

Guidelines for Submitting a Case Study to Evolving Practice

www.evolvingpractice.org



Introducing Evolving Practice

Evolving Practice is the Scottish Health Council's website for recording and sharing case studies, experiences and ideas which have involved people in shaping and influencing local services. It contains real-life examples of Scotland's commitment to improving services by engaging with patients, carers and communities.

Users can easily browse the database and learn from other projects, helping them to shape services in their own area. Case studies and links are available to everyone without the need for a username and password.

Setting up a free account allows you to interact with the site. Registered users can submit their own case studies and suggest other websites that they have found useful. The password also allows you to save your work halfway through and come back to it later. All submissions to the site are moderated by the Scottish Health Council, and case studies are checked before publication to ensure they are appropriate, accurate and informative.

Capture

- identify how involving patients, carers and the public has improved services in your area
- record case studies via a simple online form
- attach reports, newsletters or other documents to provide more information

Share

- build on the experiences of staff in the NHS, voluntary and statutory sectors
- contact the authors of case studies directly
- recommend useful websites and resources

Celebrate

- showcase innovative ways to improve services through engagement
- demonstrate the difference that engagement has made to patients, carers and communities
- join a network of involvement champions



Begin learning and sharing at www.evolvingpractice.org.


Please use this guidance to help you complete your case study. Your submission will be checked against this and may be returned if we feel more information is required.

The five tabs on the submission form allow you to provide a general summary of the project, explain the planning process you went through, give details of what you did and the outcomes of your project, and finally upload any additional information in the form of reports, articles or links to external websites.





Help is provided throughout the form. Click on the  icon for an overview of each tab. Hints and tooltips are also provided for each section. Hold your mouse pointer over the  icon for pop-up help. If you require further assistance you can also send a query to support@evolvingpractice.org.

Entering information

Many sections require you to choose one or more items from a drop-down menu. Select the item(s) in the left-hand column and click on the  button to move them to the right-hand column. To remove an item that you have selected by mistake, click on the  button.

You should choose from the drop-down list wherever possible. However, you may also type in your own information and click on the  button.

Other sections require you to type more information into a textbox. You can cut and paste information that you already have, such as reports and articles that you may have written. However, please be aware that these sections have a character limit, which is given below each box as you type in it. If you cut-and-paste from a longer document, some of the information may be cut off from the end.

To navigate through the form you can either click on each tab at the top of the form, or on the  and  buttons at the bottom. You do not have to finish entering the information in one session – click on the  button to store the information for later. If you wish to leave the form without saving any of the information please click on the  button.

About the Project

This tab is for general information about your project. Users can search the database using this information, so it is important that you select the appropriate local areas, target groups and so on. The title you provide will be displayed on the list of search results, so you should try to make it as meaningful as possible.

1) Project Title

Give your project or piece of work a meaningful title to help identify it. Include the local area, patient group and topic to help other users find it. This is a required field; you must type here before you can navigate to other tabs.

2) – 4) Project Dates

Enter the start and end dates of your work as MONTH and YEAR. If the activity has not yet finished, tick the checkbox to show it is still ongoing.

5) Local Area

Select the Health Board area(s) that covers the area where your project took place. You may select more than one. If the project was Scotland-wide, select “All Areas”.

6) Health or Social Care Setting

In which healthcare setting did your work take place? You may choose more than one.

- **Primary care** – health services that play a central role in the local community (GPs, pharmacists, dentists and opticians)
- **Acute care** – short-term medical treatment, usually in a hospital, for patients having an acute illness or injury or recovering from surgery
- **Specialist care** – longer-term specialist care, usually on referral from primary or acute care, such as specialist cancer care
- **Community care** – including walk-in clinics, health promotion and community nursing (health visitors, district nurses, midwives)
- **Voluntary sector**

7) Target Group(s)

Was your work aimed at specific groups? The drop-down menu lists many of the groups identified as equality targets. You should choose from the list whenever possible, and may choose more than one. If you cannot select from the list, you may enter a new priority group.

- Asylum seekers and refugees
- Black and minority ethnic people
- Carers
- Children and young people
- People with disabilities
- Faith groups
- Gypsy travellers
- Homeless people
- In-migrants
- Lesbian, Gay, Bisexual and Transsexual people
- Men
- Mental health
- Older people
- Poverty
- Women

Planning

This tab is for information about how you planned and carried out your project. To enable other healthcare professionals to learn from your experiences, you should provide as much detail as you can – especially when listing the guidelines and reference documentation you consulted.

