Adult Core Measures

The following questions are designed to capture people's experience of person-centred care across the core criteria. Each question should be answered using the response options Always, Sometimes, Never or N/A, with an opportunity to provide additional comments where appropriate.

Personalisation

Do the staff take time to get to know you and ask about the things that are important to you?

Always	Sometimes	Never	N/A	
Comments				

Do you feel the people who matter to you are involved in your care in the way you want them to be?

Always	Sometimes	Never	N/A	
Comments				

Enablement

Do you feel involved in decisions about your care and treatment?

Always	Sometimes	Never	N/A	
Comments				

Coordination

Do you feel your care has been organised well?

Always	Sometimes	Never	N/A	
Comments				

Communication

Do you feel staff communicate with you in a way that helps you understand what is happening?

 Always	 Sometimes	 Never	N/A
Comments			

Information

Do you feel you've been given enough information about your care and treatment?

 Always	 Sometimes	 Never	N/A
Comments			

Wellbeing

Do you feel your care has supported your wellbeing?

 Always	 Sometimes	 Never	N/A
Comments			

Compassion, Dignity and Respect

Do you feel you are treated with compassion, kindness, respect and dignity?

 Always	 Sometimes	 Never	N/A
Comments			

Safety

Do you feel safe?

 Always	 Sometimes	 Never	N/A
Comments			

Equity

Have you experienced any unfair treatment while receiving care?

 **No**	 **Sometimes**	 **Yes**	**N/A**	
Comments				

Scoring Framework

Coming Soon

The scoring framework will use overall scores alongside domain results, trends and feedback to guide proportionate action. This will be integrated, where possible, into existing systems and processes such as Care Assurance tools, the balanced score-card and aligned to nationally reported patient reported experience measures when they are available. We are working closely with teams and services, to explore what local implementation of the scoring framework will look like.

What can teams and services do now?

We would encourage teams to start small. Begin with one domain that feels particularly relevant to your service and use it as an opportunity to reflect on current strengths and identify one area where you may want to improve. The measures help bring the person's voice into the conversation. By gathering feedback from patients, families and carers, we can better understand experiences, identify variation, and ensure we're focusing our improvement efforts on things that matter to the people who use our services.