

CLINICIAN study

How many clinicians have used it, considered using it, or encountered it?
Do they feel it helps or hinders their work?

PATIENT ACTIVATION study

How much more engaged do patients who use PKB become?

UTILISATION study

How does using PKB alter the healthcare utilisation patterns of patients?

SPECIALTY study

How does using PKB alter the health outcomes of patients in a particular specialty?

SuS/HES (patient level)

QOF (GP level)

NHS England (trust level)

Italics: new metrics

Making information available	Professional experience	Patient experience	Service use and efficiency	Quality of care and clinical outcomes
1. Basic / critical information on all patients available	7. Knowledge of patient history	13. Patient understanding of own health and care	21. Number of contacts with health professionals	29. Self-perception of improved health • PROMs
2. Coverage across primary and secondary care, and other care teams	8. Effectiveness of communication	14. Patient efficacy and engagement	22. Number of missed appointments	30. Disease specific outcomes e.g., diabetes HbA1c
3. Speed of information transfer	9. Ability to plan care	15. Ability to communicate with staff and services	23. Use of inpatient services	31. Disease or population specific admissions e.g., conditions sensitive to ambulatory care / elderly patient groups
4. Timeliness of information	10. Ability to deliver coordinated care	16. Clinician familiarity with history	24. Use of A&E	32. Other service outcome metrics e.g. readmissions
5. Avoiding downtime and minimising risks	11. Usability of system and satisfaction	17. Time spent interacting with healthcare (repeat px / booking appts)	<i>25. Use of diagnostics</i>	33. <i>Emergency admissions</i>
6. Frequency and coverage of patient access	12. Impact on workload	18. <i>Waiting / referral times</i>	<i>26. Diagnostic waiting times</i>	
		19. Usability and satisfaction with portal / IT system	<i>27. Delayed transfers</i>	
		20. Satisfaction with healthcare services (PE / FFT)	<i>28. Cancelled elective operations</i>	