

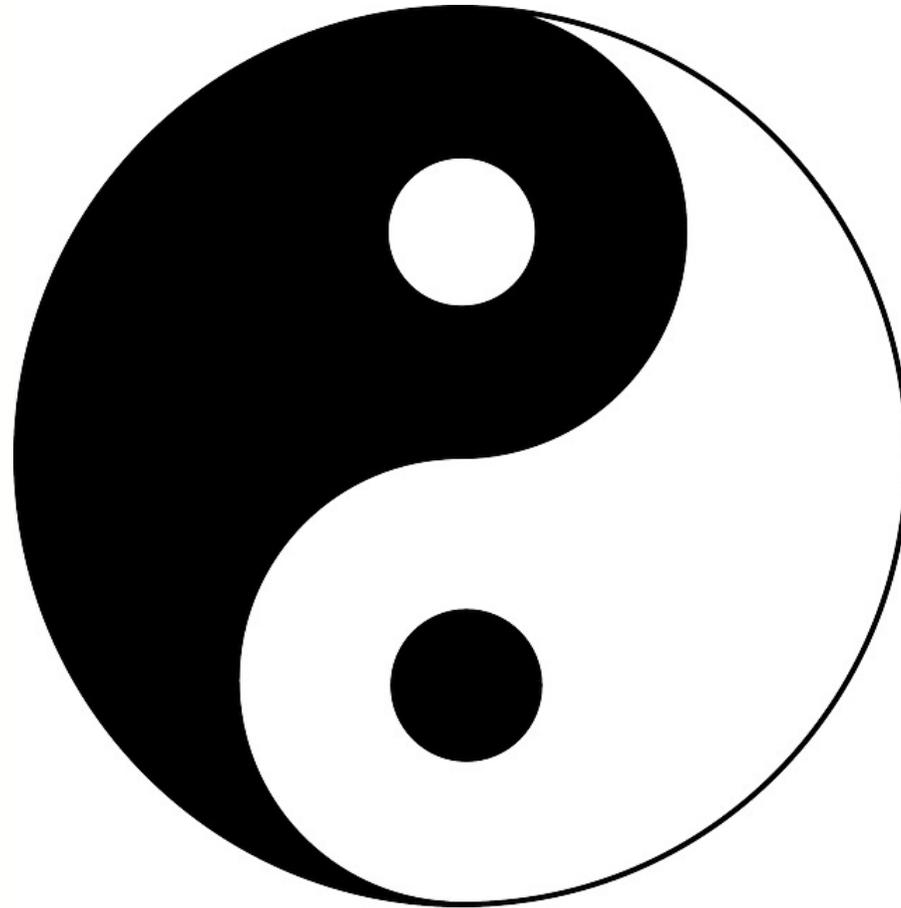
Advancing rapid evaluation

Fraser Battye – Strategy Unit

Steph Cartwright – Dudley CCG

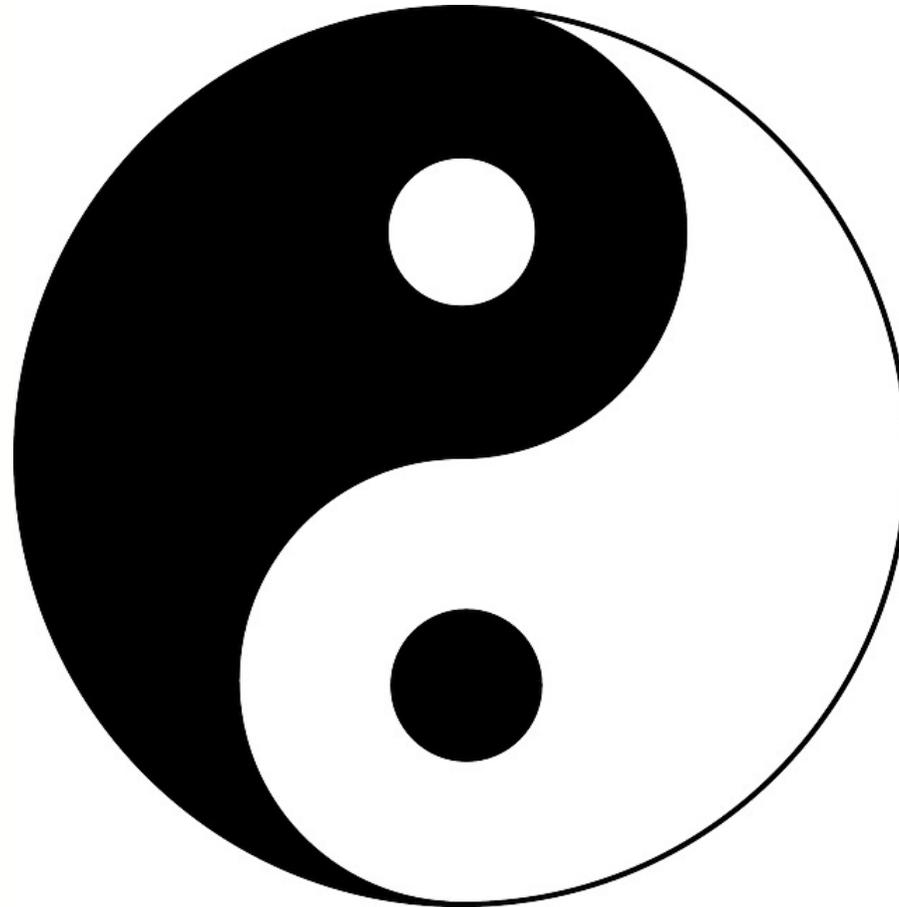
29th January 2019

The Yin and Yang of rapid evaluation...



**...a gestalt perspective on the Dudley vanguard
evaluation**

