



Public Health
England

Impact evaluation results March 2014

National End of Life Care Intelligence Network



Aims of the evaluation

- to evaluate the work and impact of National End of Life Care Intelligence Network (NEoLCIN) since inception May 2010
- to inform future business planning
- to check relevance of NEoLCIN model and ambitions



Methodology

3 parts:

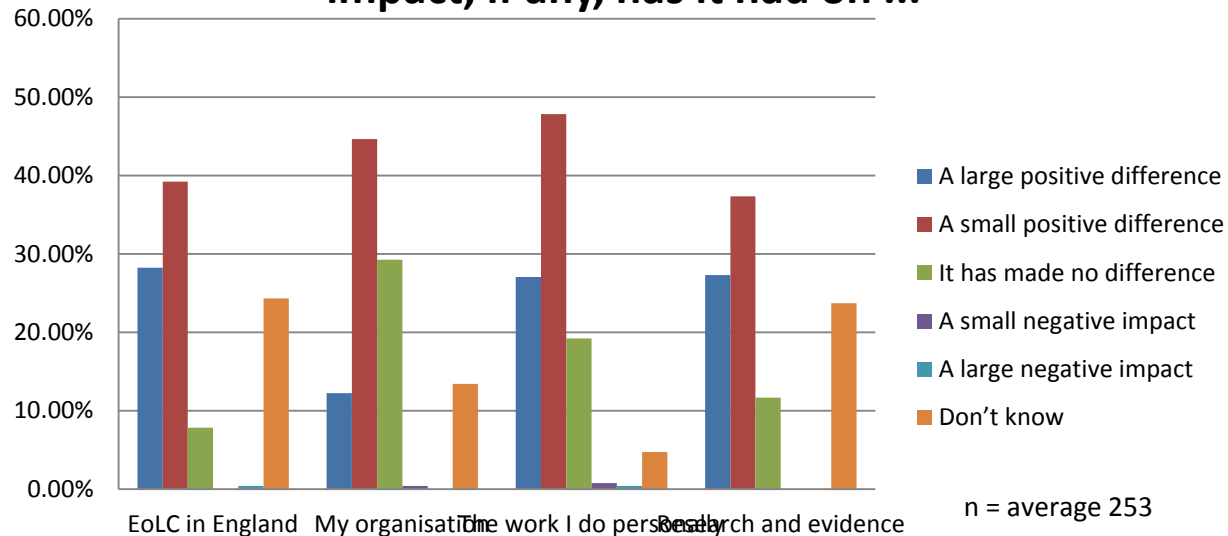
1. Online survey – approximately 1600 people were sent a link to the survey which was available via the PHE bulletin and NEoLCIN website. An average of 250 completed the online survey, not all answered all questions
2. 12 stakeholder interviews were undertaken
3. Website usage for four years was included

Note: It was evident that a number of themes recurred across the survey methodology, which would suggest that the sample size was sufficient for the evaluation to be considered reliable.



Online survey: impact of the NEoLCIN

Since NEoLCIN was established in 2010, what impact, if any, has it had on ...



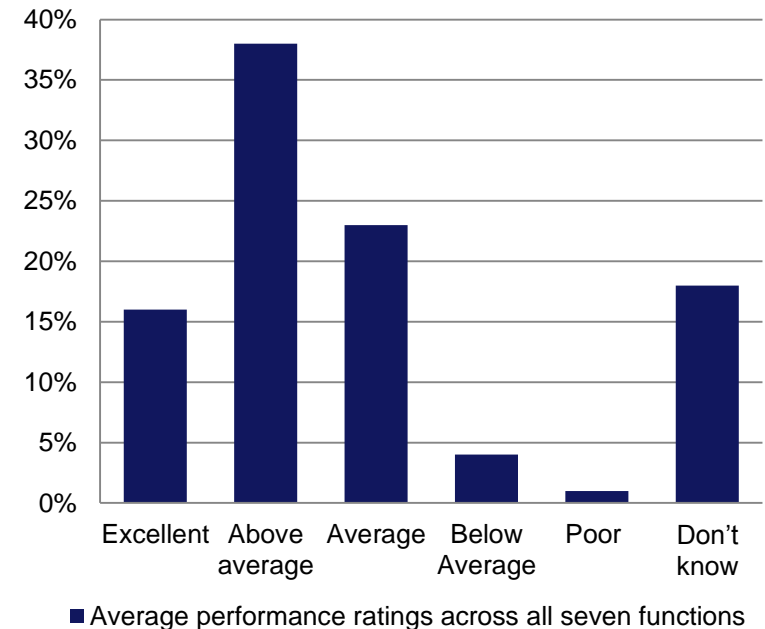
- over 50% rated the network as having a positive impact across all categories
- 73% believe they understood the role of the network fairly well or very well



Online survey: key results

How well do you think NEoLCIN performs for each of the following functions?

