

Evaluation, Impact & Monitoring



Epitome Consultancy & Training



Lambeth
Patient
Participation
Group
Network

Community Education Provider Network

Lambeth



Session Outline

What is Evaluation and Impact?

How is this different to Monitoring

- Evidence of worth

- Building relationships with practices

- Supports funding

How to get Feedback

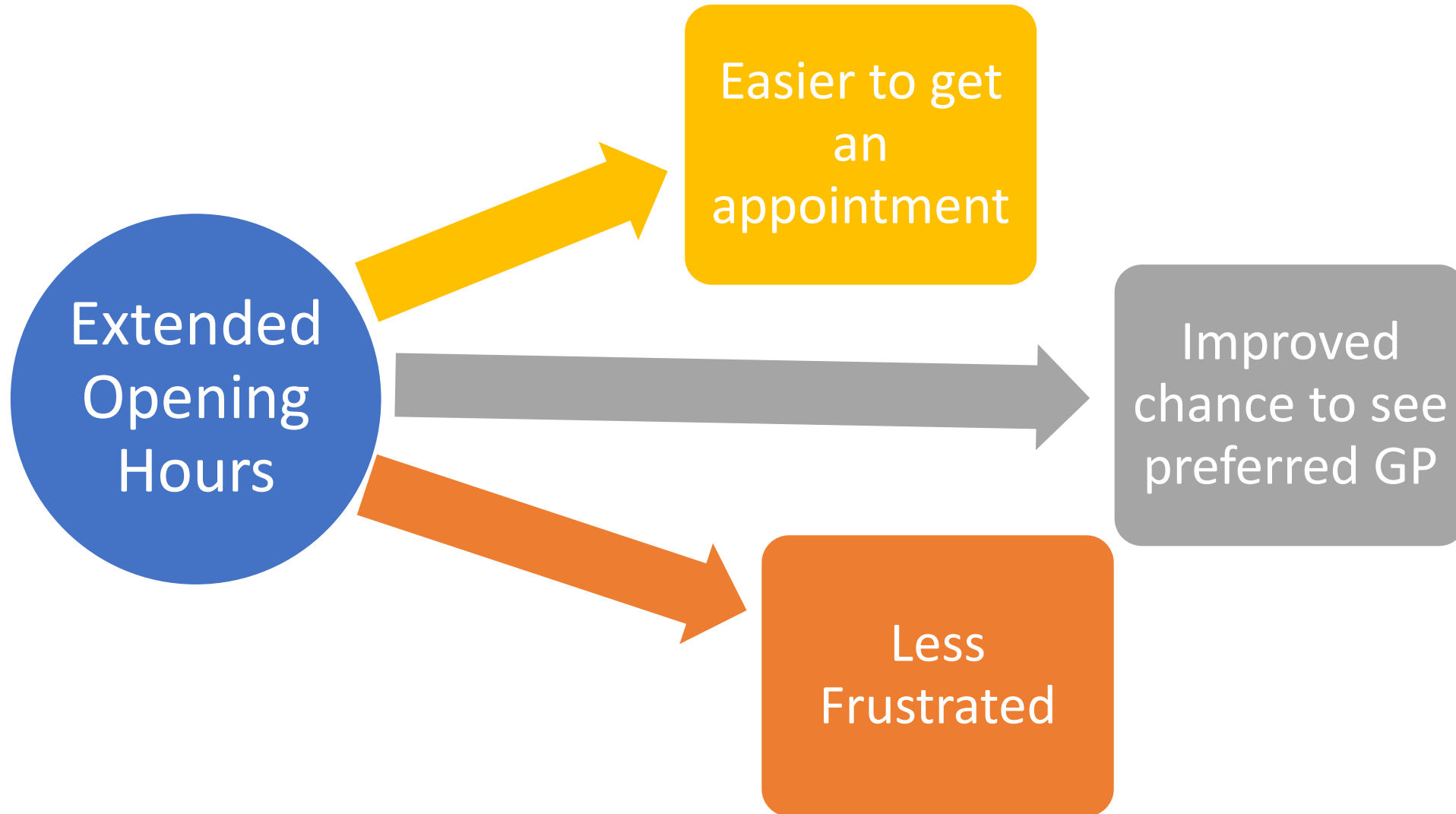
- Develop an evaluation framework

- Setting baselines

- Tools & systems for gathering feedback

What is Evaluation & Impact?

Evidences what DIFFERENCE you are making



How is Evaluation different to Monitoring?

Evaluation:

Analysis of the effectiveness of an activity e.g.

Measuring satisfaction with the telephone answering at practice

Monitoring:

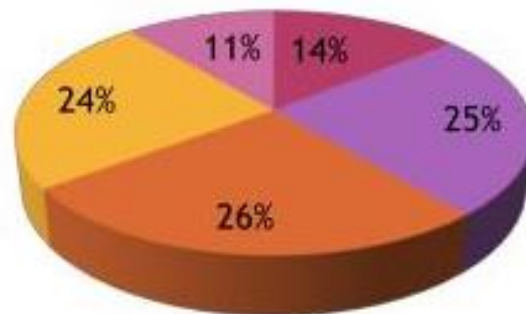
Tracks activity

How many people attended an event

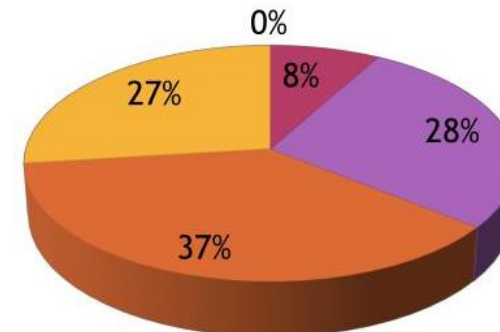
Might include demographics – age, gender, ethnicity

Speed at which telephone was answered initially

■ Very Satisfied ■ Satisfied ■ Neutral ■ Dissatisfied ■ Very Dissatisfied



■ 18-24 ■ 25-34
■ 35-54 ■ 55+



Why is evaluation and impact important?

- Demonstrates effectiveness
- Evidence of worth
- Provides direction and need for change
- Could help build your relationship with your practice
- May open doorways for funding, or supporting continuation

How to get Feedback

Make it relevant to the activity

Paper questionnaires

On line questionnaires e.g. survey monkey

Facebook Questionnaire

Face to Face

Focus Groups

Graffiti Wall

Develop an evaluation framework

Understand what it is you want to evaluate & why

Satisfaction on
waiting times for
appointments

Access to choice of
care

Information Events

Who do you need to survey?

Patients

Carers

Parents

What impact has the activity or issue had?

Increased choice

Sense of being in
control

Increased take up
of service

Change in opening hours, to include Saturdays

	Older people	New Parents	Disabled People	Carers
Have accessed the service in the last 3 months	46%	82%	42%	33%
Find it easier to get an appointment	74%	43%	61%	65%
Able to get an appointment with their preferred GP	22%	76%	82%	73%
Is aware of alternative options e.g. pharmacies	35%	64%	55%	82%

Setting Baselines



Tools & Systems for Gathering Feedback

Quantitative

- Questionnaires and Surveys
- Secondary data (e.g. number of appointments missed)
- How happy are you with the appointment system?
 - Very Happy
 - Happy
 - Neither Happy or Unhappy
 - Unhappy
 - Very Unhappy

Qualitative

Ask open questions

“ How do you feel about the appointment system?”

“ What services are important for your family?”

- Focus groups
- Interviews
- Postcards

Table activities

Thank you

Please Complete Evaluations