

Project Definitions

What is a *Service Evaluation* Project?

The primary purpose of a service evaluation project is to describe current or past activity within a service, e.g.:

- How many referrals are being received
- Where are the referrals coming from
- What treatment do patients go on to receive

The info generated may be used to inform service planning, business case development or used for monitoring purposes. Unlike clinical audit, the information is collected without reference to a practice standard or a patient outcome standard. Patient feedback questionnaires are sometimes used within a service evaluation project.



Example: 'Service Evaluation of Paediatric Orthopaedic Services' is a project that was undertaken to better understand the extent of paediatric orthopaedic surgical services provided, to inform the local reconfiguration and transition of services to a single acute site.

Who can support me with a service evaluation project?

Clinical Audit departments may be able to provide advice, guidance and support with service evaluation projects.

If the service evaluation is based on patient feedback, then the Patient Experience Team (PET) should also be consulted and may also be able to provide advice, guidance and support.

