Service Evaluation Proposal & Registration Form
Guidance Notes:
What is Service Evaluation?

Service evaluation involves investigating the value or effectiveness of current care, service or practice (this can include evaluations of pilot services that are established). It should help inform the development, improvement or cessation of a service/ process/ practice.

If you answer ‘Yes’ to any of the following questions, your proposed project is likely to be service evaluation:

1. Do you want to evaluate the effectiveness and/or efficiency of your current practice or service or a training programme?
2. Do you want to compare the effectiveness or efficiency of a new or alternative service/ practice with your current service/ practice?
3. Do you want to collect and analyse patients/ staff/ users data to evaluate patterns of activity?

The Service Evaluation Proposal & Registration Form

All service evaluation projects (including student dissertations/ projects that involve data collection from a Solent NHS Trust service) must be registered. This is done via the completion of the Service Evaluation Proposal and Registration form. This form should be sent to the Research Manager, sarah.williams@solent.nhs.uk.

It is strongly recommended that you contact the Research Manager prior to registering your service evaluation to discuss the project and any support that you may require.

The form will be reviewed by the Research Manager to ensure that the project is feasible, of high quality, ethically sound and has the support of the associated Service Manager. Once approval is issued, the project will be registered on the Solent NHS Trust Service Evaluation Database and can start.

The following notes are intended as a guide to the questions on the Service Evaluation Proposal and Registration form.

Part A: Lead Evaluator

**Study Title:** The title should clearly state what the evaluation aims to achieve and the service that it relates to.

**Lead Evaluator:** This refers to the individual who is taking responsibility for the evaluation project. Please provide a job title and contact details.

**Key Dates:** Please indicate the anticipated start and end date for the evaluation, (the date when the final report is expected to be produced.)

**Checklist:** This is a list of the documents that should be submitted with the form where applicable. Please tick to show which documents have been submitted.

- **Proposal:** If you have written a proposal for the evaluation please include it with this form.
- **Time Line:** please include a proposed schedule of work for this evaluation.
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*Participant consent form:* If you are seeking written consent, please include a copy of the document that participants will sign. If you are asking for verbal consent over the telephone, please provide the script that will be used.

*Information sheets/ letters of introduction:* If participants are giving their written consent, they need an information sheet which tells them about the study – why it is happening, what they will have to do and why. Please include any information sheets with this form. Guidelines on writing information sheets can be found in the research leaflets section of the following website:


*Questionnaires/ Interview sheets etc:* If you are using a questionnaire or carrying out interviews, please submit these with this form. There are separate guidelines on developing questionnaires available from the Research Manager.

### Part B: Evaluation Team

**Contract:** Anyone on the evaluation team must either have a substantive contract with (be employed by) Solent NHS Trust, or arrange to have an Honorary Contract/ Letter of Access.

**Student projects:** If this evaluation is being undertaken as part of a postgraduate or other course, please give details about the assignment (what is the qualification, for which course, with which institution and key deadlines).

### Part C: Evaluation Description/ Outline

**Aims and Objectives:** Any effective evaluation will have clearly defined objectives. This means that you need to consider the specific ‘questions’ or issues that need to be addressed and how these will feed back into the service that is being evaluated.

These objectives need to be fairly specific. Examples could include:

- The extent to which a service is meeting targets
- How an initiative might be impacting on clinical outcomes
- How the service is perceived by users,
- How the service is perceived by staff.

**Literature review:** This aims to set the evaluation in the context of what is already known about the topic, both generally and within the context of Solent NHS Trust. It should:

- Introduce and outline the service that is being evaluated,
- Explain why it is being evaluated,
- Place the service/ evaluation in the context of existing literature and similar/ relevant studies. This will involve reading around the subject to see if there are any relevant studies, evaluations, or reports (from Solent or externally) that might be relevant to
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your work. It will also help to ensure that parts of your question have not already been answered by previous studies. Examples of other similar work may also help you with the design your evaluation tools (for example, questionnaires, interview schedules).

- Place the service/ evaluation into the context of patient care (or as relevant) as a whole.

**Part D: Methodology**

**Participants:** Who are your participants? Are they, for example, staff, users of the service, carers, users of a web site? If you are using existing records then this is users. Please state which records you will be analysing and whether or not they will have been anonymised.

