**NATIONAL INSTITUTE FOR HEALTH AND CARE EXCELLENCE**

**NICE indicator validity assessment**

Assurance date: June 2021

Review date: June 2024

# Indicator IAP00128

# Proportion of people feeling supported to manage their conditions (see also IAP00119, NHS Outcomes Framework version)

# Validity assessment

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| **Domain** | **Notes** | **Assessment** |
| Importance | Indicator is part of the CCG Outcomes Indicator Set domain 2 – Enhancing quality of life for people with long-term conditions.  At a national level the proportion has steadily fallen from 66.7 in 2011/12 to 58.4 in 2018/19. Variation exists between CCGs. | Indicator is based on a recognised dataset.  Falling national proportion over time highlights a possible cause for concern; however changes in methodology from 2017/18 make interpretation of the results difficult. |
| Evidence base | From indicator quality statement[[1]](#footnote-1):  “This indicator captures whether people are feeling supported to manage their self-assessed long-term condition. This is based on the GP Patient survey - a survey about the experience of NHS care, particularly primary care. The vast majority of the population visit their GP each year, and the average person will visit their GP more than five times a year. Often it is the experience people have of primary care that determines their overall view of the NHS. This indicator uses survey results to look specifically at whether people are feeling supported to manager their long-term condition.  It is now standard practice in healthcare systems worldwide to ask people to provide direct feedback on the quality of their experience treatment and care. This indicator will be used alongside additional information sources to provide local clinicians and managers with intelligence on the quality of local services from the patients and service users point of view and will ultimately play a role in driving improvements in the quality of service design and delivery.”. | Evidence base exists. Whilst there are many specific guidelines for individual long term conditions, this indicator is a broad measure of patient experience across long term conditions. This indicator aligns with NICE guideline on patient experience (Patient experiences in adult NHS services: improving the experience of care for people using adult NHS services. CG138[[2]](#footnote-2)) albeit published after implementation of the indicator |
| Specification | Numerator: Based on the following question from the GP Patient Survey, only responded to by those who state they have a long term condition:  “In the last 12 months, have you had enough support from local services or organisations to help you to manage your long-term condition (or conditions)? Please think about all services and organisations, not just health services.  The possible responses to the question are:  • Yes, definitely  • Yes, to some extent  • No  • I haven’t needed support  • Don’t know/can’t say”  Where those responding “Yes, to some extent” are classed as 0.5 compared to 1 for those responding “Yes, definitely”.  Denominator: Weighted count of respondents answering the first three options in the above question.  Exclusions: Only respondents aged 18 and over are included to ensure comparability with prior years.  Methodology: Directly standardised proportion.  Geography: England, CCG.  Data Source: GP Patient survey  Disclosure control: Small number suppression is applied for any breakdown with less than 10 respondents, or where respondents for more than two particular age or sex groups are missing an indicator value will not be calculated. | The indicator has defined components necessary to construct the indicator. |
| Feasibility | All data from long running data sources. | Data has been flowing for some time and data sources will continue. |
| Acceptability | Changes to the question on types of long term condition occurred in 2017 and 2018, making comparison to prior years less useful. | The indicator assesses performance that is attributable to or within the control of the audience.  The results of the indicator can be used to improve practice.  Indicator must be interpreted with caution. |
| Risk | Risk of changes to questions in the GP survey, this should be monitored on each assessment. | Potential impact of survey question changes on long running trend data. |

**Summary:** Indicator to be renewed.

**NHS Digital Indicator reference:**

CCG Outcomes Indicator Set - 2.2 Proportion of people who are feeling supported to manage their condition

1. NHS Digital. CCG outcomes indicator set, Indicator Quality Statement, Domain 2. 2.2 Proportion of people feeling supported to manage their condition. Version 2.6, September 2018 [↑](#footnote-ref-1)
2. Patient experience in adult NHS services: improving the experience of care for people using adult NHS services, published 24 February 2012, <https://www.nice.org.uk/guidance/cg138> [↑](#footnote-ref-2)