

Dear Innovator,

Re: Guidance notes for completion of Service Innovation Notification Form

The guidance notes attached will assist you to complete the service innovation notification form, to ensure that the information you provide is appropriate and measurable against the assessment criteria.

Please complete all of the questions as thoroughly as possible, unsigned or incomplete forms will be returned to the innovator. These notes are a guide; please feel free to provide further information in addition to the listed points for consideration.

Please note that your manager's signature will be required as authorisation for the information to be submitted. You will receive feedback on your service innovation following initial assessment.

If additional guidance is required, please contact: Michelle Martin, Service Innovation Manager at *TrusTECH[®]* on telephone number 0161 276 5970 or via email michelle.martin@cmft.nhs.uk

Thank you for your interest in helping to improve healthcare services in the NHS.

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Service Innovation Manager
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Guidance notes for completion of Service Innovation Notification Form

This guidance refers to each question on the form and details the information required to accurately assess your innovation:

1. Please give a brief description of your place of work

Please give consideration to the following:

- Is it a specialised area?
- The function / speciality of the area
- Is the area a ward, clinic, outreach service etc
- The number of staff
- The number of beds (if appropriate)
- The number of patients using the service (either ongoing caseload or within a 6 -12 month period).

2. Please give a brief description of the service innovation

- Please describe what the service innovation is.
- Is the service a national priority area?
- Is it an improvement on an existing service or an original concept?
- Is the service transferable and/or adaptable to 'fit' within other NHS organisations?

3. What impact has this innovation had (or is likely to have) on your organisation and health care in general? Include information about service evaluation and what the evaluation demonstrated.

Clearly state the positive benefits to patients and service users; if possible include details of the service evaluation and what the evaluation demonstrated, avoid generalised opinions. For example:

- The numbers of service users within a timescale to demonstrate efficiency / impact
- Reduction in length of stay
- Reduction in re admission rates
- Reduction in medical complications
- Reduction in morbidity / mortality
- Improvements in recruitment and retention of staff etc
- Cost savings
- Any other improvements to demonstrate increased productivity

Clearly state what the figures demonstrate.

4. What was the stimulus for this innovation?

Consider:

- Was there a particular problem to overcome for example high costs, staff retention, poor patient care; did this issue affect all stakeholders?
- Did you hear about this service innovation elsewhere If so please give details.

5. Describe the contribution made (or expected to be made) by other key stakeholders

Consider:

- Who else was involved in the innovation development? (please provide names, job titles, departments and employing organisation)
- Who will be involved on an ongoing basis to ensure the innovation is effective?

- Is there a senior sponsor for the service within the organisation? Would the service be sustainable if the senior sponsor left the organisation?
- Is the senior sponsor giving time to ensure that the service is a success?
- Is the senior sponsor influential and respected by their peers?

6. What have you done to spread your ideas? (Consider both internally and externally to your Trust)

Consider:

- Has the innovation been publicised within internal Trust newsletters?
- Has there been an article published in a journal?
- Has there been any interest in your work from other parties e.g. NHS trusts?
- Has the innovation been discussed with colleagues in regional/national networks or on NHS discussion forums etc
- Has the innovation been posted on a website as an example of good practice? If so give details.
- Has the innovation been publicised at conferences and / or exhibitions?
- Has the innovation received any local or national awards?

7. Are there 'start-up' costs involved with implementing the service?

Consider the following:

- Equipment costs
- Training for staff
- Requirement for increased numbers of staff
- Modifications to the area (rebuild costs) etc

8. Was additional funding secured for this service implementation?

Consider the following:

- Details of the amount of funding secured and where it was secured from.
- Is there a requirement for ongoing additional funding, if so has this been secured indefinitely or for a limited period of time?
- Was the funding required solely to set up the service i.e. are the on-going operational running costs secured from the existing budgets of the previous service?

9. If the service has been implemented, describe what was done and the timescales involved

Consider the following:

- Were milestones set for the implementation of this innovation? (Please give start and end dates of the implementation)
- Is the implementation an ongoing project?
- Are the results evident now?
- How long after implementation was it possible to measure the results?
- If the results are not yet evident when are they expected to be realised?

10. Can you provide evidence of the costs and savings related to running this service?

Consider the following:

- Please give details of total additional costs (expressed in actual figures) related to running the service, in comparison to the previous / existing service and over what time scale the figures relate to.

- If the innovation has resulted in efficiencies please quote figures (expressed as actual figures) of the savings made on previous costs e.g. time, financial, waste etc. Over what timescale have the savings been made in comparison to the previous/ existing service?

11. Has the service been risk assessed? Please give details of the outcome.

Consider the following:

- If the service has not been risk assessed, please explain why a risk assessment is not required?
- If the service has been risk assessed: What are the most significant risks associated with this service? Are they acceptable risks?
- How have identified risks been minimised?

12. Have barriers to implementation and risks for continuation of this service been identified?

Consider the following:

- Does the success of the service rely on one individual, a group of people, finance or another factor(s) to be implemented and sustained? (If yes, please give details). Can the service be implemented and sustained if this/these factors are removed?
- Are monitoring systems in place to measure the improvements resulting from the service?
- Is the service 'future proofed' i.e. will the need for it be obsolete in the near future? Is it adaptable to meet changing needs? Give examples.

13. Would a national group/body be interested in the service? Have they endorsed the service or are they likely to?

Consider the following:

- Has contact been made with any regional/national groups i.e. clinical networks, CSIP, NICE etc? If 'yes', what is the name of the group and what was the feedback/result?
- Is this group/body already endorsing the service? If so, how?
- If contact has not been made, is there a regional or national group/body that would be interested in this service innovation? (Please give details of the group/body/organisation).

14. Have patients / service users been surveyed regarding their opinion of the service?

Consider the following:

- Give details of the numbers of patients / service users surveyed and the results.
- If a patient / service user satisfaction survey has not been undertaken, following implementation of the service, give details of numbers of patient complaints received specifically relating to the service in comparison to a similar timescale pre service implementation.
- Is it likely that a satisfaction survey may be carried out in relation to this innovation?

15. Are there benefits for staff involved in delivering this service?

Consider:

- Recruitment and retention figures in comparison to pre service innovation
- Figures for staff sickness compared to pre service innovation
- Feedback that has been received from staff
- Describe any additional positive benefits for staff involved in operating / delivering the service; e.g. stress, less paperwork, more time spent with patients.

- If there are negative effects for staff in relation to this service please describe what they are?
- Are staff receiving training and development to ensure that they have the knowledge and skills to deliver and progress the service?

16. What challenges were overcome to implement the service?

If there were challenges please list what they were; consider:

- Difficulties with acceptance
- Role change / extension
- Restructure
- Funding
- Training

REMINDER - The declaration must be completed prior to sending the service innovation information to TrusTECH®. Please ensure that your Manager has obtained Trust approval to authorise the notification form

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