

Case Study: NHS Institute for Innovation and Improvement – Analytical Tool Evaluation

BACKGROUND

M-E-L Research were commissioned by the NHS Institute in October 2009 to review the purpose, content and design of their two in house tools, Better Care Better Value and Opportunity Locator. The Institute commissioned this project with a view to potentially developing a new tool, which might better match the current requirements of providers, Primary Care Trusts and health systems.

The Institute wanted to better understand how the two tools were being used by the service and what changes might be needed to support greater use of a new tool. The tools were reviewed in light of the QIPP (Quality, Innovation, Productivity and Prevention) and Care Closer to Home Agendas, therefore it was important to consider their fitness for purpose within this wider policy context, eliciting views as to other major topics that could be added to the tools to assist users working within these agendas.

METHODOLOGY

The methodological approach to the evaluation was two-pronged:

- ◆ A desk-based review of alternative analytical tools, both freely available and commercial.
- ◆ In-depth telephone interviews with stakeholders from Primary Care Trusts, Acute Trusts, Strategic Health Authorities and the Department of Health.

CLIENT SERVICE AND SUPPORT

The project was led by M-E-L's Senior Social Research Consultant, Dr Liz Yardley. Liz said about the project, *"M-E-L has been able to offer insights into how the two tools were being used and the changes that might be needed to support greater use of a new tool. The tools had potential to be expanded to include revised and new metrics with revised analytical and presentational formats, and the project indeed identified opportunities in these areas. The Institute are currently in the process of commissioning a new tool and the insights we were able to provide through the evaluation were key in the early stages of this commission."*



For further information about our work with The NHS Institute, please contact Dr Liz Yardley Liz.Yardley@m-e-l.co.uk or call 0121 604 4664