

# Our impact

Three years after the establishment of NHS QIS we felt that it was a good time to evaluate the overall impact we have made and assess which parts of our work are more or less effective.

To make sure this evaluation was fair and independent, we commissioned an external team of consultants, Human Reliability, and Professor Lorna McKee of the Health Services Research Unit at the University of Aberdeen to do the work.

Views were gathered from healthcare professionals, government officials and senior managers across Scotland, focusing on a sample of our work and we are extremely grateful to everyone who agreed to participate in this process.

The authors concluded that this research provides evidence that we have made a positive impact on professional knowledge, on changes in policy and practice, and, most importantly, on the outcome of patient care.

A number of issues are identified for our consideration such as the amount of work that NHS boards need to do to respond to our requests for information; uncertainty about why we select specific topics for our work; dissemination of our reports; and follow-up to ensure action is taken in response to our recommendations.

The next step for us has been a review of our strategic direction designed to provide greater clarity about our contribution to NHSScotland and greater coherence to our work programme.

we work with all  
groups that can help  
improve health services

**85%** of senior managers\* rated interaction with NHS QIS as very valuable or valuable.

**55%** of practitioners reported an increase in professional knowledge as a result of NHS QIS initiatives.

**72%** of senior managers\* and 65% of practitioners reported a change in policy or practice as a result of NHS QIS initiatives.

**80%** of practitioners rated the technical quality of NHS QIS guidance as good or very good.

\* senior managers includes medical directors and nursing directors