

NEW PUBLICATIONS

- **Prehospital video triage of potential stroke patients in North Central London and East Kent – by Angus Ramsay et al. [\[LINK\]](#)**
- **Patient-initiated follow-up: will it free up capacity in outpatient care? – by Sarah Reed & Nadia Crellin. [\[LINK\]](#)**
- **Patient’s experiences of, and engagement with, remote home monitoring services for COVID patients – by Holly Walton et al. [\[LINK\]](#)**
- **The impact of remote home monitoring of people with COVID-19 using pulse oximetry – by Chris Sherlaw-Johnson et al. [\[LINK\]](#)**
- **The impact of post-hospital remote monitoring of COVID-19 patients using pulse oximetry – by Theo Georghiou et al. [\[LINK\]](#)**
- **A rapid evaluation of a national improvement initiative for failing healthcare organisations – by Cecilia Vindrola-Padros et al. [\[LINK\]](#)**

CONFERENCES

[HSR UK 2022 Conference](#)
Our team presented the following topics at the Health Services Research UK Conference in July 2022:

- Combining Multiple Approaches in the Evaluation of Healthcare Services: Lessons Learned from COVID-19 Remote Home Monitoring Services
- Designing and Delivering Rapid Service Evaluations: What Works, What Doesn’t, and Why?
- Prehospital video triage for suspected stroke patients: lessons from a rapid, mixed method evaluation [\[LINK TO VIDEO PRESENTATION\]](#)

[Rapid Evaluation in Healthcare Conference 2022](#)
If you missed this event in January 2022, you can still watch the sessions [HERE](#).

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WELCOME

Welcome to the fifth edition of our newsletter. We are excited to share with you some of our latest publications and updates on our current studies!

NEW STUDIES

Integration of specialized services for eating disorders and functional symptoms in children and young people

We are undertaking a study with the planners of the new Cambridge Children’s Hospital (CCH). CCH is under development, and planned to open fully in 2026. One of the main focuses of the hospital is to generate improved clinical outcomes for children and young people through new models of care that integrate physical and mental health care in a range of settings. We will investigate the integration of physical and mental health services for children with eating disorders or functional symptoms.

We aim to (i) use qualitative and quantitative methods to evaluate the planned integration at CCH, (ii) make recommendations that will guide the implementation of these services at CCH; (iii) identify lessons that will guide the reconfiguration of specialist services into integrated models of care elsewhere in the NHS. To learn more about the study, please email Saheli Gandhi at Saheli.gandhi@ucl.ac.uk.

Investigating patient-initiated follow-up

Patient-initiated follow-up (PIFU) - where patients can set up a follow-up appointment when they need one - is being introduced across the English NHS. PIFU is seen as a way of reducing unnecessary outpatient appointments and ensuring clinical resources fit patient need. PIFU has been listed as a priority in national guidance for the English NHS, with an ambition to move 5% of all outpatient attendances to PIFU pathways by March 2023.

This is why we are working with NHS England and NHS Improvement to undertake a mixed method evaluation of PIFU services. We aim to assess:

- the impact of PIFU on outpatient activity and inpatient service use
- how PIFU is being implemented across services, including opportunities, risks and unforeseen consequences
- staff engagement and experiences of delivering PIFU, and
- how data are being used by services to monitor progress against expected outcomes

To do this, we will conduct interviews with staff delivering PIFU services across NHS Trusts in England and analyse national data on their implementation by site and specialty. Based on this, we will develop lessons on how PIFU is being rolled out and delivered across hospital services in the NHS, and consider the effect on staff, patients, and the wider system.

The evaluation is taking place between now and June 2023, and the findings will be published shortly after. To learn more about the study, please email Pei Li Ng at pei.ng@ucl.ac.uk.

IMPACT

We are pleased to report that findings from our evaluation of prehospital video triage for stroke [\[LINK\]](#) have helped make the case that led a new national pilot. NHS England’s Stroke Pre-hospital Video Triage pilot is taking place in eight sites across England from July 2022 to April 2023. [Angus Ramsay](#), who led the RSET evaluation, has joined the national steering group for this project.

UPCOMING WEBINAR

We will be hosting a webinar to share findings from our Prehospital Triage for Stroke evaluation in October 2022 (see sidebar for links to Final Report and video presentation). If you are interested in joining our webinar, please contact Pei Li Ng, pei.ng@ucl.ac.uk or Angus Ramsay, angus.ramsay@ucl.ac.uk.

ABOUT RSET

The health and care system in the UK looks after an ageing population with increasingly complex care needs, but money is tight. This means the NHS needs to (1) develop new ways of providing care and, (2) when a new approach works well, understand and share learnings about that success with other parts of the health service quickly.

To meet this challenge, the Rapid Service Evaluation Team (RSET), comprising researchers from UCL and Nuffield Trust, have been funded by NIHR Health Services and Delivery Research programme for five years to rapidly evaluate new ways of providing and organising care.

FOR MORE INFORMATION ABOUT RSET, please visit our [WEBSITE](#) or [EMAIL US](#).