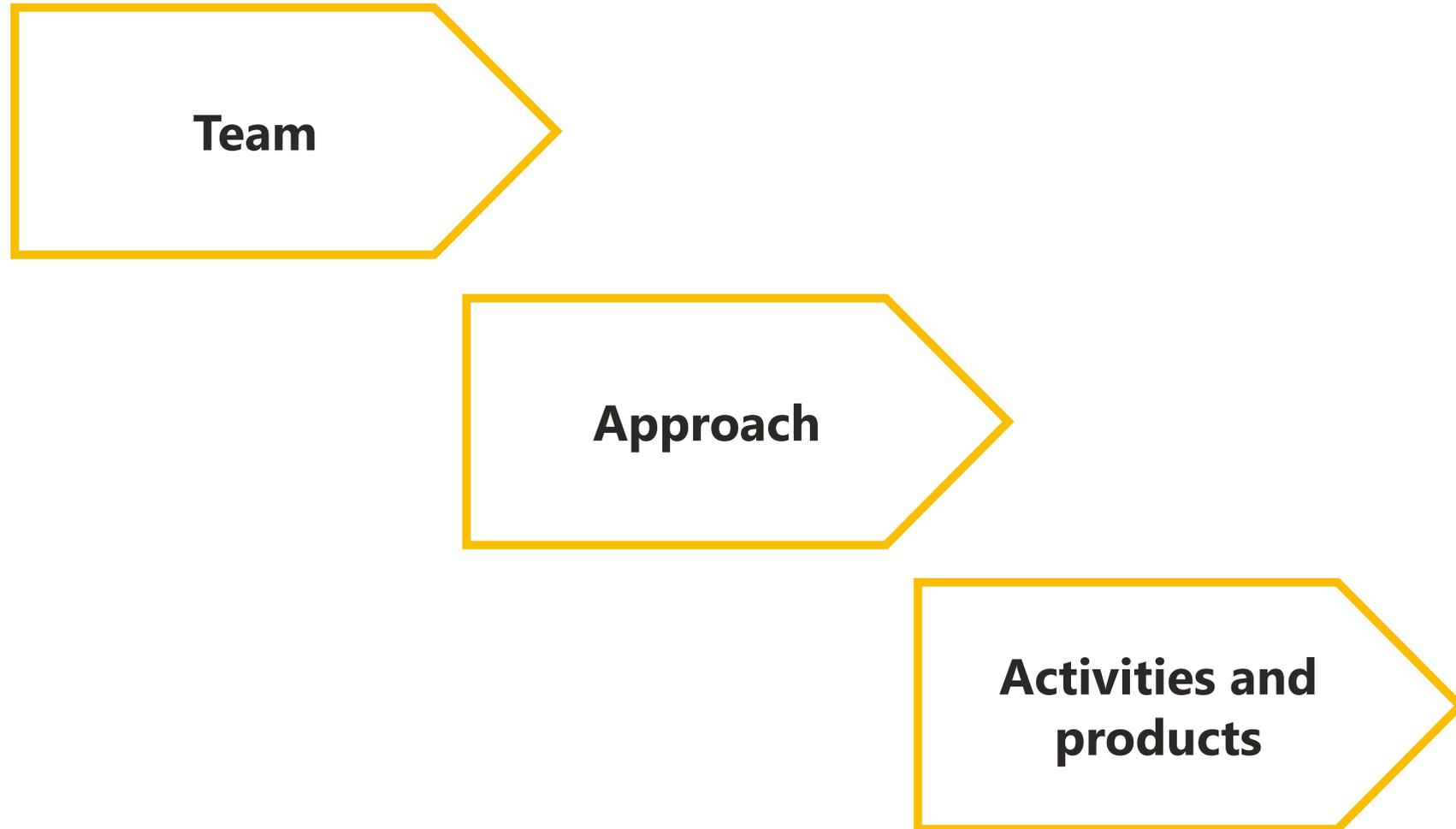
**1: The
evaluator's
role**



**2: The client's
role**

3: Conclusions and lessons from these interactions

Several of the factors that made this work a success relate to the way we designed and ran the evaluation



