

South London Evaluation Advice Clinic Pilot (January – May 2025): Impact Report

July 2025

Who we are



The Health Innovation Network (HIN) South London is the health innovation network for south London, one of 15 across England.

We are the bodies uniquely established to connect NHS and academic organisations, local authorities, the third sector and industry, to increase the spread and adoption of innovation across large populations, at pace and scale.

The HIN's Insights team provide **place-based specialist evaluation and informatics support** to health and care organisations in south London (pan-London, and beyond).

KING'S IMPROVEMENT SCIENCE

King's Improvement Science (KIS) is a research programme which aims to improve the quality of health and social care for people across south London and beyond.

KIS comprises an interdisciplinary team of researchers with expertise in improvement and implementation sciences, evaluation, patient and public involvement (PPI), service user researchers and a core team of managers and communications professionals.

We work with local providers using our expertise in quality improvement and implementation science to achieve better outcomes for patients and service users.



King's Health Partners Women and Children's Health is a programme within **King's Health Partners** that focuses on improving health outcomes for women and children, particularly in **south east London**, where health inequalities are significant.

Ask the Institute is our advisory service providing hands-on, specialist, women and children's health-focussed input to all areas of research and evaluation. Our service draws on our experienced expert advisors as well as a large pool of associates available thanks to our connections across King's Health Partners.



King's Health Partners (KHP) is an Academic Health Science Centre that connects its partners, builds capacity in people through education, knowledge sharing, and training, and creates opportunities for collaborations that improve health research, education, and care.

The partners include King's College London, Guy's and St Thomas', King's College Hospital, and South London and Maudsley NHS Foundation Trusts.

We also work with a range of wider London, national, and international partners to drive innovation and equity in healthcare.



NIHR Applied Research Collaboration (ARC) South London is a research organisation that brings together researchers, health and social care practitioners, and local people to improve health and social care in south London.

It is part of the NIHR and hosted by King's College Hospital in partnership with King's College London.

ARC South London leads applied research and supports implementation in priority areas like mental health, public health, and multimorbidity. It also plays a national leadership role in palliative care and mental health, driving impact and evidence-informed practice.

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1. Background and Approach

Embedding Evaluation for System-Wide Learning in South London

The Vision

- All service improvements or changes funded or commissioned in South London—particularly those with potential for large-scale impact—should include a **proportionate and well-integrated evaluation component**.
- This ensures a **robust understanding** of the outcomes and impact (and if possible, value for money) of each intervention or change.

Current Reality

- Evaluation is not applied systematically across the health and care system.
- There is wide variation in how evaluation is understood—both in terms of its value and the methods used.
- As a result, evaluation is often:
 - Not planned for from the outset
 - Under-resourced and under-incentivised
 - Lacking in organisational support
- In a fragmented system, many people are unclear about where to find evaluation expertise or how to access support.

- The **South London Evaluation Clinic** was established to realise the vision of **embedding system-wide evaluation** as a cornerstone of a learning and sustainable health and care system.
- The inception and development of the clinic **were supported by both South East London and South West London ICBs**, reflecting a shared recognition of the need to strengthen evaluation capacity within their respective health systems.
- Through a delivery-focused approach—taking **small, practical steps** to strengthen **evaluation culture and capability**—it aimed to drive meaningful and lasting improvement through:
 - Building on **existing partnership** working
 - Utilise and co-ordinate **current assets** better
 - A basis to build **evaluation understanding** and expertise across health and care system

In doing so, the Clinic provided structured, proportionate evaluation advice to projects across the health and care system, where formal evaluation expertise is limited or unavailable.

How the Clinic Worked

The South London Evaluation Clinic was a 3-month “proof of concept” pilot to test a virtual single front door model for evaluation support in South London.

- It ran from February to May 2025 and was staffed with evaluators from the HIN, KHP and KIS.
- Each clinic was supported by two advisers from different organisations, offering a broader and more diverse range of perspectives on evaluation.
- This model also fostered collaboration and promote cross-organisational learning.

