

## Case Study: Evaluating the success of New Care Models



North of England Commissioning Support (NECS) were approached to develop a suite of metrics to enable the assessment of the New Care Model at West Wakefield Health and Wellbeing Ltd.

### The tasks

WVHW's New Care Model was at an advanced stage of development but was yet to be evaluated. In order to do that successfully there were a series of immediate actions required to ensure its impact was accurately measured. These were:

- To create a baseline for each of the metrics in their logic model which related to data
- To create a dashboard(s) which could be updated against these metrics

We worked in collaboration with the customer to develop a suite of dashboards to measure the success and impact of their New Care Models ensuring they were able to move at pace. Alongside this work we included some formal and informal training with the analysts to ensure the customer was upskilled and felt more confident in the data analysis methods and to help them with future work.

As there were many systems where the data was taken from we developed a robust process of synthesising the data ensuring the previous work undertaken by the customer was used effectively. This project involved a collaborative working approach across our own organisation, third party suppliers EY and the customer. As a supplier to WVHW we always kept one eye on the budget to ensure best value for the customer and indeed completed an additional piece of work within the original contract envelope helping them to squeeze every penny out of the work.

### The result

NECS produced a detailed suite of metrics allowing the customer and NHSE to monitor the performance of their New Care Model. This gave the customer a robust mechanism to monitor and adjust their strategy much more quickly and effectively; giving them the insight and evidence they needed to support their transformational change.

As well as providing the support to the customer through this project, NECS also made themselves available to partner and support the customer at key strategic meetings.



NECS' approach has meant a collaborative and trusted partnership has been created between them and our NCM team. They have worked hard to understand both the vision of our NCM site and the challenges we face. NECS have been focussed on ensuring any support is relevant to our needs and have been flexible in their offering and approach as priorities have changed. NECS continue to provide our senior team with support, advice and challenge.



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