

# sdo news

Newsletter of the Service Delivery and Organisation Programme

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## SDO and PPI

**Involving users in service re-design is seen as key to developing modern health care services, as research which reflects the needs and views of the public is more likely to produce results that can be used to improve practice in health and social care services. The involvement of the public is very important to the SDO Programme.**

### Research needs survey results

In Autumn 2006, the SDO Programme posted an online survey of SDO research needs and priorities. The survey was completed by more than 1000 people – both professionals and members of the public. The questions requested their views on important issues with regard to the delivery and organisation of NHS services and potential future research questions they would like to see addressed, as well as the usefulness of current SDO resources. The survey results were used as part of a wider process of needs identification and prioritisation. The review is now available to download from the SDO website at [www.sdo.lshtm.ac.uk/needspriorities.html](http://www.sdo.lshtm.ac.uk/needspriorities.html)



As part of the SDO's strategy to increase service user involvement in different aspects of the programme and its processes, Dr Jane Royle from INVOLVE has been working closely with SDO over the past few months, providing advice and support on active patient and public involvement (PPI) in the SDO commissioning and disseminating processes. INVOLVE is a national group that advises on public involvement in NHS, social care and public health research and development. INVOLVE is funded by the Department of Health and is a programme of the National Institute for Health Research.

INVOLVE uses the term 'public' to include:

- patients and potential patients
- people who use health and social care services
- disabled people
- informal (unpaid) carers, parents and guardians
- organisations and communities that represent the interests of people who use health and social care services
- members of the public and communities who are potential recipients of health promotion programmes and social care interventions.

The SDO has already funded several research projects that have actively involved the public. For example, in 2003, a research project titled *Review of the literature: User involvement in the design and delivery of nursing, midwifery and health visiting research* was led by Professor Fiona Ross at King's College London. This project demonstrated how service user involvement in nursing, midwifery and health visiting research can be conceptualised, how this type of research has contributed to different theories and approaches to involving service users and the effective ways of involving the public.

Moving forward, the SDO plans to further develop public involvement throughout its commissioning processes. There are currently opportunities for members of the public to become a member of a commissioning group. Commissioning groups have been established to provide sound and comprehensive advice on the quality, value and scientific merit of proposals submitted for SDO funding. Members of the public will bring a patient and public perspective and have the opportunity to be involved in the following stages:

- commenting on the commissioning brief
- reviewing and shortlisting outline research proposals
- reviewing and scoring full research proposals
- attending shortlisting and selection meetings and making recommendations on which research to fund
- commenting on progress, interim and final reports
- commenting on research summaries.

SDO will also be encouraging researchers to actively involve the public in their research and will look to provide guidance on this in the near future. INVOLVE has already produced guidance for researchers on how to involve the public in NHS research – see the INVOLVE website ([www.invo.org.uk](http://www.invo.org.uk)) and, in particular, the documents *Involving the public in NHS, public health and social care research: briefing notes for researchers and Public involvement in research grant applications*.

If you are interested as a member of the public in being involved with the SDO programme commissioning process, please contact Barbara Langridge via email [barbara.langridge@LSHTM.ac.uk](mailto:barbara.langridge@LSHTM.ac.uk) or telephone 020 7612 7980.

## Director's message



Over the first half of this year, SDO has been working to refresh its priorities for research commissioning, seeking to ground this exercise in the

views of a wide range of stakeholders. This exercise is now completed and we have published the outcomes, as described elsewhere in this newsletter. This provides us with a forward programme for research commissioning.

SDO now has over 100 projects underway and about 40 of these will be concluded over the next 12 months. What this means is that the collection of final reports and summaries on our website will continue to grow and will increasingly represent a valuable resource for those seeking evidence on the organisation and delivery of services. I am anxious that this resource should become more widely known-about and as accessible as possible. With these ends in mind, we are working with the King's Fund Information and Library Service to re-code all of our reports with a standardised set of key words. When this exercise is complete we will also be introducing an advanced search facility on our website.

In a further exciting development for this Autumn, our network for NHS Trusts interested in SDO research participation – SDO-Net – should finally become active. The NHS Confederation is managing this network on SDO's behalf and has been recruiting a network manager and developing initial plans. I anticipate that we will have much more to report on this in future newsletters.