1. Provision of data and intelligence to support quality improvement
2. Provision of data and intelligence to support best use of resources
3. Sharing of best practice
4. Provision of evidence to guide delivery of care
5. Working with partners to develop best practice in end of life care
6. Supporting stakeholders to make best use of the data and intelligence available
7. Working towards improved national data about end of life care



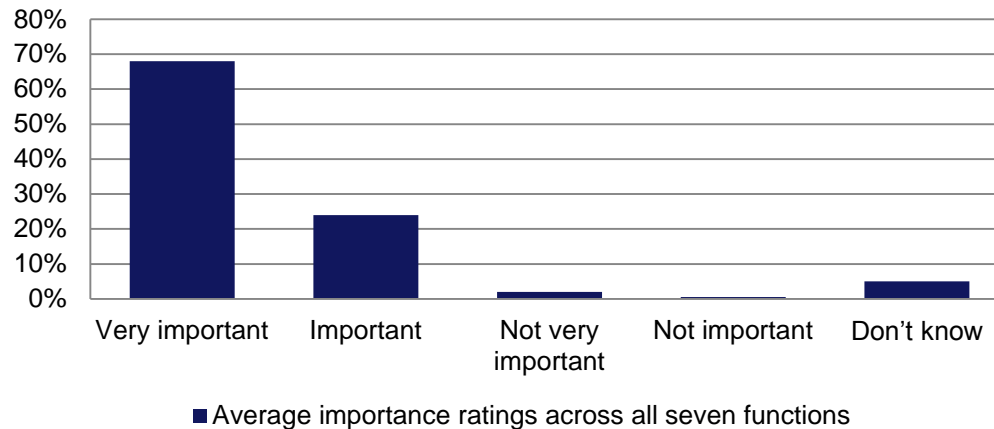
When ratings are grouped together an average of 77% rated the network's performance as 'average' (23%), 'above average' (38%) or 'excellent' (16%)



Online survey: key results

When ratings from the seven listed functions are grouped together, an average of 92% rated the importance of the network performing the functions as 'very important' (68%) or 'important' (24%)

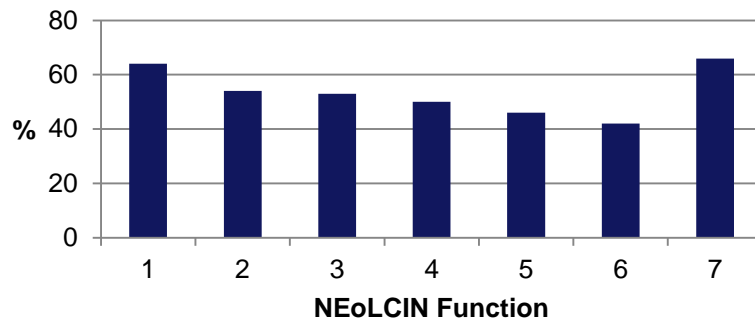
How important is it for NEOLCIN to perform the following functions?



