

Developing effective monitoring systems

Health and social care agencies have been preoccupied with measurement since the 1980s but problems remain. In some places, data capture systems are time-consuming, data quality is poor, performance indicators do not relate to quality of life of service recipients, analysis is remote from the frontline, the feedback cycle is broken, benchmarks are missing and monitoring is unrelated to management action. Perhaps most importantly, first line managers often feel that are required to provide meaningless data to anonymous commissioners for unknown purposes.

This workshop helps teams to think through what success would look like for their service and how this could be illustrated through the effective use of numbers and stories. They reclaim the process of self monitoring through a programme designed to stimulate reflective practice and continuous improvement, whilst continuing to supply their data customers. Participants review the effectiveness of current monitoring systems, look for ways to maximise the value of the data that they currently collect, and develop proposals for streamlining the current system.

It is particularly helpful for:

- new teams that have an opportunity to work with commissioners to coproduce their monitoring system
- existing teams that have been relatively free of performance monitoring until now, but now need to demonstrate their effectiveness
- teams that are jointly funded and must produce data in different formats for each commissioner, but are seeking a more coherent approach

To find out more, please contact peter.bates@ndti.org.uk or call 07710 439 677.