

Useful tools in evaluating the involvement of patients, carers and the public

Evaluation tells us about the impact of what we do and the effect this has on the intended participants or services. When interventions, processes or changes do not work, evaluation can help establish why. Planning the review and evaluation process as early as possible is important to ensure that the learning is gathered from the work as it happens.

There are a number of ways you can involve patients, carers and the public in your project or programme. As a result, there is not a 'one size fits all' model of evaluation. However, it is important to always consider how you will:

- Agree and document objectives and purpose, including participants' objectives
- Judge whether the levels of participation, methods, range of responses were appropriate
- Monitor and assess costs
- Assess if the ways in which the responses from the process, such as recommendations, were dealt with in an appropriate and effective way

There are a variety of useful tools and guidance available for evaluating the involvement of patients, carers and the public. We have listed below a few key guides/introductions to help get you started.

Developmental evaluation

Developmental evaluation supports the process of innovation within an organisation and in its activities. Initiatives that are innovative are often in a state of continuous development and adaptation, and they frequently unfold in a changing and unpredictable environment. The challenge for evaluators is that not all problems are bounded, have optimal solutions, or occur within stable parameters. Developmental evaluation is more suitable in such situations because it supports the process of innovation that in ways that enable exploration and development.

The J.W. McConnell Foundation (2008) - <http://bit.ly/19WeldG>

Logic models

A logic model tells the story of your programme or project in a diagram and a few simple words. It shows a causal connection between the need you have identified, what you do, and how this makes a difference for individuals and communities.

W.K. Kellogg Foundation (2006) - <http://bit.ly/1HgeuAH>

Evaluating Support Scotland (2012) - <http://bit.ly/2clGeJz>

Participatory Appraisal

Participatory Appraisal is a family of approaches and methods which enable communities to share, develop and analyse their own knowledge of life and conditions. By empowering local people to conduct their own modes of investigation, communities can plan and act on their own outcomes, developing more community based solutions. To achieve this community aim requires researchers to recognise the wealth and value of local knowledge and information.



Linda Tock (2001) - <http://bit.ly/2sD18NC>

Researcher-in-Residence model

The Researcher-in-Residence model aims to narrow the gap between academia and practice by both mobilising established research evidence into practice and, through service evaluation, by creating new research evidence that is more relevant and more actionable for decision makers in the health service. The model is based on the principles of participatory research – collaboration across the full range of stakeholders (including those who use services).

UCL (2017) - <http://bit.ly/2s3TRsW>

Theory of Change and Realistic Evaluation

Two theory-based approaches to evaluation that have found favour in the UK in recent years are *Theory of Change* and *Realistic Evaluation*. The article below provides a background on the two approaches that emphasises the importance of programme context in understanding how complex programmes lead to changes in outcomes.

Blamey and Mackenzie (2007) - <http://bit.ly/2r4Uw8Q>

Other tools

Evaluation toolkits, guides and case studies

UCL (2017) - <http://bit.ly/2udf7JN>

Evaluating the cost-effectiveness of patient and public involvement

Department of Health (2012) - <http://bit.ly/2r4QY6y>

A guide to evaluating co-production

The co-production network (2017) - <http://bit.ly/2r1opf0>

Public Involvement Impact Assessment Framework (PiiAF)

Collaboration between the Universities of Lancaster, Exeter and Liverpool, and it also involved the Medicines for Children and Mental Health Research Networks (2014) - <http://bit.ly/1HGvtAr>

ReseArch with Patient and Public invOLvement: a RealisT evaluation - the RAPPORT study

Wilson P, Mathie E, Keenan J, McNeilly E, Goodman C, Howe A, Poland F, Staniszewska S, Kendall S, Munday D, Cowe M, Peckham S (2015) - <http://bit.ly/21uXLo9>

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