**Stephen Davies**

SDO Programme Director

## SDO and the NIHR identity



The NIHR Service Delivery and Organisation Programme

The Service Delivery and Organisation Programme (SDO) is part of the National Institute for Health Research ([www.nihr.ac.uk](http://www.nihr.ac.uk)). The National Institute for Health Research (NIHR) was launched on 1 April 2006 and is now established as part of the Government's strategy *Best Research for Best Health*. The Institute is being established on a phased basis as each of its key work areas are introduced, and is providing the framework through which research, research staff and the infrastructure of the NHS will be positioned, maintained and managed.



**National Institute for Health Research**

The NIHR corporate identity has been developed for use by NIHR programmes, centres, units, networks and the NIHR faculty. Consistent use of the NIHR identity will demonstrate a 'whole system' approach to health research and will unify all parts of NIHR activity.

All SDO communications will now be dual branded with the SDO and NIHR logotypes and will carry a relationship statement.

## Revised mission for SDO

Until recently, the SDO programme has identified and prioritised topics after widespread consultation with the wider NHS and in response to requests from Department of Health policy teams within the following broad remit:

*"to produce research evidence directed at improving the organisation and delivery of health services, and to promote the uptake and application of that evidence in policy and practice."*

However, following the Cooksey review and in line with significant new developments in terms of NIHR programmes, Professor Sally Davies (Director General of Research and Development) has, in discussion with Stephen Davies (SDO Director), looked again at the remit of the SDO Programme with a view to avoiding duplication and giving focus in the new NIHR environment. In particular, the boundary between the DH Policy Research Programme (PRP) and SDO needs to be carefully

managed as the PRP focuses primarily on policy-related research whilst the NHS research agenda is pursued through NIHR programmes.

The revised SDO mission statement reflects this new environment and will be taken into account in all NCCSDO documentation including terms of reference for existing and new committees involved in identification, prioritisation and commissioning of topics.

### Mission statement

The NIHR Service Delivery and Organisation Programme improves health outcomes for people by:

- commissioning research and producing research evidence that improves practice in relation to the organisation and delivery of health care; and
- building capacity to carry out research amongst those who manage, organise and deliver services and improve their understanding of research literature and how to use research evidence.

# Commissioned projects

Since April 2007, the date of the last newsletter, the SDO Programme has contracted the following projects. Further details of each project are available on the SDO website [www.sdo.lshtm.ac.uk](http://www.sdo.lshtm.ac.uk)

## Public health services

- SDO/203 – Comparative analysis of how local system factors affect progress tackling health inequalities
- SDO/204 – Partnership working and the implications for governance
- SDO/205 – The role of allied health professionals in health promotion
- SDO/206 – A study of approaches to develop and support lay people in public health roles

## Evaluating models of SDO

- SDO/110 – Evaluation of intermediate care clinics for diabetes (ICCD)

## Patient- and carer-centred services

- SDO/201 – Self care and case management in long term conditions: the effective management of critical interfaces

# SDO-Net update

The NHS Confederation has been awarded a grant to manage SDO-Net (an NHS Trust research support network) over the next three years.

The main aims of SDO-Net are to:

- generate partnerships between the NHS and researchers
- strengthen research capacity
- increase the impact of SDO research on practice in the NHS.

SDO-Net will benefit from the NHS Confederation's existing achievements with the Health Services Research Network ([www.nhsconfed.org/hsrn](http://www.nhsconfed.org/hsrn)),

which brings together the research community and NHS for management–research discussions, and from working closely with the Confederation's other member networks including Mental Health Trusts, PCTs and Foundation Trusts.

The NHS Confederation is currently recruiting an SDO-Net network manager and will have more information for SDO-Net members later this year.

For further information please contact Jane Austin, Policy Manager at the NHS Confederation via email [jane.austin@nhsconfed.org](mailto:jane.austin@nhsconfed.org) or telephone 020 7074 3212.

# Public health projects

Following the publication of *Best Research for Best Health*, the Department of Health announced increased funding to enable the SDO Programme to commission further research on service delivery and organisation issues in national priority areas – including research related to public health.

The Faculty of Public Health has identified three domains – health improvement, improving services and health protection. The specific concern of the SDO is the implementation and the delivery of public health services within these three domains.

In October 2006, the SDO sought applications for innovative proposals related to: incentives, performance and governance; workforce; evaluating models of public health delivery at a local and national level; and public and lay perspectives/engagement in public health services delivery.

Seven projects have been selected for funding – four of these are now contracted and listed under *Commissioned projects, Public health services* above.

# News in brief

## HSJ/SDO supplement

The SDO took research evidence to the NHS management community via a June 2007 issue of the Health Service Journal. The SDO-sponsored supplement focused on organising and delivering services in primary health care and included four SDO research projects. Copies of the supplement are available from NCCSDO on request.

