**Name of project/service**

**Evaluation plan**

|  |  |
| --- | --- |
| Title of project |  |
| Sign-off Date |  |
| Author |  |
| Project Lead(s) |  |
| Responsible Officer |  |

|  |
| --- |
| **Version control** |
| **Date** | **Version** | **Author** | **Action** |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |

# Contents

### Introduction and background xx

### Evaluation purpose xx

### Evaluation aims xx

### Evaluation objectives/questions xx

### Design and Methods xx

### Ethics and governance xx

### Patient and Public Involvement xx

### Evaluation team and resources xx

### Timeframes xx

### Outputs xx

### Other considerations xx

### References xx

# Evaluation Planning Checklist

Ensure you have thought about the following:

* The evaluation cycle – visit the [Evaluation Toolkit](https://nhsevaluationtoolkit.net/evaluation-cycle/) and [ARC West Evaluation resources](https://arc-w.nihr.ac.uk/training-and-capacity-building/evaluation-best-practice-and-guidelines/)
* If the evaluation will be undertaken internally, or externally procured and any budget for this
* Evaluation team and resources, including who is responsible for planning, delivery and write up
* Any patient and public involvement in evaluation planning, delivery and write up
* The aims and objectives of your project/programme
* Your evaluation purpose, audience(s), aims and objectives/questions i.e. what you need to know from your evaluation and why
* The ethical implications of the evaluation and how they will be mitigated and reviewed
* The evidence you need to answer your evaluation questions, and how you will collect/source it
* The population(s) you may collect new data from, and any accessibility considerations
* How you will analyse and report on your data
* The outputs, dissemination strategy and how your findings will be used
* The evaluation timeframe, including any specific phases or stages
* Any anticipated risks or issues

# Introduction and background

Briefly describe the programme, project, service, intervention, initiative or product being evaluated. Most of this information will be in your service specification, business case or Verto entry. You might want to include references to support the description of your work.

* What were the drivers - where has the need for the work come from?
* What are the aims (what will it achieve)? What are the objectives (how will it achieve the aims)?

If relevant, briefly describe the components of your programme/project. Methods like theory of change or logic modelling (read more in the Identify and Understand section of the [evaluation toolkit here](https://nhsevaluationtoolkit.net/evaluation-cycle/identify/)) may help to articulate the objectives of your project and can be used to develop evaluation questions and plans. Table 1 gives you an example of how you could link the components of your programme to your aim(s).

**Tip:** you can use your evaluation to report against objectives set out in your Equality Impact Assessment e.g. monitoring access of people who don’t speak English as a first language.

Table 1: Example programme aims and components of a new Musculo-Skeletal (MSK) care pathway

|  |  |
| --- | --- |
| **Programme/project Aims** | **Programme components: MSK Services/initiatives** |
| **Pain management course** | **Health Optimisation** | **Shared Decision Making** | **Self-management apps** | **First Contact Practitioners** |
| 1. Keep people healthy
 | ✓ | ✓ |  | ✓ | ✓ |
| 1. Reduce low value activity
 |  |  | ✓ | ✓ |  |
| 1. Provide equitable services
 | ✓ |  |  |  | ✓ |
| 1. Improve performance
 |  |  |  |  | ✓ |
| 1. Improve clinical outcomes for patients
 | ✓ | ✓ | ✓ | ✓ | ✓ |
| 1. Improve patient experience
 | ✓ | ✓ | ✓ | ✓ | ✓ |

## Evaluation purpose

* Why are you doing an evaluation? What is the ‘extra’ that you are adding to your routine monitoring data collection and analysis, that you hope to achieve by carrying out an evaluation?
* What will you do with the findings? Who are your audience(s)?

*Example: to generate evidence to feed into a funding bid or business case or to generate learning around quality improvements to make changes to a clinical pathway.*

## Evaluation aim

* What do you intend to find out?

*Example: To understand the impact of introducing new initiatives into the Musculo-skeletal (MSK) pathway.*

## Evaluation objectives

* What questions will you need to answer to meet the aim of your evaluation?

These will become your evaluation objectives (or evaluation questions). Table 2 builds on Table 1 to help identify these.

Table 2: Example developing an evaluation question for a new MSK care pathway

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Programme/project component** | **Planned benefit of programme/project component** | **Evaluation Objective** | **Evaluation question** | **Measure/ metric** | **Data source** |
| Shared Decision Making | Patients are supported by clinicians to make decisions that are right for them | To determine if patients feel supported by clinicians to make decisions about their care, that are right for them | Do patients feel supported by clinicians to make decisions about their care? | (e.g.) 100% of patients feel that they were supported by clinician(s) to make decision(s) about their care, that were right for them | Patient feedback survey |

**Tip:** By clearly defining your evaluation aim(s) and objectives/questions, you can select the methods that will generate results that will tell you what you need to know!