8) **Aim and Objectives**

What did you aim to achieve by engaging with the public or developing a more patient-focused service, and why? Please tell us:

- Your aim (what you wanted to achieve)
- Your drivers (what influenced you to do this)
- Your objectives (the steps you planned to take)

Character limit: 500

9) **Guidelines**

How did you use specific guidelines to support your Patient Focus and Public Involvement activity? Examples include *Informing, Engaging and Consulting the Public* and *Equality and Diversity Impact Assessment*. Please enter the full title of any guidelines you used. You can attach guidelines or website links under the “More Information” tab.

Character limit: 500

10) **Building Capacity**

Please describe any training, advice or guidance that you and/or others received during the project.

Character limit: 500

11) **Approaches**

What methods did you use to involve a wide range of people in the design and/or delivery of the project? Please select your approach(es) from the list. You may select more than one. If you cannot select from the list you can enter a new delivery method.

- Action planning/ Community appraisal
- Artwork and other creative means
- Citizens' juries
- Citizens' panels
- Comments and complaints cards
- Deliberative opinion polls
- Design game
- Diaries
- Electronic voting
- Exhibitions/ Events/ Public meetings
- Focus groups
- Interviews
- Leaflets
- Nominal group technique
- Open Space

- Participatory appraisal
- Patient/ lay members of committees
- Person-centred planning
- Public Partnership Forums
- Round table workshops
- Shadowing
- Story Dialogue and story gathering
- Surveys

A description of each of these methods can be found in the *Building Strong Foundations* toolkit, which is available as a link from the Scottish Health Council website (www.scottishhealthcouncil.org).

Outcomes

This tab is for information about the outcomes of your project. You should indicate how you measured the success of your Patient Focus and Public Involvement work, what you would do differently and what follow-up work is planned. You may also include a picture of the project if you wish. This could be photograph of the organisers or the participants, and will appear on the list of case studies and on the actual case study itself.

12) Description

Please describe the practical steps you took to ensure the project made things better for patients and the public. You can refer to the guidelines you used. Please be as concise as possible.

Character limit: 1000

13) Evaluation

What difference has the project made to patients and the public? How do you know it has made a difference? If you are quoting specific documents or sources here, please give more details or attach documents under the "More Information" tab.

Character limit: 750

14) Future Plans

What will happen next? Enter details of any further work in this area that you know about. This could include the further roll-out of a service, or the application of lessons learned to a new piece of work.

Character limit: 500

15) Image

You can supply an image of your project (such as a logo) or a photograph. Please ensure you have the consent of everyone who appears in your picture.

More Information

This tab allows you to include supporting information about your project. There is limited space for each case study on the website, but you can direct users to more in-depth information located elsewhere. You can attach a copy of a report you have written or posters and leaflets that you have produced. Alternatively, you can provide links to websites connected to your project.

16) Associated Document(s)

Attach documents if:

- you have used specific pieces of guidance
- your project has been evaluated and a report has been produced
- you wish to give further information about your project

You can upload multiple documents at once by clicking on the 'add' button on the document uploader.

17) Useful Websites

Enter website addresses if:

- your project is mentioned on another website
- another website holds information relevant to your project

Please enter each address on a new line and include the 'www' or 'http://'

18) Contact Name

This will be completed automatically once you have signed in, but you can amend the details if required.

19) Contact Job Title

This will be completed automatically once you have signed in, but you can amend the details if required.

20) Contact Email

This will be completed automatically once you have signed in, but you can amend the details if required.

Preview / Submit

The final tab allows you to preview the information you have provided. When you are happy with it, pressing "submit" sends the case study to the Scottish Health Council. It will then go through a short approval process before being published for other users to view.

21) Preview

Clicking on the Preview button will open the case study in a new window so that you can check what each section is like before you submit it.

22) Enable Comments

If you are happy for other registered users to contact you with further questions about your case study, please tick the box. We will not disclose your email address.

23) Add a Short Message

If you want, you can include a short message with your submission. This will be forwarded to the Information Officer at the Scottish Health Council, and is entirely optional.