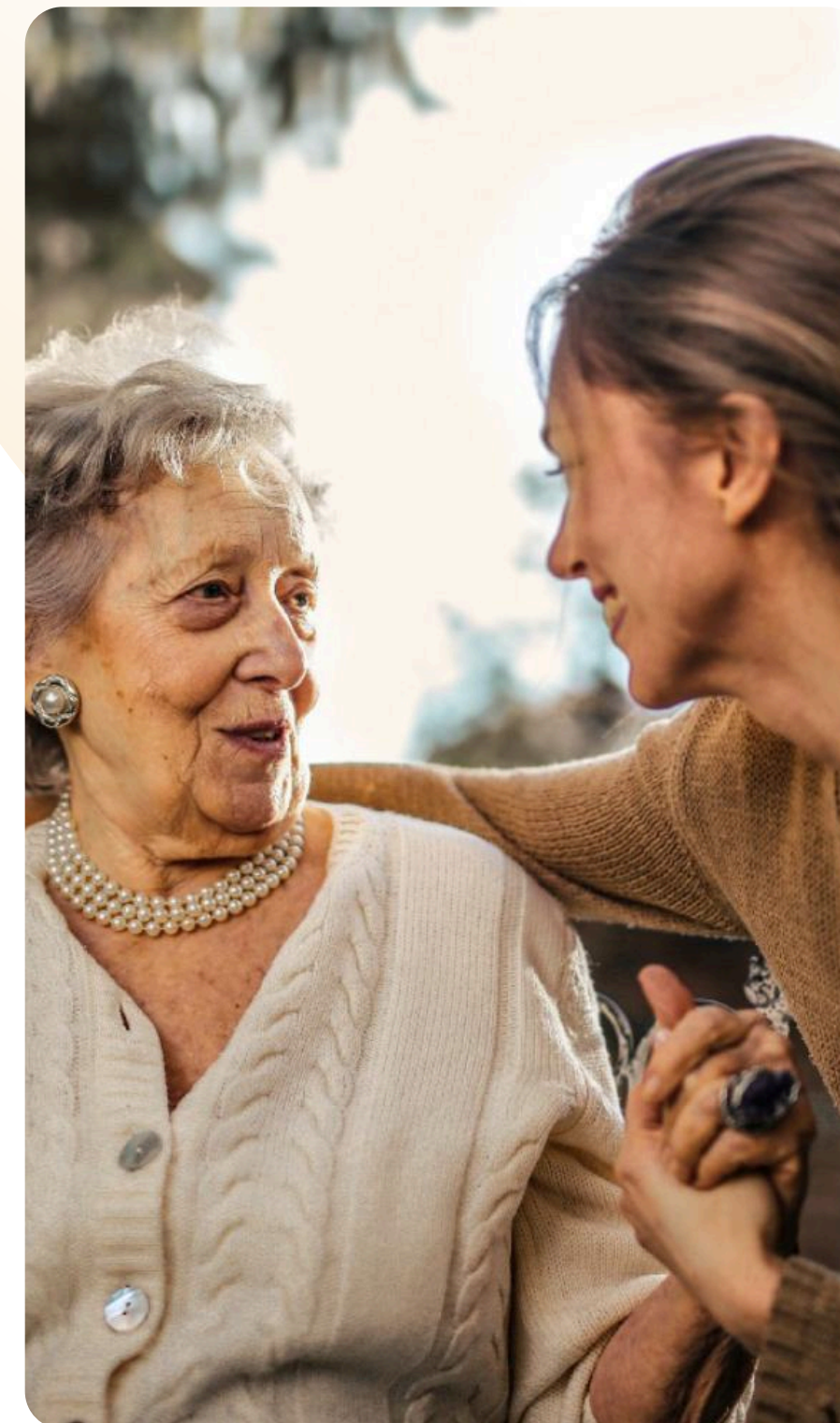
49,000
data collected

- • ● **Pathway-Specific Data**
Across the Health Boards, over 30,000 patient questionnaires were completed for one service, more than 15,000 for another, and an additional 4,000 focused specifically on cancer care pathways, reflecting extensive engagement and data collection.

34 Services
Onboarded

- • ● **Service Adoption**
Onboarding of 34 services in the first year, with an ambition to reach 200+ across five Health Boards and one NHS Trust by the end of 2025.

- • ● **Operational Efficiency**
With real-time data accessibility, clinicians are better equipped to respond to changing patient needs in critical areas such as diabetes, cancer, and cardiac services.



Results and Benefits for NHS Wales

- 1. Improved Data Consistency:** Promptly's solutions promote uniform data collection across the four Health Boards, enhancing NHS Wales' ability to perform high-quality analysis and research.
- 2. Delivering PSOM FHIR data model implementation:** This data model will help deliver data standardisation but also standardisation across systems
- 3. Operational Efficiency:** By replacing paper-based methods with digital tools, Promptly reduces resource burdens on NHS staff, allowing them to focus on patient care.
- 4. Enhanced Patient Outcomes:** With real-time data and patient engagement features, NHS Wales can drive personalized, proactive care strategies, improving overall patient outcomes.
- 5. Strategic Health Insights:** Standardised PROM data supports Welsh Government initiatives like 'A Healthier Wales,' offering valuable insights for planning and policy-making.

Future Directions

Promptly and NHS Wales will continue to expand upon these achievements, with ongoing system upgrades and new feature rollouts such as enhanced dashboard analytics, pathway-specific outcome tracking, and additional digital health services. These efforts align with Promptly's commitment to supporting sustainable, data-driven healthcare transformations worldwide.