Our team was multi-disciplinary and multi-sector



- Lead, overall evaluation strategy and 'translation'
- Specific expertise in quantitative elements

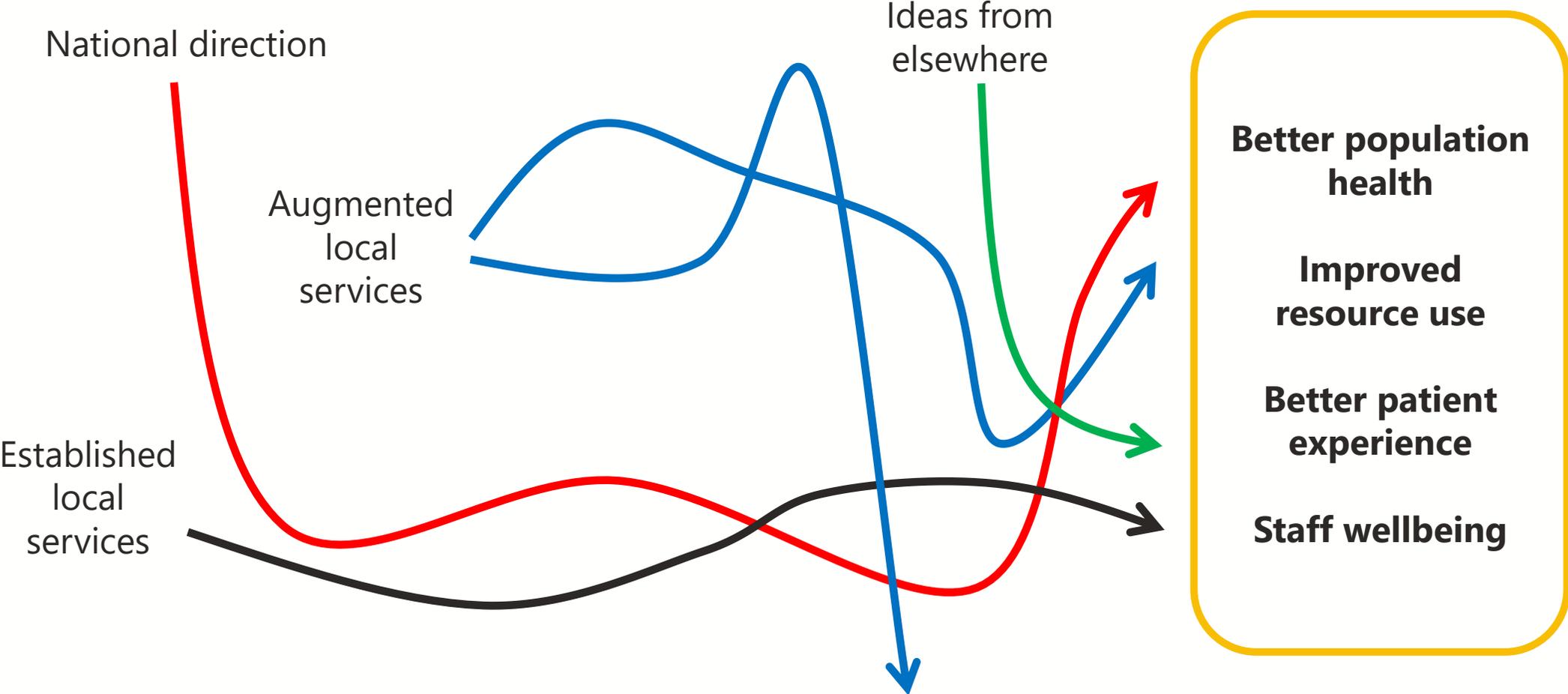


- Academic and subject expertise
- Rigour in qualitative methods

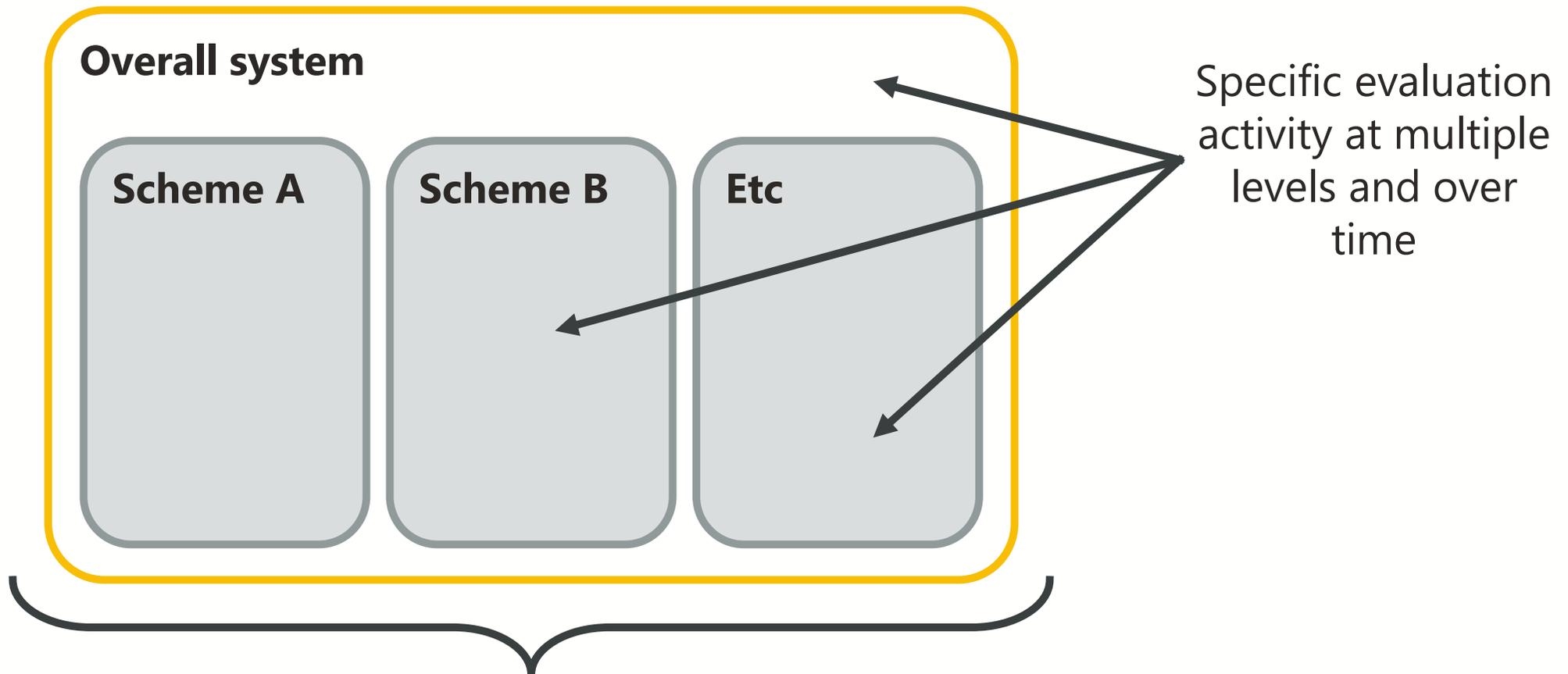


- Research consultancy, capacity to do quickly
- Economics expertise

We embraced the complexity of Dudley's vanguard...

