

Advice and guidance service evaluation – invitation for feedback

Context

Unity Insights are a social enterprise partner to the AHSN Network, providing bespoke analytics and evaluation services to the NHS, academia, innovators, and industry. The team are working with Bath and North East Somerset, Swindon, and Wiltshire (BSW) CCG; Gloucestershire CCG; and West of England AHSN to provide a service evaluation on the implementation of the advice and guidance (A&G) service within BSW CCG.

The aims of the service evaluation include understanding:

- How the A&G service is being used across BSW CCG
- The potential benefits of the A&G service (for patients, the staff, and the system)
- Key learnings from implementation (including enablers and barriers)
- The potential impact of cross-CCG collaboration

Benefits to primary care

This service evaluation is a chance for you to share your thoughts on implementation of the Cinapsis A&G service, including enablers and barriers experienced. Findings will be used to share recommendations with the CCG on how to improve the current service or future digital transformations.

Data collection/analysis

Unity Insights are working with BSW CCG to collect data across March – mid-April 2022. This includes receiving aggregate, non-patient identifiable data by GP practice to identify Cinapsis advice and guidance activity rates. This data will be used to inform activity rates and help identify a cohort of practices to be invited to participate in an anonymous short survey to understand their experiences and perceptions (Survey Monkey). A smaller cohort will be invited to participate in a short 15-minute interview to gain further insights (Microsoft Teams; findings will be anonymised).

Outputs

An evaluation report will be produced for BSW CCG, outlining the key findings and recommendations to support the CCG to identify potential improvements and learnings. Where data at a GP practice level is discussed, practices will be pseudonymised within the report. Two smaller summary reports will be produced, summarising the key recommendations for primary and secondary care.

If you are keen to be involved in the evaluation, please use this link:

<https://forms.office.com/Pages/ResponsePage.aspx?id=sITDN7CF9Ueylge0jXdO47AcYzV3Z7FMkXcAQdwB4xhUNjhJWjIMOUiVT1E5NDJBVDc4TUdCQzFKTS4u>

If you have any questions, please contact Iain Warren (iain.warren1@nhs.net).

DRAFT