## SDO in parliamentary podcast

The SDO Programme director Stephen Davies has been filmed talking about the SDO for a parliamentary podcast programme that is part of a campaign for delivering better health services. The documentary-style programme is due to be launched in Autumn 2007 and will be accessible from the SDO website...watch this space!

## SDO staff departures and welcomes

Unfortunately, this newsletter issue says goodbye to three members of SDO staff – Dr Stuart Anderson who has accepted a new position at LSHTM as Associate Dean of Studies; Dr Nick Goodwin who has taken up the post of Senior Fellow, Policy Directorate at the King's Fund; and Emma Hawkrigde who is going to be a Communication Consultant in the private sector. However, we look forward to welcoming a new Communications Manager and new academic staff in the coming months.

# New SDO publications

Since publishing the last SDO newsletter, another three research summaries have been added to the SDO library of publications. These summaries are available to order online, along with all other SDO publications ([www.sdo.lshtm.ac.uk/pubrequest.php](http://www.sdo.lshtm.ac.uk/pubrequest.php)) or to download from the SDO website at [www.sdo.lshtm.ac.uk/researchsummaries.html](http://www.sdo.lshtm.ac.uk/researchsummaries.html)

*"I like the way in which your [research summaries] outline the major points of the research findings in such a way that makes them easy to interpret and understand - all publications I have received from the SDO have been of exceptional quality and are useful in day to day practice."*

Associate Nurse Director, NHS Trust



## The costs and benefits of managing low priority 999 ambulance calls by NHS Direct nurse advisors

This research summary condenses the findings of a study that looked at an

alternative method of responding to non-urgent 999 calls. The study found that the transfer of non-urgent 999 calls to nurse advisors for further advice may be an acceptable and cost-effective alternative to the current approach.



## The relative importance attached to cost-effectiveness, equity and access in the provision of health services

This research summary reviews a study that looked at NHS decision-makers' understanding

of the terms 'cost-effectiveness', 'equity' and 'access', and how they are prioritised and applied in the health services.



## Improving care for patients with angina - how to help clinicians make the right decisions

This research summary outlines a study that piloted a new

ratings system that assesses the most appropriate testing options for individual patients with angina. The study, which was based on hypothetical patients, provides evidence that the new system would help doctors order more appropriate tests and subsequently improve patients' health outcomes.

We are always keen to receive feedback and would like to know what you think of our research summaries. A link to our online survey can be accessed from

[www.sdo.lshtm.ac.uk/researchsummaries.html](http://www.sdo.lshtm.ac.uk/researchsummaries.html)

## 2008 Joint SDO and HSRN Conference

**4 and 5 June 2008  
Manchester Conference Centre**

A two-day conference for those concerned with the delivery and management of effective evidence-based health care.

Programme and speakers to be confirmed. Once available, details and further information will appear on the SDO website [www.sdo.lshtm.ac.uk/conference2008.html](http://www.sdo.lshtm.ac.uk/conference2008.html)

### ABOUT THE SDO PROGRAMME

The Service Delivery and Organisation Programme is part of the National Institute for Health Research. The Programme is funded by the Department of Health.

The SDO Programme improves health outcomes for people by:

- commissioning research and producing research evidence that improves practice in relation to the organisation and delivery of health care; and
- building capacity to carry out research amongst those who manage, organise and deliver services and improve their understanding of research literature and how to use research evidence.

The National Co-ordinating Centre for the SDO Programme (NCCSDO) is based at the London School of Hygiene & Tropical Medicine and manages the SDO Programme.

For further information about the NCCSDO or the SDO Programme visit our website at: [www.sdo.lshtm.ac.uk](http://www.sdo.lshtm.ac.uk) or write to:

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In order to produce a newsletter that is both informative and newsworthy your feedback would be greatly appreciated. Please email comments, suggestions or ideas to: [sdo@lshtm.ac.uk](mailto:sdo@lshtm.ac.uk)

This document was published by the National Coordinating Centre for the Service Delivery and Organisation (NCCSDO) research programme, managed by the London School of Hygiene & Tropical Medicine.

The management of the Service Delivery and Organisation (SDO) programme has now transferred to the National Institute for Health Research Evaluations, Trials and Studies Coordinating Centre (NETSCC) based at the University of Southampton. Prior to April 2009, NETSCC had no involvement in the commissioning or production of this document and therefore we may not be able to comment on the background or technical detail of this document. Should you have any queries please contact [sdo@southampton.ac.uk](mailto:sdo@southampton.ac.uk).