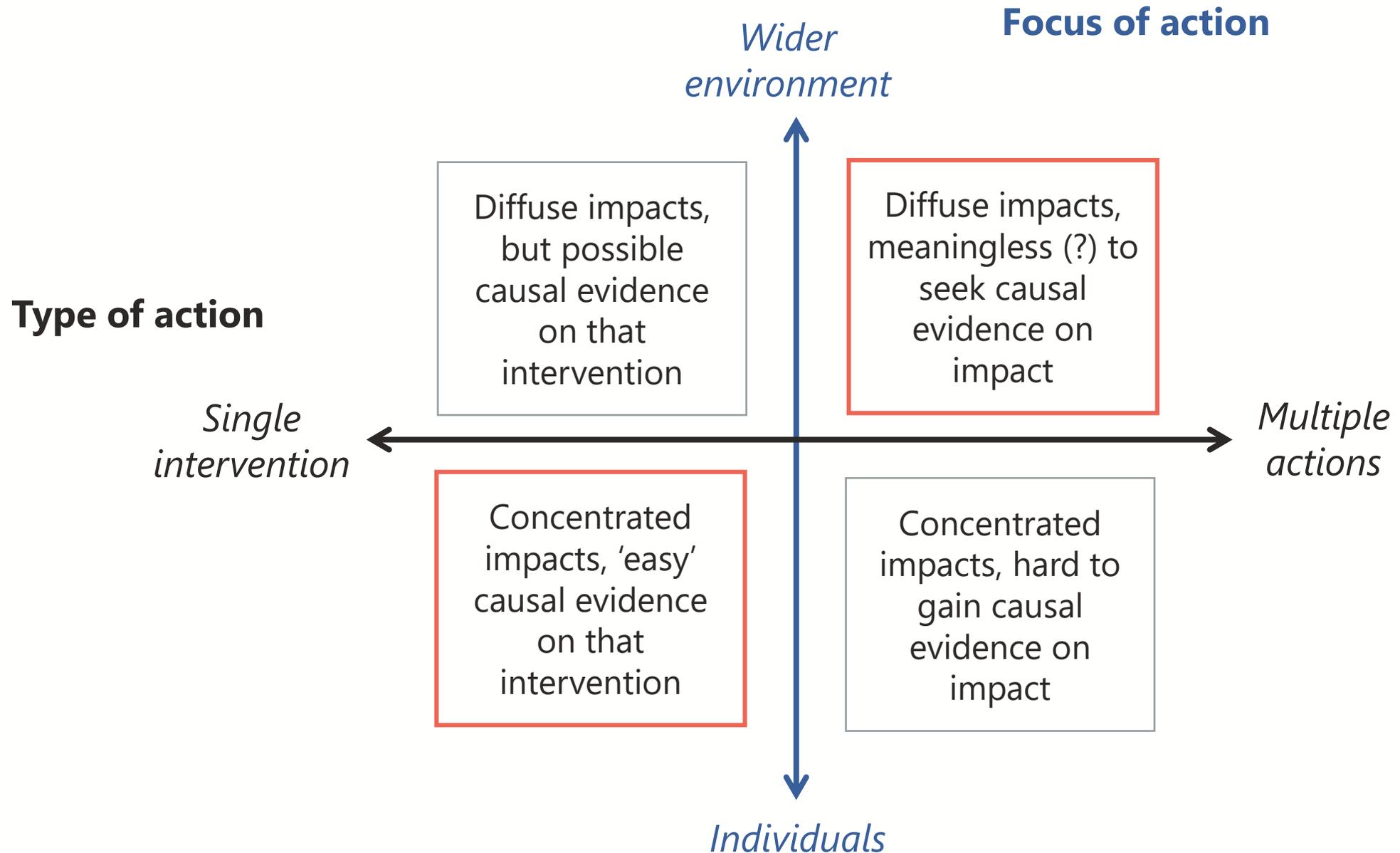


...and worked with Dudley's Partnership Board to agree an overall evaluation strategy



Close working with local system; focus on translation and formative advice

We took a nuanced view on impacts and causation



We produced multiple (generally) brief outputs, housed on a microsite

01/12/2017
SERVICE IMPROVEMENT | PRIMARY CARE

Dudley System Performance Report

In order to help Dudley's Partnership Board track progress towards high level goals, this report presents a series of performance measures for Dudl

