



## Service Innovation Notification Form Guidance Notes

Dear Innovator,

### Re: **Guidance notes for completion of Service Innovation Notification Form**

The guidance notes attached will assist you to complete the service innovation notification form, to ensure that the information you provide is appropriate and measurable against the assessment criteria.

These guidance notes are a guide, please feel free to provide further information in addition to the listed guidance points.

Please note that your manager's signature will be required as authorisation for the information to be submitted. Please ensure that you complete all of the questions as thoroughly as possible unsigned or incomplete forms will be returned to the innovator.

You will receive feedback on your service innovation following initial assessment.

If any additional guidance is required regarding completion of the form, please contact: Nic Shilton, WISH Technology Manager on:

E: [n.shilton@wishnhswales.org.uk](mailto:n.shilton@wishnhswales.org.uk)

M: 07917 649278

Thank you for your interest in helping to improve healthcare services in the NHS

Nic Shilton  
Technology Manager  
WISH

## **Guidance notes for completion of Service Innovation Notification Form**

This guidance refers to each question on the form and details the information required to accurately assess your innovation:

### **1. Please give a brief description of service innovation**

- Please describe what the service innovation is.
- Is it an improvement on an existing service or an original concept?

### **2. What impact has this innovation had (or is likely to have) on your organisation and healthcare in general (particularly patient care)?**

Clearly state the positive benefits to patients and service users, if possible please include figures relating to pre and post service implementation rather than stating your opinion. For example:

- The numbers of service users within a timescale to demonstrate efficiency / impact
- Reduction in length of stay
- Reduction in medical complications
- Reduction in morbidity / mortality
- Improvements in recruitment and retention of staff etc
- Any cost savings associated with the service innovation
- Any other improvements to demonstrate increased productivity

Clearly state what the figures demonstrate.

### **3. Please give a brief description of your place of work**

Please give consideration to the following:

- Is it a specialised area?
- The function / speciality of the area
- Is the area a ward, clinic, outreach service etc
- The number of staff
- The number of beds (if appropriate)
- The number of patients using the service (either ongoing caseload or within a 6 -12 month period).

### **4. What have you done to spread your ideas? (Consider both internally and externally to your Trust)**

Consider:

- Has the innovation been publicised within internal Trust newsletters?
- Has there been an article published in a journal?
- Has there been any interest in your work from other parties e.g. NHS trusts?
- Has the innovation been discussed with colleagues in regional/national networks or on NHS discussion forums etc
- Has the innovation been publicised at conferences and / or exhibitions?
- Has the innovation received any local or national awards?

### **5. Describe the contribution made (or expected to be made) by other key stakeholders**

Consider:

- Who else was involved in the innovation development? (please provide names, job titles, departments and employing organisation)
- Who will be involved on an ongoing basis to ensure the innovation is effective?

**6. Are there additional costs involved with implementing the service?**

Consider the following:

- Equipment costs
- Training for staff
- Requirement for increased numbers of staff
- Modifications to the area (rebuild costs) etc

**7. Was any additional funding secured for this service implementation?**

Consider the following:

- Details of the amount of funding secured and where it was secured from.
- Is there a requirement for ongoing additional funding, if so has this been secured indefinitely or for a limited period of time?
- Was the funding required solely to set up the service i.e. are the operational running costs secured from the existing budgets of the previous service?

**8. Can you provide evidence of the costs and benefits related to running this service?**

Consider the following:

- Please give details of total additional costs (expressed in actual figures) related to running the service, in comparison to the previous / existing service and over what time scale the figures relate to.
- If the innovation has resulted in efficiencies please quote figures (expressed as actual figures) of the savings made on previous costs e.g. time, financial, waste etc. Over what timescale have the savings been made in comparison to the previous/ existing service?

**9. If the service has been implemented, describe what was done and the timescales involved**

Consider the following:

- Were milestones set for the implementation of this innovation? (Please give start and end dates of the implementation)
- Is the implementation an ongoing project?
- Are the results evident now?
- How long after implementation was it possible to measure the results?
- If the results are not yet evident when are they expected to be realised?

**10. Have patients / service users been surveyed regarding their opinion of the service changes?**

Consider the following:

- Give details of the numbers of patients / service users surveyed and the results.

- If a patient / service user satisfaction survey has not been undertaken, following implementation of the service, give details of numbers of patient complaints received specifically relating to the service in comparison to a similar timescale pre service implementation.
- Is it likely that a satisfaction survey may be carried out in relation to this innovation?

**11. Are there benefits for staff involved in delivering this service?**

Consider:

- Recruitment and retention figures in comparison to pre service innovation
- Figures for staff sickness compared to pre service innovation
- Feedback that has been received from staff
- Describe any additional positive benefits for staff involved in operating / delivering the service; e.g. stress, less paperwork, more time spent with patients.
- If there are negative effects for staff in relation to this service please describe what they are?

**12. What was the stimulus for this innovation?**

Consider whether there was a particular problem to overcome, did this issue affect all stakeholders?

**13. What challenges were overcome to implement the service?**

If there were challenges please list what they were; consider:

- Difficulties with acceptance
- Role change / extension
- Restructure
- Funding
- Training

**REMINDER - The declaration must be completed prior to sending the service innovation information to WIsH. Please ensure that your Manager has obtained Trust approval to authorise the notification form**

Reproduced with permission from the copyright owner, *TrusTECH*®

© 2005 *TrusTECH*, Central Manchester and Manchester Children's University Hospitals NHS Trust. All rights reserved. Not to be reproduced in whole or in part without the permission of the copyright owner.