

PATIENT INFORMATION

Patient Activation Measures

Patient activation

People's ability to manage their own health and wellbeing.

What is patient activation?

'Patient activation' describes the knowledge, skills and confidence a person has in managing their own health and care. By understanding a person's activation levels, we can better support people in managing their condition(s), which in turn will improve their experience of care.

What is the PAM tool?

The Patient Activation Measure (PAM) is a tool that enables healthcare professionals to understand a person's level of knowledge, skills and confidence to manage their condition(s).

The PAM tool is made up of 13 questions, which determines the person's 'activation' score – 1, 2, 3 or 4. People scoring 3s and 4s are highly activated and engaged in their health care. People scoring 1s and 2s are less activated and more dependent on external support to manage their condition(s).

How will Torbay and South Devon NHS Foundation Trust be using the PAM tool?

Torbay and South Devon NHS Foundation Trust will be asking people who attend a follow up outpatient appointment to complete the short survey when they book in at the outpatient reception desk.

Information for patients about PAM:

- The information from the surveys will help us to redesign services, care and treatment, ultimately improving patients' experiences of care. The survey is used to help us identify a person's present levels of knowledge, skills and confidence around managing their current health condition(s).
- The aim of this survey is to help improve our services, and people will not be judged by their results.

- There are no right or wrong answers to the questions. The survey takes 2-4 minutes to complete.

For more information:

- Contact the Trust's PAM team by phone 01803 210493 or email tsdft.patientactivationteam@nhs.net
- Access NHS England's patient activation webpage www.england.nhs.uk/ourwork/patient-participation/self-care/patient-activation

For further assistance or to receive this information in a different format, please contact the department which created this leaflet.