13/03/2018
SERVICE IMPROVEMENT

Economic analysis of Dudley Quality Outcomes for Health

Dudley replaced the Quality and Outcomes Framework (QOF) with the Dudley Quality Outcomes for Health framework.

03/07/2018
SERVICE IMPROVEMENT

Public engagement with the new care model and communicating the vision

02/03/2018
SERVICE IMPROVEMENT

Public engagement on self-management

One of the core features of

23/02/2018
SERVICE IMPROVEMENT

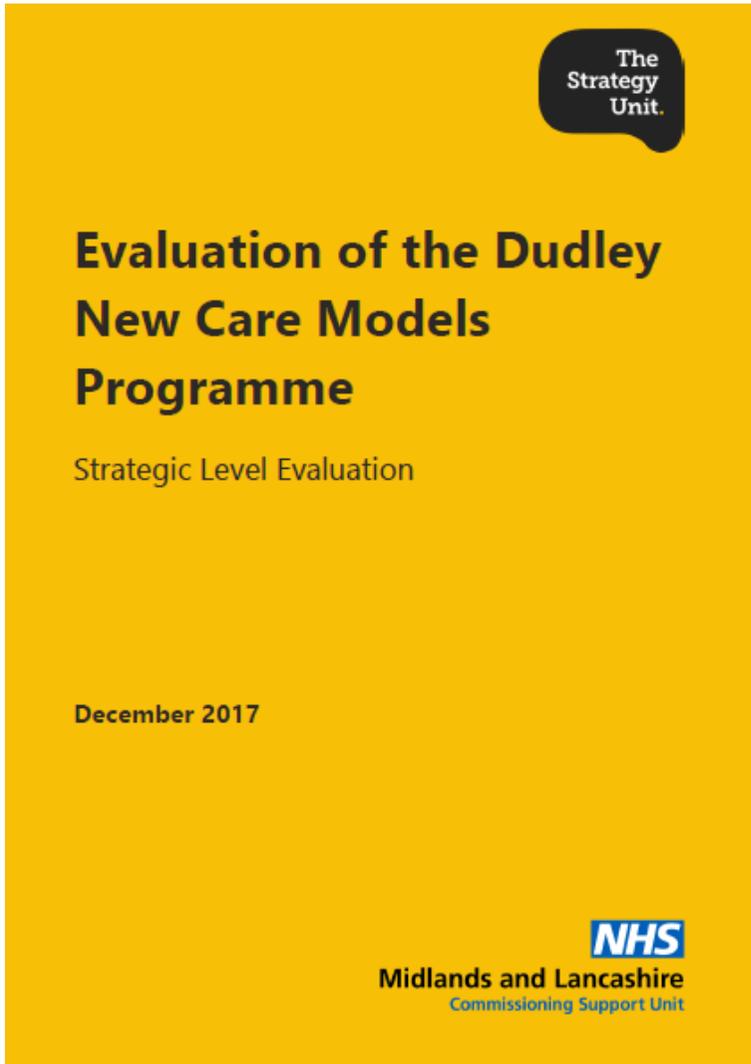
Evaluation of the Patient Activation Measure (PAM) pilot

