

Service Evaluation Review Process

The Trust supports many different types of service evaluation, from service led projects to students carrying out a piece of work towards an educational qualification along with evaluations which may be part of a larger research programme. The Trust is supportive of this type of study and welcomes evaluations that take into account Trust service and/or Perfect Care priorities.

Service evaluations are carried out as part of quality assurance and are designed and conducted solely to define or judge current care and should answer the question: "What standard does this service achieve?" It should measure current service without reference to a standard and involve an intervention in use only. Service evaluations usually involve analysis of existing data but may include administration of interviews or questionnaires but there should be no randomisation. Service evaluations do not require NHS REC review.

A service evaluation still requires adherence to the General Data Protection Regulation (GDPR) which came into effect in May 2018. The new regulations relate to how the personal information of people is collated and processed. Furthermore, the evaluation must also adhere to relevant elements including ethical conduct, within the UK Policy Framework for Health and Social Care Research: <https://www.hra.nhs.uk/planning-and-improving-research/policies-standards-legislation/uk-policy-framework-health-social-care-research/>

If your service evaluation involves service users/carers, we suggest as good practice, that you involve service user/carers in the development of any proposal or discussions about the methodology. Service Evaluations should involve minimal additional risk, burden or intrusion for participants.

If your project involves participants, the Trust recommends that information sheets are provided in a format applicable to the participant to support an informed decision. This may include the use of Easy Read documentation.

On completion of the service evaluation, the Trust requests a copy of the final summary report, in an accessible format where appropriate, so findings can be shared within the Trust to be benefit of other teams and patients. Results can also be presented at the quarterly Research Facilitation Forum which welcomes guest speakers.

Whilst the Trust supports wider publication of findings within academic and relevant journals, these must be completed in a timely manner; within 2 years from completion to ensure the information is up-to-date and relevant.

Evaluations are logged by the R&D team to support sharing and avoid duplication. If you have any queries, please email: Karen.bruce@merseycare.nhs.uk or Research&DevelopmentTeam@merseycare.nhs.uk

Please read the Evaluation review process and Evaluation Registration Form below.

Mersey Care Library and Evidence Services are here to support Trust members when they undertake research, evaluations or QI projects and to encourage publication of your findings. Please contact the team at library@merseycare.nhs.uk to find out more about how they can help you.

Evaluation Review Process

Health Research Authority (HRA) opinion:

There are many similarities and overlapping between research and evaluation. The main difference is that research is usually conducted with the intent to generalise new knowledge and generalise findings from a sample to a larger population, and evaluations are usually conducted to measure standards of care. The **Defining Research** leaflet provides further information.

The Medical Research Council and the Health Research Authority have prepared a decision tool.

Please check if your study is not research by clicking on the interactive link:

<http://www.hra-decisiontools.org.uk/research/redirect.html>

Please complete the on-line decision tool, showing the title of the study. If the certificate confirms the project is not research, save or screenshot the opinion and provide a copy to the R&D dept.

If you need further advice or are unsure about the tool, particularly if the study is involving service users/carers and you are unsure if there are material or ethical issues, please email the HRA Queries line, providing them with a one page summary including the methodology, type of participant, planned location together with a copy of the decision tool certificate. HRA contact: HRA.Queries@nhs.net.



Service support evidence:

Staff undertaking evaluations should discuss the project with their supervisor/line manager and provide evidence of service support to the R&D team.

Non-staff should contact the relevant service(s)/team managers to discuss and provide an outline proposal. Please discuss the evaluation well in advance before the proposed start date. Teams will need to have a clear understanding of the study and how much staff time is needed to support. If you are unsure who to contact please visit the trust website or contact the R&D Team.



Academic institution support evidence:

If your study is towards or part of an educational qualification, please provide evidence of support. Some universities require NHS approval prior to evaluation sign off – if this is the case please discuss with the trust's R&D team.



Trust registration and confirmation of support:

Please send the following documents to Karen.bruce@merseycare.nhs.uk:

1. Evidence of service support
2. Evidence of academic institution support (if applicable)
3. Copy proposal/outline
4. Copy HRA decision tool certificate confirming the study is an evaluation
5. Copy information sheet(s), consent form(s) and questionnaire (if applicable)
6. Copy correspondence from the HRA confirming the study as an evaluation (if applicable)
7. Completed Evaluation Registration Form. (see below)

The evaluation will be logged and issued with a trust reference number. The Confirmation of Support email will then be issued and details of the evaluation shared with the Research Facilitation Forum.



Completion and dissemination:

At the end of your study it is recommended that you provide a summary of the results with the service; the R&D team and to those who took part.

The summary should be in a format that is accessible and appropriate to different audiences.



Research and Development Team

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Mersey Care NHS Trust Offices
Kings Business Park
Prescot
Merseyside L34 1PJ

Service Evaluation Review Application

This information will be kept on a database of service evaluation/improvement/reviews being undertaken within Trust. Results may also be shared to promote learning. Please attach a copy of your proposal along with a screen shot of the HRA page confirming that your project is not research which is available at:

<http://www.hra-decisiontools.org.uk/research/redirect.html>

Please return the completed form to: Karen.Bruce@merseycare.nhs.uk to enable registration and review. The study will be given a reference number and Trust confirmation will be issued once full documentation (as per the review flowchart above) has been received.

Thank you.

Pauline A Parker
Head of Research
Pauline.Parker@merseycare.nhs.uk

Project title:	
Name of Project Lead:	<u>Project lead/ clinical supervisor:</u> <u>Person completing the work:</u>
Address and contact email:	
Clinical Division of Lead:	
Telephone number:	
Where will the project be carried out:	
Methodology	

What do you plan to do, why and how? How will information and data be collected and stored?	
Key words:	
RESULTS SECTION:	SOME FIELDS WILL NEED COMPLETING WHEN PROJECT ENDS.
Findings/Outcome of project:	
Any Recommendations:	
Dissemination of evaluation findings: Details of where you have/or plan to share these findings? Please send a copy of the final report to: karen.bruce@merseycare.nhs.uk	
Expected start date:	
Expected completion date:	

Signed

Date:

(Person carrying out the evaluation on behalf of self/team/service)

Note: Please check with your university/employer if the study needs to be registered and/or reviewed for ethical approval.

Thank you for completing this form.
Please return it via email to: Karen.Bruce@merseycare.nhs.uk