

# Unit Nine

## Completing the cycle – evaluation from an HCA's perspective

### Key messages

Reading this unit will:

- describe aspects of your role that you might want to evaluate
- provide some tools to help to run an evaluation.

There are various parts of the role of a health care assistant (HCA) that can be evaluated, for example:

- your experience of the induction process
- the support you received for learning and development
- how you are treated within the practice team.

These three key components of the HCA role are detailed in Table: *Examples of evaluation that an HCA might undertake* as aspects that would be appropriate for evaluation. There may be other topics that should also be evaluated. With our three examples, you might focus your evaluation on:

- **what actually happened** – such as the content of an induction or personal development plan (PDP); or your inclusion in team meetings
- **how it worked out** – how well the induction ran; the type of help the HCA received in putting their PDP together and the associated learning; the effectiveness of team communication
- **the outcome** – what was achieved as a result of the induction; how the HCA applies what they have learnt in their post as a result of completing their PDP; changes in the way that care is delivered as a result of practice teamworking.

You might evaluate the 'what', 'how' and 'outcome' of your induction or PDP, or some other aspect of work that is important. Evaluating the outcome and what was achieved, or the changes made to the service provided to patients as a result of what happened, will be more challenging to evaluate than the 'what' and the 'how' aspects.

### Undertaking the evaluation

1. Look at the table overleaf and decide by reading the information in columns A, B and C if this is something you would like to evaluate.
2. Click on the tool for instructions on how to complete the evaluation, for example if you choose 'Induction', click on [Tool – Induction – evaluation by a health care assistant](#).
3. This tool will give you a blank template to fill in electronically or by hand to complete the evaluation process.

## Examples of evaluation that an HCA might undertake

Aspect of HCA post	Criteria for evaluation by HCA working in general practice		
	A	B	C
	What is it about?	How did it work?	What was the outcome?
	Extent by which:	Extent by which:	Extent by which:
Induction  <i>Tool – Induction – evaluation by a health care assistant</i>	There was an induction – the comprehensiveness, quality and nature of the induction programme.	HCA meets with other colleagues and understands their roles; HCA has the opportunity to learn about relevant practice protocols and policies; HCAs learning and skill needs are identified.	HCA is familiar with the practice and its ways of working; training plan is agreed and undertaken relevant to skill mix of team, including HCA.
Training  <i>Tool – Learning and personal development – evaluation by a health care assistant</i>	PDP exists; resources for HCA development exist and can be accessed; supervisor and mentor have been identified.	Sufficient protected study and development time occurs for addressing identified learning and skill needs; mentoring happens.	Active move made on career pathway; HCA gains and applies new or delegated skills in acceptable timeframe.
Teamwork  <i>Tool – Teamwork – how well is your team functioning?</i>	The HCA is regarded as a member of the practice team by the clinical staff.	HCA participates in team meetings, and his/her views are sought and respected in team developments.	Outputs of team developments, eg practice protocols, are distinctly influenced by the HCA member of the team.
Your selected issue	You add	You add	You add

## Summary

- You can evaluate almost any aspect of your role.
- You should involve your colleagues and ask for their support with your evaluation.
- You should discuss the outcome of any evaluation with your mentor.