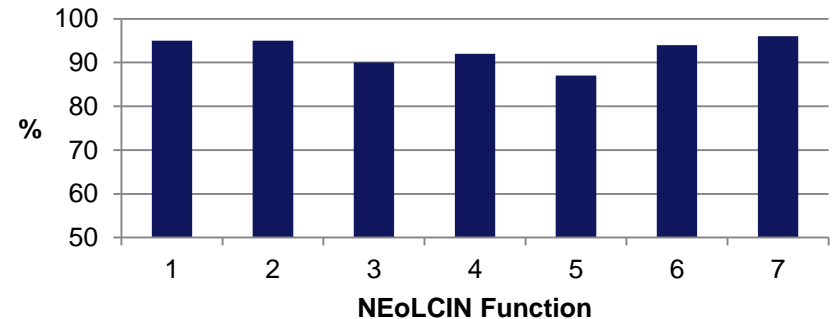


Online survey: key results

% rating NEoLCIN as above average/excellent



% rating function as important/very important



1. Provision of data and intelligence to support quality improvement
2. Provision of data and intelligence to support best use of resources
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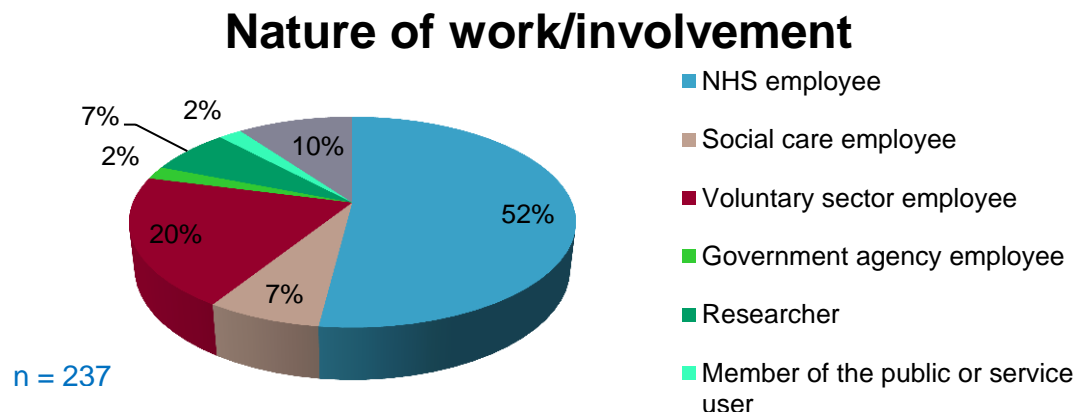
Key results continued

- 60% said they would speak highly about the network, a third responded they would be neutral, and 6 out of 255 people said they would be critical.
- 39% of 243 people responding said they had visited the website within the last month and 12% within the last week. 13% said they could not remember or had never visited the site.
- An average of 64% rated the seven resources listed as useful or very useful. A significant minority (28%) did not know or had not used the resources, and on individual ratings nearly 18% (40) rated ELCQuA as not very useful/not useful.
- 67% of the 243 people who responded said they were either very confident or confident when using the network's resources.
- When asked to provide an overall rating of the resources against five criteria a majority thought they were all above average or excellent. Being 'relevant and useful' was rated by 70% as above average or excellent, being 'timely' received the lowest above average or excellent rating at 55% - still a good result.



Key results continued

- Three questions within the on-line survey referred to use of the website and when combined with the evaluation of usage of the website it showed that 76% of those responding found what they were looking for when accessing the website, and the 'What we know now' series of publications were the most popular download.
- Of the people who completed the survey and provided information on the nature of their work, 52% were from within the NHS, with the voluntary sector coming second highest at 20% and only 7% came from social care.





Free text response themes

Question: What advice would you give NEOLCIN to help it improve over the coming year?

- raise the profile and work more closely with stakeholders and partners
- look beyond usual stakeholders and engage more with those on the ground and listen to what they want
- improve availability and make data more up to date – provide more narrative and tell the story – reduce complexity and increase compatibility
- provide a clear message on what your role and function is – don't duplicate the work of other end of life care organisations – align with care priorities
- make website more user friendly

Question: Please tell us what else you would like to see provided by NEOLCIN and any suggestions on improving our publications and resources?

- keep people informed
- easily interpreted up to date data sets
- improve data compatibility
- tell us what has worked elsewhere



Stakeholder interviews

Overall the network is well thought of and supported and all those taking part believed the data and information provided by the network had made a difference. Main themes emerging:

- raise awareness – those that know about the network value it, but more needs to be done to show how the data and information can be used to support care priorities – answer the ‘so what’ question
- confidence in the data is generally high, but gaps exist and more up to date compatible data is a priority – look at issues around time spent validating and challenging data when the degree of accuracy is not relevant for its use
- partnership working across sectors is a priority
- be clear on the networks role, focus and target audience – be realistic on what is achievable
- make sure the stakeholder group’s membership is appropriate to steer and advise



Conclusions

- the network must be clear on its role and function, raise awareness by communicating this more widely across sectors, keep people informed and do not duplicate the role of other end of life care focussed organisations
- it should build on the goodwill it has garnered and extend partnership working, as a clear willingness exists to work with the network from organisations and individuals
- whilst a significant number of people expressed a need for more localised data, and widening the scope, the network must be realistic about its ability to meet that need
- to meet the network's aim of supporting NHS England, CCGs, HWBs and LAs to make strategic planning judgements and assessments at national and local level, the data has to be up to date and issues around data incompatibility need to be resolved
- the network needs to respond to the 'so what?' question, by providing more narrative, reducing complexity and help to make best use of data and information if it is to extend its usage
- the website and communications generally need to be reviewed and updated in light of the comments received