Clinic key features:



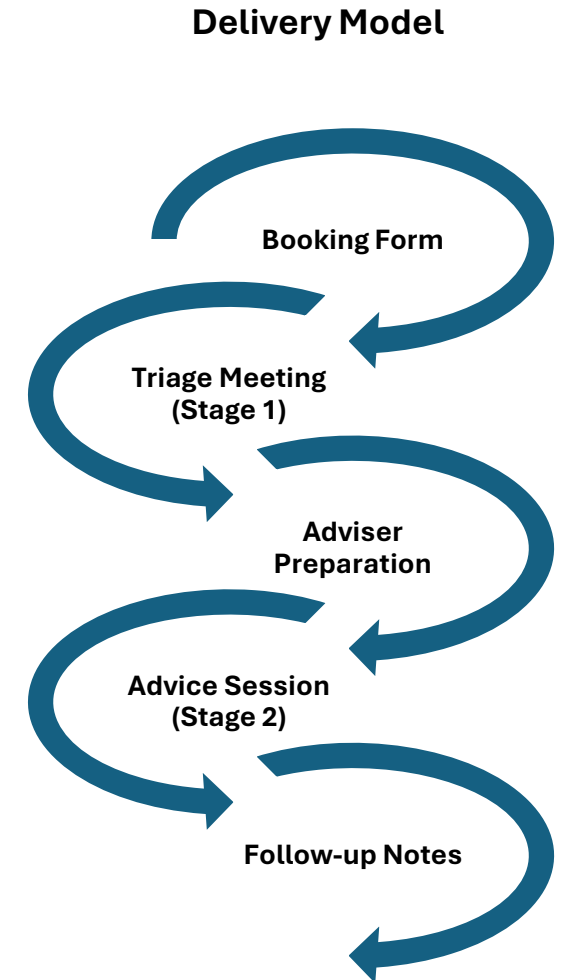
Two-stage delivery process delivered by experienced advisers from Health Innovation Network South London, King’s Improvement Science, and KHP Women’s and Children’s ‘Ask the Institute’



Tailored advice on evaluation, including logic models, outcome measurement and metrics, use of frameworks, as well as signposting to other resources



Designed to be time-limited and responsive, using current expertise and capacity in a coordinated manner



2. Clinic's Engagement

Who the Clinic Reached

A total of 21 Expressions of Interest were received, and 16 projects were supported through the South London Evaluation Clinic.

Of these:

- **12 projects** originated from **South East London (SEL)**
- **4 projects** came from **South West London (SWL)**

Additionally:

- 2 organisations (both from the VCSE sector) did not attend their scheduled sessions
- 1 project required only a single meeting and did not proceed to a follow-up

Month	Number of Projects Supported	Triage Sessions	Advice Sessions	No Shows
February	3	3	3	1
March	6	7	5 (1 project only required a triage session)	1
April/May	7	6	7	None