Plus:

- 'Lessons from the vanguard' papers written with the CCG
- Short 'talking heads' videos on lessons learnt
 - Lots of local / national presentations and engagement

Search 'Dudley MCP Strategy Unit'

Some outputs were highly applied →



2: Care Coordinator

Description

Role to provide link: within / between MDTs; between primary care and hospital services.

Focus on most at risk of unplanned care – both preventative and supporting discharge from hospital.

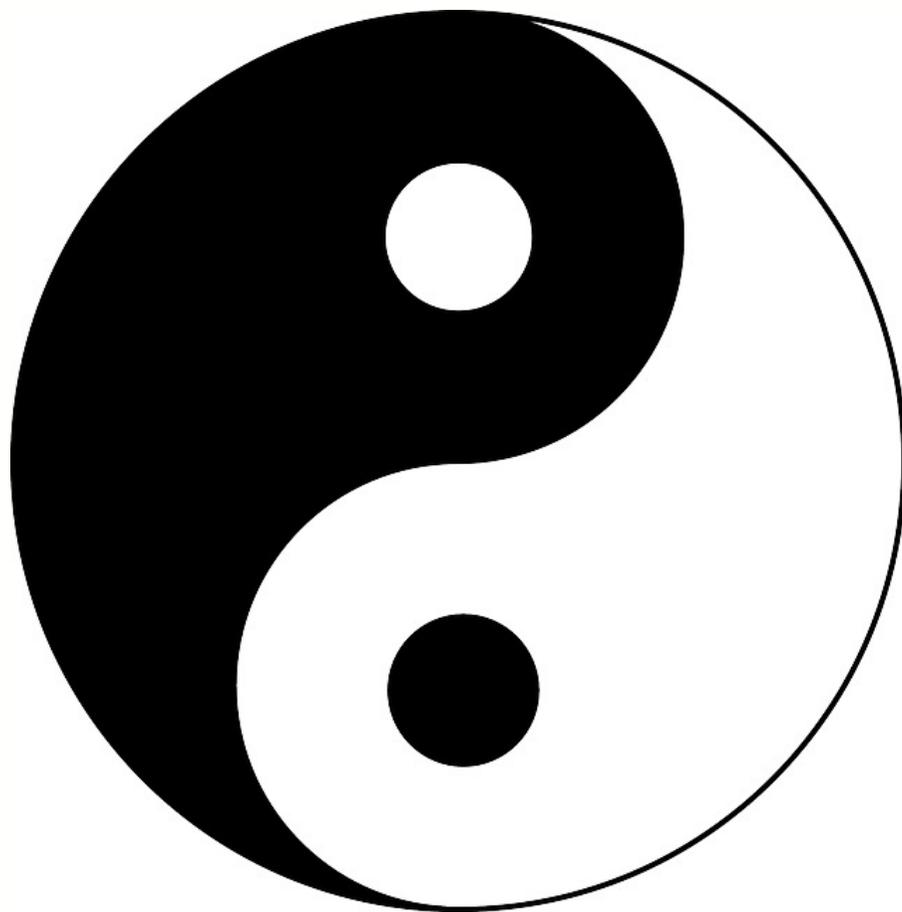
Judgements

Rationale (1-3)	1: Clear
Aims (1-3)	1: Clear
Design (1-3)	2: Partly
Implementation (1-5)	3: Moderately well
Results (1-5)	3: Moderately effective
Relevance (1-3)	1: High

Conclusions

Early stage of development. Discharge element being delivered as intended; not yet fully integrated into all practices / MDTs.

← **Others potentially sensitive and relevant to national policy**



**2: The client's
role**

We did a good job, but Dudley CCG exhibited a series of characteristics that made the work a success

Confident
'whatever you find'