**Sampling:** Define your sample as clearly as you can.

- If you are using existing records:
  - Where have these been taken from?
  - How many are you going to use?
  - From which time period?
  - Are you looking at a particular demographic or a particular type of call?
- If you will be approaching participants:
  - How are you going to recruit these participants?
  - How many will you need?
  - Do you need a range of ages, gender, ethnic backgrounds?
  - Are there any specific ethical issues with consent from this group (for instance vulnerable adults, those that lack capacity, children)

**Methods for collecting data:** Please outline the ways in which you are going to collect your data. Sources of data include:

- Existing records, such as clinical data, performance data etc
- Questionnaires/ online surveys
- Interviews
- Focus Groups.

If you are using a variety of methods, please state in which ways each will be used, and for what purpose.

Please include any questionnaires or other data collection tools when you submit the governance form. More detailed guidelines on developing questionnaires are available from the Research Manager.
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Ethical Considerations

a) **Informed Consent**: All participants, staff and service users should give their consent before any data is collected from them.

Consent should normally be sought from any participant **in advance of their participation**. Ideally patients' users will be asked when they use a service if they would consent to being followed up for evaluation. This requires the involvement of front line staff, for which appropriate arrangements and permissions need to be sought in advance.

A key part of gaining consent is that ensuring the participant is **fully informed** about the reason for the study. This means that there should be arrangements in place for explaining the evaluation. This may be in the form of an introductory letter or email. It should:

- Explain why the evaluation is taking place,
- Outlines its key aims and objectives,
- Assure the respondent of confidentiality and anonymity,
- Explain how the information will be used,
- Explain how the respondents can receive information about the findings,
- Explain how the respondent can find out more information on the study,
- Thank the respondent.

Secondly, it must be made clear to participants that they are **under no obligation** to take part in the survey. It must also be clear to participants that their decision to participate or not participate will not affect the standard of care or service they will receive.

If an individual is sent a questionnaire, and chooses not to fill it in, this is viewed as non-consent. This means that these individuals **should not be followed up** and asked why they have not completed or returned the questionnaire. To do so would be in breach of ethical principles.

In the rare event that participants can be identified from the evaluation data, all participants should be aware that they have the **right to withdraw** their consent at any time.


b) **Contact**: An independent point of contact should be identified so that the respondent can ask for clarification on the study if necessary. This person should not be part of the team carrying out the study. The contact details for this person should be given on the questionnaire, and in any letter of invitation to participate.

c) **Confidentiality and anonymity**: All personal details and responses of participants should be kept confidential. Other than in exceptional cases, responses should not be personally identifiable and should be anonymous. Full confidentiality must be assured and adhered to.
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*d) Data storage:* Data should be stored securely, password protected and access limited to designated personnel only.

> All original data/questionnaires etc. should also be kept in secure storage for five years.

*e) Information on results:* Participants have the right to know the results of the study and should be informed about how and when they can access this information. This feedback should be presented in a way that is accessible and easy to understand, and tailored to the intended audience.

Possible routes for feedback are:
- Posting a summary report on our website (suitable for web surveys).
- Asking participants to give an email address for information to be sent to them (this should be kept separately from the questionnaire data so that anonymity is protected).
- Including a reply slip and a prepaid envelope within the questionnaire via which participants can give an address for feedback to be posted to (if these slips are posted back separately from the questionnaires there is no way of linking participant details with the questionnaire responses and therefore anonymity is protected).

**Feedback to Solent NHS Trust:** Please outline how you are planning to disseminate the results of the evaluation through the organisation.

Any report should be submitted to the Research Manager to enable a central record of evaluations to be kept within Solent NHS Trust. Any external publication should also first be submitted to the Research Manager.

**Time line:** A proposed time period over which this evaluation is going to run should be stated. Consideration should be given to:

- When the evaluation will start,
- When various phases of data collection will start and end,
- When the analysis and write up is planned to take place,
- When the final report is expected to be produced?

**Part E: Registration and Agreements**

**Evaluation Registration and Agreements**

Please get the signatures of the manager who will has agreed to this evaluation.

**Submission**

The form and accompanying documents should also be submitted electronically to the Research Manager (sarah.williams@solent.nhs.uk)