

Unit Nine

Completing the cycle – evaluation from the patient's perspective

Key messages:

Reading this unit will

- explain why evaluations take place and what we can learn from a good evaluation
- explain how you can support your general practice with their evaluation and how to get involved.

Documents about the training and education of health care assistants (HCAs) should be clear and made available to everyone, including educators, students, trainees and the public.

You can get involved with rating how well the HCA(s) in your practice is providing care. Such a rating would involve you considering the HCAs performance in areas such as:

- whether the level of health advice they give is consistent with that from other doctors and nurses in the practice team
- the level of help the HCA gives you
- the listening skills of the HCA
- the overall manner and demeanour of the HCA – how respectful, kindly and informative they are to you.

You might be asked to describe your experience and rate your satisfaction as part of a more substantial review organised by your practice (see Table: *Example of evaluation a patient might undertake*).

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 'Training', click on **Tool – Patient experience of care provided by a health care assistant – evaluated by a patient**.
3. This Tool will give you a 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:
Training <div style="background-color: #0056b3; color: white; padding: 5px; border-radius: 5px; margin-top: 10px;"> <i>Tool – Training provision for health care assistants working in general practice – evaluation by an education provider</i> </div>	Actual care is provided by the HCA to you in your practice; method of patient satisfaction includes enquiry relevant to HCA role.	The care that is provided to you by an HCA is appropriate, eg timeliness, the manner of the HCA, their ability to listen to you, consistency of their advice with the rest of practice team; patient satisfaction with the HCA role is undertaken as part of a feedback survey by at least 10 patients.	You understand the HCAs advice and information supplied about managing your health condition, and are able to act on it; changes are made to HCA/team working as appropriate in response to the patient feedback report and comments.
Your selected issue	You add	You add	You add

Below are some suggestions relating to your satisfaction and experience in relation to HCAs that could be evaluated. There might be other areas that are more appropriate for evaluation. With the example discussed, evaluation could be focused on:

- **what actually happened** – such as the content of the care received; the type of patient satisfaction enquiry used to capture the patient's experience
- **how it worked out** – how well care was delivered from the patient's perspective; the strength of the interaction with the HCA
- **the outcome** – what was achieved as a result of the care provided by the HCA; how well the HCA updated the patient about their health; the quality of answers to patient's questions; changes made by the HCA or others in the practice team as a result of patient dissatisfaction expressed in the feedback survey.

The 'what', 'how' and 'outcome' of a patient's experience and your satisfaction in the feedback report could be evaluated. Alternatively, just one of these aspects could be considered, such as the 'how' (how it worked out). Evaluating the outcome and what has been achieved or the changes made to the service provided to you by HCAs will be more challenging to evaluate than the 'what' and 'how' aspects.

Summary

- *Evaluation is part of the process of understanding how the care that your practice provides is working.*
- *A good evaluation will try to include the experience of patients.*
- *Your practice may ask you to get involved in an evaluation by giving feedback on the care that you receive.*