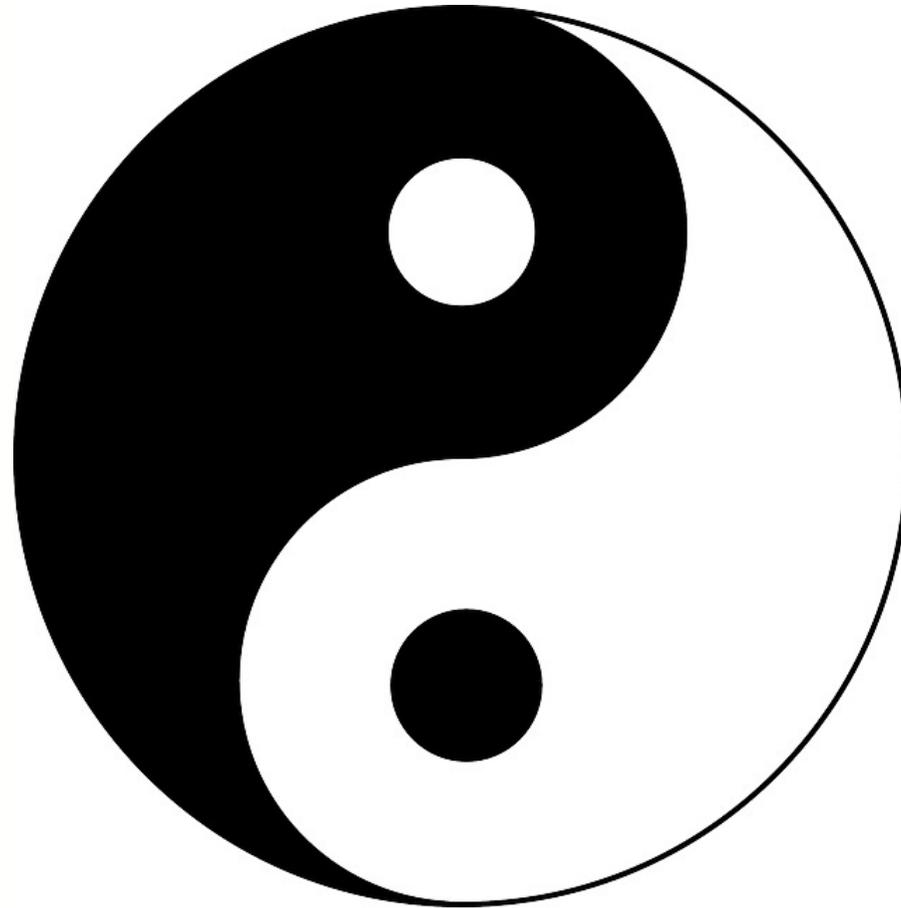
Open and non-
defensive

Trusting yet
challenging

Able to advocate and push, while
retaining doubt

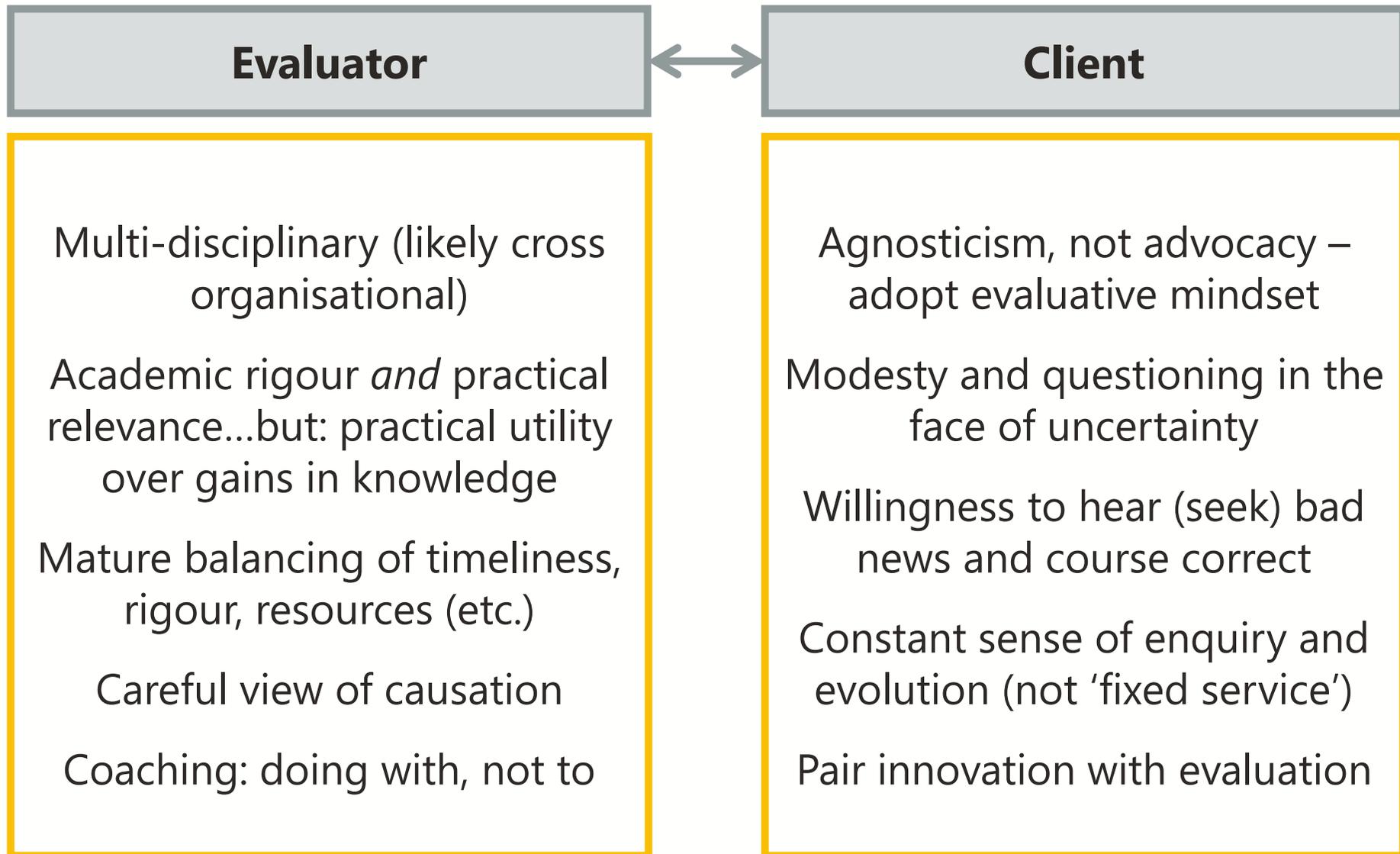
Intelligent and reflective (while stretched)