Who the Clinic Supported and Evaluation Needs

Organisation / Job Title	ICS	Project Description	Evaluation Needs
Lead Pharmacist, Population Health & HI	SEL	Reducing barriers to medical information using the 'Written Medicine' app	Advice on outcomes, metrics, and evaluation plan
Enable (VCSE)	SWL	Local VCSE delivering broad services; reporting output KPIs but lacking outcome measures	Qualitative metrics and overall evaluation framing
Digital Project Manager	SEL	Implementation of a Digital Dynamic Support Register for people with autism/LD	Advice on metrics and evaluation frameworks
SEL VCSE Strategic Alliance	SEL	New 3-year partnership	How to measure trust and inter-organisational relationships
AHP Faculty Education Lead	SEL	Embedding AHP frameworks in practice	Implementation frameworks and data collection
Clinical Lead (SLaM)	SEL	Alcohol Assertive Outreach service expansion	Guidance on impact metrics
Community Health Champion	SWL	Role-based impact evaluation	Personal-level outcome planning
South East Genomic Service	SEL	End-to-end training for clinicians in genomics	Evaluation beyond knowledge gain – outcome framing
Strategy Manager (Lewisham & Greenwich NHS Trust)	SEL	Tackling elective care inequalities	Logic model and evaluation framework
Mental Health Programme Manager	SEL	Mental health youth workers pilot	Metrics and logic model for self-harm intervention
SEL Vital 5 Lead	SEL	Vital 5 programme	Only triage session conducted
Evelina Children's Hospital	SEL	MRI desensitisation pilot	Logic model and toolkit advice
CESEL Clinical Lead	SEL	Toolkit and report evaluation in complex systems	Advice on impact and reporting clarity
Workforce Lead	SEL	Acute mental health workforce model	Impact and value-for-money metrics
Consultant Geriatrician	SWL	Digital frailty app for proactive care	Evaluation across sites and population impact
Health & Care Integration Lead (Sutton)	SWL	Integrated Neighbourhood Teams	Ensuring evaluation design is fit-for-purpose

What Clinic Users Said

A short online feedback survey was sent to Clinic users after the second and final meeting in a follow-up email. 11 of 16 of Clinic users completed it.

Survey results (n = 11):

- All found it helpful including **5 very helpful** and **4 extremely helpful**
- All found the booking process clear
- **All would recommend the Clinic** to their colleagues
- 10 out of 12 felt more confident (8 somewhat and 2 much more) doing evaluation post-advice
- **All felt the Clinic should become a permanent offer**

What they really valued

- Clear, supportive advice
- Non-judgmental space for reflection
- Opportunity to test and validate ideas
- Follow-up notes and signposting
- Felt “reassured” and “on the right track”

Suggestions for improvement

- Longer sessions or more time between meetings
- Opportunity to share project context in advance
- More clarity on what the clinic can and cannot support
- Ongoing access to advice/templates/tools

*“It was a real pleasure to speak to [clinic advisers] about my projects. The time although short was really helpful and fruitful and helped me to start my thinking. I hope the service continues!
Thanks again.”
(Clinic user)*

What Changed As Result

Due to the limited scope and timelines of the advice clinic, measuring impact was not possible. However, there is some early evidence that the advice given resulted in project change and a more thorough evaluation approach was considered as a result.

Early signs of impact in supported projects

- Enabled adoption of consistent outcome measures across services (e.g. loneliness, wellbeing)
- Other projects revised logic models and evaluation questions
- Several teams reported that the South London Evaluation Advice Clinic shaped their evaluation design

Overall impacts

- Greater confidence and clarity in early-stage evaluation planning
- Increased awareness of proportionate evaluation methods
- Strengthened demand for accessible, tailored evaluation support

Limitations

- Impact tracking was light-touch and short-term
- Some projects did not share follow-up updates
- It is too early to say whether the advice given was followed as some projects were in the development phase

3. Next Steps

The Future of the Clinic

- We are still committed to supporting our system partners in meeting their evaluation needs.
- This work aligns with NHSE's updated [2025/26 ICB blueprint](#), which places greater emphasis on robust evaluation using clear metrics, stakeholder feedback, and data to improve decision-making and accountability.
- **The South London Evaluation Advice Clinic will restart in October 2025.**
- For more information or to express your interest in attending, please contact: hin.southlondonevaluation.clinic@nhs.net

Short-term (now – Sept):

- Finalise and share key learning outputs
- Co-design a refined clinic model. As part of this, we plan to actively to engage with Patient and Public Involvement (PPI) experts.

Medium-term (Oct 2025- March 2026):

- Restart Clinic
- Monitor uptake, impact and clinic user experience
- Link to existing ICS-level initiatives

Longer-term

- Explore integrating the Clinic into a wider evaluation support offer (e.g. Ask ARC)
- Define resource requirements, a sustainable delivery model and funding