

Evaluation Tools Summary

Evaluation – fidelity and process – is it happening?				
What would you like to measure?	Recommended tool(s)	Tool details	Methodology	Notes and potential issues
People receive the intervention Identification of those who are intended to benefit from the process (patient cohort) vs actual recipients	Register of population	Registers already in use	Gives denominator of who should be included, against those who do/do not attend	Depends on quality of databases, registers and recall and appropriate coding
PCSP set up appropriately in practice Staff training in place IT systems set up High quality patient resources	Year of Care Practice Checklist and training	An initial assessment of what you already have in place and what you might like to focus on to get started with PCSP	Self-assessment by team/steering group	Year of Care documents available from Year of Care and from the secure area of the YOC website
All parts of the process are in place <ul style="list-style-type: none"> Preparation Conversation Support beyond the consultation 	Year of Care Quality Mark	A self-assessment tool to reflect on implementation of PCSP in the practice	Self-assessment	Available on secure area of YOC website
	Year of Care Fidelity toolkit (including SNOMED codes)	Tool which tests the degree to which essential components of PCSP are in place; SNOMED codes available for key steps of PCSP and can be set up as standard reports	Self-assessment and data analysis	Requires consistent coding of PCSP processes - available on secure area of YOC website
	PCRS UK (Primary Care Respiratory Society)	Self-assessment questionnaires of 16 questions relating to support for self-management under patient and organisational headings – options for various healthcare professionals	Questionnaire – 16 questions completed individually by practitioners	
Quality of the consultation	PPiC (Patient Partnership in Care)	Focuses on partnership working and support for self-management	Patient questionnaire completed following an individual consultation	Only available under license and incurs a fee

People perceive a shift in their involvement and in the purpose of the conversation	LTC6 (Long Term Conditions questionnaire 6)	A combination of questions used in national surveys and LTC QUIPP – focus on being involved, supported and able to cope	Can be used after consultation or postal survey. Focuses on patient's most recent consultation and experience over last 12 months. Can be repeated.	Available from Year of Care on request
	LWYLTC (Living with your Long-Term Condition)	Covers ability to cope and skills of practitioner	33 questions for patient to complete following consultation	Available from Year of Care on request
	CQI (Consultation Quality Index)	15 scaled questions rating the clinician's style of consultation	Tick box questions for completion following a consultation	Available from Year of Care on request
	Healthcare Climate Questionnaire	Health care climate questionnaire – to rate the clinician's style of consultation		Available from Year of Care on request
	CollaboRATE™	Focuses on most recent consultation and effort of practitioner to listen and involve patient (shared decision making)	Choice of 3/5 or 10 scaling questions based on most recent consultation	Need to register its use
	Year of Care patient postcards	Short survey with choice of questions to rotate covering preparation, the conversation and friends and family test	Short '3 question' patient survey completed by patient after consultation	Available on secure area of YOC website

Evaluation - Impact				
What would you like to measure?	Recommended tool(s)	Tool details	Methodology	Notes and outstanding issues
Patient experience Experience of PSCP process and conversations Impact on ownership and enablement Burden of care for those with multiple LTC	As above (see Quality of conversation) Patient Activation Measure (PAM) Multimorbidity Treatment Burden questionnaire	Measures patient knowledge, skills and confidence to self-care – can be used to support /tailor interventions to build self-efficacy Measures treatment burden amongst people with multiple conditions and impact on ability to self-care	Validated questionnaire comprising 13 questions – aligns respondents to one of four levels of activation Research questionnaire – 10 or 13 questions for people with multiple conditions	Only available under license and incurs a fee Free to NHS, but need to register
Patient reported outcomes	Outcomes Star™ EQ5DL WEMWEBS LTCQ	Completed by individual to support decisions around priorities and goals Five levels of perceived problems per domain focused on deficits in functional aspects and mood of person Mental wellbeing scale useable across different settings Aims to understand the negative impact of LTCs on people's lives	An evidence based visual tool – a range of stars available; completed during intervention/consultation A set of tick box questions completed in relation to the day in question - paper and electronic versions 7 or 17 item versions available 20 item patient reported outcome measure	 Free to NHS but need to register Free to NHS Requires license. Validated for health and social care settings

Intermediate clinical outcomes and behaviours HbA1C, weight, smoking status etc – information already available via clinical systems	Clinical systems NDA data DOVE data QOF data	National Diabetes Audit Diabetes Outcomes Versus Expenditure Quality Outcomes Framework	Data analysis – improvements in biomedical outcomes	Consider using data that is available in systems Needs some caution about attribution of improvements
Individual practitioners and team working Staff satisfaction and engagement Working as a team Cultural tendency towards patient centred care	Qualitative researchers interview guidance NoMAD PCRS -UK	Some guidance notes for qualitative interviewers evaluating Year of Care A survey for staff teams to explore the effective implementation of PCSP based on normalisation process theory Self-assessment questionnaire of 16 questions relating to support for self-management under patient and organisational headings	Briefing on the core components and principles of PCSP and important considerations when evaluating the approach Questionnaire with multiple choice answers Questionnaire – 16 questions completed individually by practitioners	Details available on request from Year of Care
Use of resource within the practice the practice Workforce Appointments	Year of Care IMPACT tool	An interactive practice activity and cost profiling tool to check out the impact of implementing PCSP processes	Profiling tool (excel database) to compare resource costs of PCSP for different combinations of LTC conditions and alternative workforce models.	Available on request from Year of Care
Use of resources Prescribing Social prescribing	Medicines optimisation dashboard Data monitoring against SNOMED codes	Displays local medicines management data for prescribing Internal practice searches against codes	Excel spreadsheets that can be sorted by CCG or board area	

Referrals including outpatient Unplanned care	Regional data monitoring - NHSE NHS Scotland	NHS England Statistical work areas NHS Scotland open data provide monthly NHS data including hospital admissions, discharge, emergency admissions, referrals and PROMS	NHS England data NHS Scotland data	
--	---	---	---	--