# Design and methods

Describe the methods you intend to use:

1. What is your overall approach to the evaluation (e.g. quantitative/qualitative/mixed methods; formative/process/summative)?
2. What evidence will you need to answer your evaluation aims and objectives? (Specify your data collection methods and sources and how they link to your evaluation aims and objectives in Table 4)
3. How will you analyse your data?

**Tip:** Demand for ‘quick results’ needs to be balanced against the need for a robust and rigorous evaluation approach. Be pragmatic and remember that this is an opportunity to generate findings that could inform a real shift in how services are delivered and accessed by our population.

### Data collection points

Your project will include different data sources. Figure 1 shows a map of a clinical pathway, and the points where data could be collected from provider and commissioning organisations. This type of mapping exercise is useful in identifying available routine data, how to access it and which elements of a pathway are within the scope of your evaluation.

Figure 1: data collection along a clinical pathway



### Existing data

Due to capacity demands, it is advised that evaluations draw on existing data where possible, keeping in mind high level system data, project specific Key Performance Indicators (KPIs) and national data sets for benchmarking. However, evaluations should not be restricted by the data that is available, and it may be necessary to collect additional data. See Table 3 for how to access existing local data sources.

### Data collection methods

Consider the population(s) you wish to collect new data from for your evaluation, and how you will do it. E.g. are online surveys the best way of collecting data from these groups? Will everybody have access to a computer? Does the survey need to be available in languages other than English? Contact your organisation’s Patient and Public Involvement (PPI) Lead for guidance.

# Table 4: Evaluation Objectives/Questions, Measures and Data Sources

|  |  |  |  |
| --- | --- | --- | --- |
| **Evaluation objectives/questions** | **Measures**  | **Data Sources / Tools** | **Responsibility and Timescale** |
| **Prompt:** What do you need to know to meet the aim of your evaluation? | **Prompt:** How will you know?e.g. could be KPIs or targets, but not necessarily | **Prompt:** What will you use to find out?  | **Prompt:** Who will do it and when? |
| e.g. Do patients on the MSK pathway feel supported by clinicians to make decisions about their care? | e.g. Patients on the MSK pathway report whether they felt supported by clinicians to make decisions about their caree.g. Improved Friends and Family Test (FFT) results for MSK pathway services since the implementation of Shared Decision Making  | e.g. Generic patient surveyFFT data | e.g. Weekly:Survey link sent to patients who have attended a clinic appointment in previous weekMonthly:Service Administrator to download survey responses for analysis Monthly data report from business intelligence team |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |

# Ethics and governance

Ensure you have considered what the ethical implications of the evaluation are and how they will be mitigated and reviewed. For example, will personal data be anonymised? Use [Governance and Ethics guidelines for evaluation in health social care here](https://arc-w.nihr.ac.uk/training-and-capacity-building/evaluation-best-practice-and-guidelines/).

# Patient and Public Involvement

How will you involve patients and the public in planning, delivering and writing up your evaluation? Use [Guidelines for patient and public involvement in evaluation](https://arc-w.nihr.ac.uk/training-and-capacity-building/evaluation-best-practice-and-guidelines/) for ideas about engagement with relevant groups and contact your organisation’s Patient and Public Involvement (PPI) Lead for further guidance.

# Evaluation team and resources

* Can the evaluation be carried out internally or can it/does it need to be externally procured?
* Who will be involved in the evaluation? Tasks include; planning, coordinating, designing tools, collecting data, analysing and writing up.

# Timeframe

* When will the evaluation begin?
* When does it need to be completed?
* Are there phases or stages? When will they each begin and end? Who do you need to liaise with to operationalise each stage?

# Outputs

* What will you produce e.g. report? This should be informed by the background to your Evaluation (p.3-4)
* Who is the audience?
* How will this be disseminated or shared? Do you need to consider any specific access needs?
* Will you create recommendations to continue and/or expand a service?

### **Dissemination tips:**

* Do you want to put on an event to showcase your findings and/or process?
* Do you want your evaluation to be written up to add to the relevant evidence-base e.g. academic journals or grey literature databases?

# Other considerations

List any anticipated risks or issues. If not applicable delete this section.

**References**

The original evidence used in the service specification can also be reference here and included in the background section.