

Can I use a computer in my practice for patients to answer the questionnaire?

There is a process to follow if you use a Tablet computer or iPad in your practice to ensure that the follow up email gets through. The first stage is to download the app onto your mobile device. The next stages are:

1. Patient inputs their enrol code
2. Press "Transfer study" (the screen will change and the patient will be asked to input an email address and they will need to create a password that they need to remember)
3. Press "Go to questionnaire"
4. This process will prevent multiple reminders coming to your practice tablet for patients.

How do I download an app onto my mobile device?

The app being used in the PROM data collection process can be found by searching for "Clinvivo" in the app store (for iOS/Apple devices) or Google play (for Android devices).



For Android operating systems

If you are using an Android device, open a browser on your smart phone or tablet, return to this web page and click the picture of the green android

If you are asked which browser you want to use to complete the action, pick your favourite and select 'Always' (important).

1. Your app will then download.
2. Swipe your finger down from the top of the screen to see your notification drawer, and click the Clinvivo-debug app.
3. You will then be asked to change your security settings. Follow the prompt, then check 'Unknown sources' and press your back button.
4. Click the app again and it will now install.
5. You're ready to start using the app.



For iOS (Apple) operating systems

If you are using an Apple product, you can access the app by:-

1. Go to the App store;
2. Type in Clinvivo;
3. Click install (there is no charge for this app)
4. You're ready to start using the app.

What operating system does my mobile device use?

Common brands of mobile phone and their operating systems include:

Phone	Operating system
Apple	iOS
HTC	Android
Samsung	Android
Nokia	Windows (Android from late 2016)
Sony	Android
Motorola	Android
Windows phone	Windows
Blackberry	Blackberry (Android on newer versions)

The web app (online system) has been well-tested on all browsers.

Appendix 1: What questions does the PROMs app ask?

The adult version of the app contains the following questions:

At baseline

- Anonymous demographic information including:
 - Age
 - Sex
 - Work status
- The duration of current symptoms
- Patients' general health status
- Waiting time to first appointment offered
- The main reason for a patient seeking treatment
- The main areas affected by symptoms
- Patients' scores on the Bournemouth Questionnaire

Follow up at one week

- Patients' satisfaction with osteopathic care
- Patients' experience of osteopathic care
- Change in patients' global health status (how they are feeling generally as a result of treatment)
- Patients' change in symptoms using the Bournemouth Questionnaire

Follow up at six weeks

- Patients' satisfaction with osteopathic care

- Patients' experience of osteopathic care
- Change in patients' global health status (how they are feeling generally as a result of treatment)
- Patients' change in symptoms using the Bournemouth Questionnaire
- Total number of treatments received
- Any additional comments

The paediatric version of the app contains the following questions:

At baseline

- Anonymous demographic information including:
 - Age
 - Sex
- Child's general health status
- Waiting time to first appointment offered
- The duration of current symptoms
- The status of current symptoms (*i.e.* are they new or recurrent)
- The location of the symptoms
- What are the actual symptoms?
- The main reason for a patient seeking treatment
- Has care been sought from any other healthcare professional for the same symptoms?
- What is the severity of the main symptoms (marked on a numerical rating scale)?
- Are there other children in the family with the same symptoms?
- How is treatment being funded?

Follow up at one week

- What is the severity of the main symptoms (marked on a numerical rating scale)
- Were there any changes in symptoms post-treatment that caused concern?
- If yes, what were they?
- Experience of osteopathic care
- Satisfaction with osteopathic care
- Change in child's global health status since treatment
- Any additional comments

Follow up at six weeks

- What is the severity of the main symptoms (marked on a numerical rating scale)?
- Were there any changes in symptoms post-treatment that caused concern?
- If yes, what were they?
- Experience of osteopathic care
- Satisfaction with osteopathic care
- Change in child's global health status since treatment
- Total number of treatments received
- Any additional comments