

The quality standard is expected to contribute to improvements in the following outcomes:

How this quality standard supports delivery of outcome frameworks

NICE quality standards are a concise set of prioritised statements designed to drive measurable improvements in the 3 dimensions of quality – patient safety, patient experience and clinical effectiveness – for a particular area of health or care. They are derived from high-quality guidance, such as that from NICE or other sources accredited by NICE. This quality standard, in conjunction with the guidance on which it is based, should contribute to the improvements outlined in the following 3 outcomes frameworks published by the Department of Health:

- [NHS Outcomes Framework 2015–16](#)
- [Adult Social Care Outcomes Framework 2015–16](#)
- [Public Health Outcomes Framework 2013–16.](#)

Tables 1–3 show the outcomes, overarching indicators and improvement areas from the frameworks that the quality standard could contribute to achieving.

Table 1 [NHS Outcomes Framework 2015–16](#)

Domain	Overarching indicators and improvement areas
2 Enhancing quality of life for people with long-term conditions	<p><i>Overarching indicator</i></p> <p>2 Health-related quality of life for people with long-term conditions**</p> <p><i>Improvement areas</i></p> <p>Ensuring people feel supported to manage their condition</p> <p>2.1 Proportion of people feeling supported to manage their condition (ASCOF 1A**)</p> <p>Improving functional ability in people with long-term conditions</p> <p>2.2 Employment of people with long-term conditions (ASCOF 1E** and PHOF 1.8*)</p> <p>Improving quality of life for people with multiple long-term conditions</p> <p>2.7 Health-related quality of life for people with three or more long-term conditions (ASCOF 1A**)</p>

4 Ensuring that people have a positive experience of care	<p><i>Overarching indicator</i></p> <p>4a Patient experience of primary care</p> <p>i GP services</p> <p>4b Patient experience of hospital care</p> <p>4c Friends and family test</p> <p>4d Patient experience characterised as poor or worse</p> <p>i. Primary care</p> <p>ii. Hospital care</p> <p>Improvement areas</p> <p>Improving people's experience of outpatient care</p> <p>4.1 Patient experience of outpatient services</p> <p>Improving people's experience of integrated care</p> <p>4.9 People's experience of integrated care (ASCOF 3E**)</p>
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Alignment with Adult Social Care Outcomes Framework and/or Public Health Outcomes Framework

* Indicator is shared

** Indicator is complementary

Table 2 [The Adult Social Care Outcomes Framework 2015–16](#)

Domain	Overarching and outcome measures
1 Enhancing quality of life for people with care and support needs	<p><i>Overarching measure</i></p> <p>1A Social care-related quality of life*</p> <p><i>Outcome measures</i></p> <p>People manage their own support as much as they wish, so they are in control of what, how and when support is delivered to match their needs</p> <p>1B Proportion of people who use services who have control over their daily life</p>

	1D Carer-reported quality of life
3 Ensuring that people have a positive experience of care and support	<p><i>Overarching measure</i></p> <p>People who use social care and their carers are satisfied with their experience of care and support services</p> <p>3A Overall satisfaction of people who use services with their care and support</p> <p>3B Overall satisfaction of carers with social services of carers.</p> <p><i>Placeholder 3E: The effectiveness of integrated care*</i></p> <p><i>Outcome measures</i></p> <p>People know what choices are available to them locally, what they are entitled to, and who to contact when they need help</p> <p>3D The proportion of people who use services and carers who find it easy to find information about support</p>

Aligning with NHS Outcomes Framework and/or Public Health Outcomes Framework

* Indicator complementary

Table 3 [Public Health Outcomes Framework for England, 2013–16](#)

Domain	Objectives and indicators
1 Improving the wider determinants of health	<p><i>Objective</i></p> <p>Improvements against wider factors that affect health and wellbeing and health inequalities</p> <p><i>Indicators</i></p> <p>1.8 Employment for those with long-term health conditions including adults with a learning disability or who are in contact with secondary mental health services*</p> <p>1.9 Sickness absence rate</p>
2 Health improvement	<p><i>Objective</i></p> <p>People are helped to live healthy lifestyles, make healthy choices and reduce health inequalities</p>

Indicators

2.13 Proportion of physically active and inactive adults

2.23 Self-reported well-being

2.24 Injuries due to falls in people aged 65 and over

Alignment with NHS Outcomes Framework and/or Adult Social Care Outcomes Framework

* Indicator shared with the NHS Outcomes Framework

Patient experience and safety issues

Ensuring that care is safe and that people have a positive experience of care is vital in a high-quality service. It is important to consider these factors when planning and delivering services relevant to ME and CFS.