To what extent is this usual in the NHS?

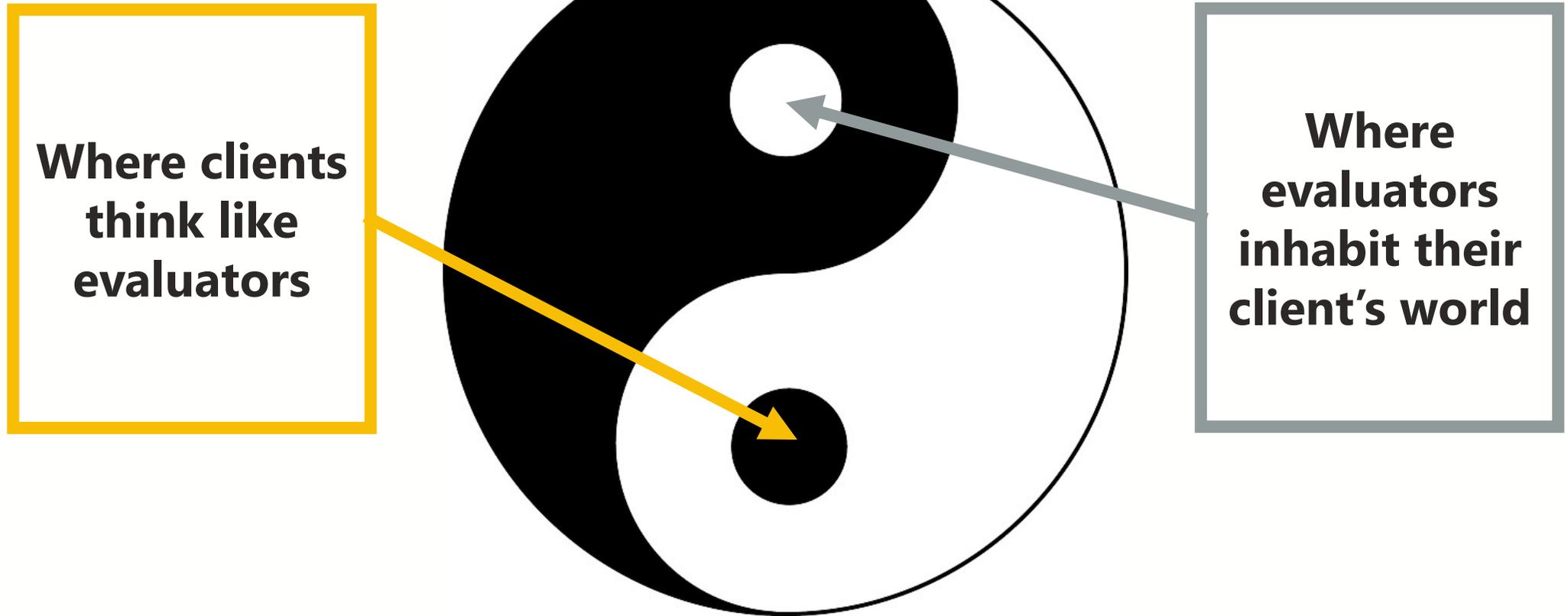


3: Conclusions and lessons from these interactions

Rapid evaluation requires a blend of attributes, which challenge both evaluators and their clients



The real sweet spot for rapid evaluation?



**Where clients
think like
evaluators**

**Where
evaluators
inhabit their
client's world**