



NAPC | National Association
of Primary Care



Primary care network support

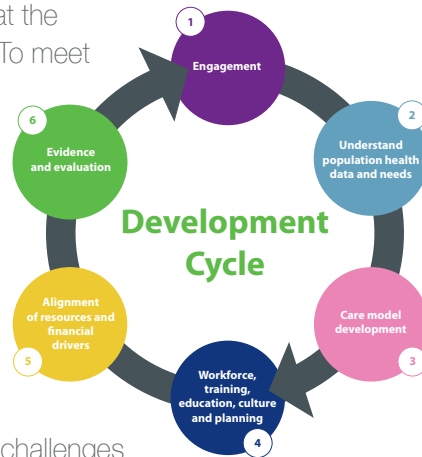


Using evidence to evaluate impact

Evaluation, learning and sharing should be at the heart of every primary care network (PCN). To meet the aim of providing greater proactive personalised and integrated health and care a PCN will define its local priorities and proposed changes to services based around their population's health needs and those anticipated in the future. These changes are often variations on ideas tried and tested in other parts of the country.

To grow it is essential that PCNs understand their progress – achievements, challenges and impact – at a local, STP, ICS and national level.

NAPC have been advising primary care on evaluation across the health and care system since launching the primary care home (PCH) model in 2015 and have developed a practical and flexible approach.



Challenges

Evaluation can be a daunting and complex field that is difficult to navigate. It is also easy to rush into starting a service change and leave evaluation until near the end of the process. To be successful, evaluation should be planned from the outset to demonstrate impact as early as possible and learn quickly from changes.

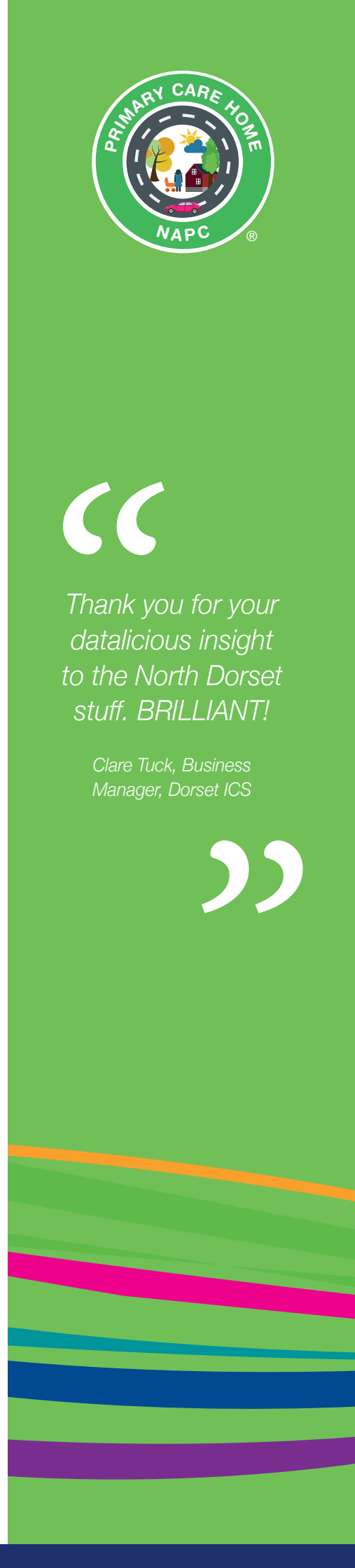
How we can support you

From our experience we know that adopting a standard evaluation approach does not work, each PCN is different and needs a tailored approach. Our team will give you bespoke hands-on support and coaching on understanding the effectiveness of initiatives, recommending the right metrics to monitor and evaluate change to support your objectives. We can develop a dashboard for you to review the impact using national and locally available data to demonstrate your progress.

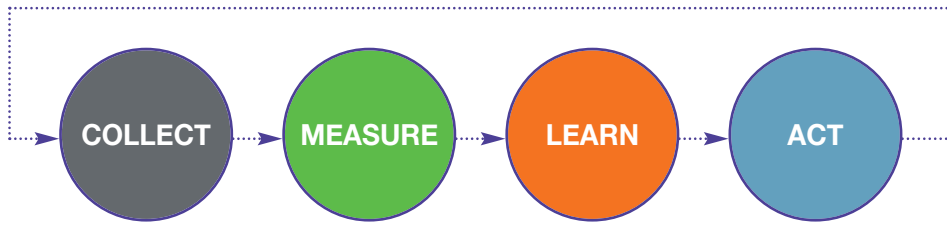


Thank you for your datalicious insight to the North Dorset stuff. BRILLIANT!

Clare Tuck, Business Manager, Dorset ICS



At the centre of our approach is a continuous four-step cycle.



- **Collect** – Our team will highlight the approaches you can use for the initial baseline data collection and how this can change as the quality of the data improves.
- **Measure** – We will advise you on the different ways of analysing and presenting the data collected to develop insight into how things might be done better.
- **Learn** – Our experts can show you how to use the information to define a plan, bringing together other sources of information to gain a wider understanding.
- **Act** – We can work with you to plan how to use the data to define the practical steps to make changes.

Our experience shows that a common mistake is to over complicate your evaluation approach, so we have developed some guiding principles.

- **Proportional** – The evaluation approach should be light touch and be in proportion to the activity being evaluated.
- **Comparable** – It should bring together information from a large number of networks in a format that allows easy analysis.
- **Less formal** – The approach should be agile, seeking only to explain impact when it is observed and be easy to communicate.
- **Actionable** – Insight should be shared at the right time to build impact and spread best practice.

Our expertise

NAPC are the architects of the primary care home model – the original primary care network (PCN) which has informed national PCN policy. There are more than 240 PCH sites across England, covering 10 million patients. NAPC has worked with STPs and ICSs spreading the model to one fifth of the health and care system. We have a growing PCH faculty of more than 50 primary care and PCH experts including clinicians with hands-on expertise of delivering primary care at scale. Through this unique faculty, we can share and spread best practice from around the country.

Get in touch

For further information about how we can support your primary care network, please contact us:

Tel: **020 7636 7228**

Email: **napc@napc.co.uk**

For more information visit our website: **www.napc.co.uk**

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Operating on a small-enough scale to make relationships work is an essential facet of the ‘primary care home’ sites, whose experiences have informed these plans.

Investment and evolution: A five-year framework for GP contract reform to implement the NHS Long Term Plan, January 2019

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