

# Using data to drive your project



Before you start



To support engagement



To demonstrate impact

## Using data to drive your project

- Articulate a **vision**
- **Distinguish between** objectives, outputs, and outcomes
- Are your outputs and outcomes **measurable**?
- Consider the **breadth** of impact (learners, Champions, organisation)
- **Beware** inference
- Think about **time scale** (short, medium and long-term)
- Identify **team** and **tools**
- Keep all of it **realistic**!

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**Our vision:** We want all patients at our GP surgery to be able to have the choice and opportunity to access the full range of online services via our GP Portal. If patients can use this service they will have shorter waits to book appointments or order repeat prescriptions and would be able to access our online video consultations.

**Our objective:** To recruit and train Digital Health Champions to support patients to feel more able to use the GP Portal

**Our outputs:**

- 25 DHCs recruited in first 3 months and another 25 in second 3 months
- 50% of DHCs complete all the 'helping people manage their health' modules
- 200 patients supported by DHCs in 6 months
- 10% increase in patients using the GP Portal

**Our outcomes:**

- DHCs have more knowledge and confidence to support people to manage their health online
- Patients report an increase in confidence and motivation to access the GP Portal
- Patients report an increase in confidence at using digital more broadly (things like setting up an email)

## Using data to support engagement

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- Using registrations and course completions to nudge Champions to engage with learning
- Identifying those who haven't been on the Network for a while and perhaps at risk of dropping away from the project and reaching out to them
- Running a prize draw for learner tallies submitted or courses completed
- Gathering nice stories and case studies from the learner tallies to use to encourage others to get involved
- Using registration date to plot impact of recruitment activity (eg if held a special day, did this then lead to more sign ups?) In Inspire, this could also look at business area or referral route.

# Using data to support engagement

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The DU Networks capture data to support you with engagement and measuring impact

## Registration data

- Demographics
- Motivation behind becoming a Champion
- Confidence and skill levels

## Platform Data

- Number of Champions
- Last active date
- Course completions
- Online resource usage

## Learner Tally Data

(if submitted by Champion)

- Numbers of learners helped
- Number of hours volunteering
- What health related tasks they helped with
- Which digital skills they helped with
- How they think this impacted the learner
- How helping impacted them