

Practical session: Teams and Skills for Rapid Evaluation

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Session outline

- Group work
 - you will be provided with scenario and blank Gantt chart
- Feedback from group work
- Team & Skills
- Example from BRACE/RSET
- Concluding & reflection

Project A: Outpatient innovation & evaluation Framework

You have been commissioned to **evaluate** a different way of arranging outpatient appointments called **Patient-initiated follow-up (PIFU)**.

Consider the skills and expertise needed to evaluate: effectiveness, workforce and patient experience, and identify potential barriers to successful implementation of the new service.

Project duration: 12 months

Approach: mixed-methods

Requirement: PPI & health inequalities components

Project B: Care coordinators in mental health unit

You have been commissioned to evaluate the impact of introducing **designated care coordinators** into an acute mental health inpatient unit in terms of: service delivery, clinical outcomes, and service user and significant other perceptions.

Consider the skills and expertise needed to evaluate the service, workforce and patient experience, and identify potential barriers to successful implementation.

Project duration: 12 months

Approach: mixed-methods

Requirement: PPI & health inequalities components

Project C: NHS 111 First pilot

You have been asked to evaluate the effectiveness of the **NHS 111 First** pilot programme **during** the COVID-19 pandemic (imagine you are back in the time of the full-blown pandemic).

The new system provides urgent care triage and gives patients the ability to book an appointment to attend Accident and Emergency. The findings will be used to support a **national roll out** of the service.

Consider the skills and expertise needed to assess: risks and benefits, safeguarding, workforce and user experience, and identify potential enablers and barriers to successful implementation.

Project duration: 6 months

Approach: mixed-methods

Requirement: PPI & health inequalities components

Project D: Virtual reality (VR) therapy

You have been asked to evaluate a **virtual reality (VR) psychological therapy for patients with psychosis: ‘intense fears of going outside’**.

Consider the skills and expertise needed to assess: risks and benefits, safeguarding, workforce and user experience, and identify potential enablers and barriers to successful implementation.

Project duration: 10 months

Approach: mixed-methods

Requirement: PPI & health inequalities components

Project E: Quality improvement initiative in primary care

You have been commissioned to evaluate the implementation of the **Modern General Practice Access** model. The goal is to assess the effectiveness, challenges, and feasibility of implementation.

Consider the skills, attribute, and size of the team required to: collect and analyse clinical data, engage with healthcare providers and patients, assess process improvements, and make evidence-based recommendations for further quality enhancements.

Project duration: 12 months

Approach: mixed-methods

Requirement: PPI & health inequalities components

Learning from the BRACE and RSET experience of rapid evaluation

Teams and skills

Team

- Team size and relationship with speed required for the evaluation
- Core team and when to draw on a wider pool of personnel or forge broader partnerships
- Leadership & project management
- Roles of patient and public engagement in and alongside the team
- Advisory group and 'critical friends' role

Skills

- Experience and expertise in rapid scoping of evaluation questions
- Knowledge and experience of research designs
- Expertise in a range of methods, including to adapt for rapid working
- Effective communications with diverse stakeholder groups
 - Managing expectations (including saying no)
 - Building trusted relationships rapidly
 - Negotiation of scope, approach, timescale and feedback
 - Conflict resolution, with clients and within teams
 - Dissemination and impact
- Adaptability & flexibility

Example

Peer support for adult social care in prisons in England and Wales (undertaken by the RSET team)

- Timeline
- Expertise and skill gaps
- Team size
- Ensuring skill mix
- Research governance
- User involvement and advisory group
- Barriers and challenges - Plan A, B, C...

Concluding reflections

- Questions about skills and team-working for the BRACE and RSET team
- Any of your own experience that you would like to share
- Overarching insights about skills and teams for rapid evaluation

To follow up further

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For more information, please visit:

NIHR RSET: <https://www.nuffieldtrust.org.uk/rset-rapid-evaluations-of-new-ways-of-providing-care>

NIHR BRACE: <https://www.birmingham.ac.uk/research/brace/index.aspx>