Building your case for change

This is a simple process to help you define your project in terms of the problem you will solve for the NHS, and to then explain the steps that need to be taken. The information here will also convert into a support the development of any business case you may need to make.

1. Background: what is the project designed to deliver and achieve – what is the problem you are setting out to solve for the NHS

2. Scope: what is the project designed to do and achieve for the NHS, what is in and out of scope of the project, how many phases are there

3. Delivery: how will this project be delivered, how many sites, how many patients does it cover, what numbers did the audit produce that we now need to plan for

4. People: who is responsible and for what within the project – in short, who has been engaged to get the project agreed, e.g., this should define individual roles, department, consultants, managers, nurses, general practices, PCNs, GP federations and anyone else involved. It should also include the Coloplast roles and responsibilities if they are a partner in the project

5. Outcomes and Measurement: what outcomes is the project setting out to achieve, and how will the project be measured and evaluated. This should be clearly defined and for me doesn't need to be more complex than medicine change i.e., the patient was on a, b, c and d when reviewed and is now on a, b e and f

6. Contingencies: what is the plan in the event the project doesn't deliver as expected, how do they act on any shortfall, and how will they get back on track

All of the above, will convert without any issues to a 2 Cycle CQC Audit (PDSA), and will make it very simple for the project to be replicated as it is scaled across an Integrated Care System.

The key is to avoid complicating the measurement by wanting to measure items that will take months to deliver when there is no need and will delay the project. Work through the checklist below to gain some clarity here.

Question	Answer
Project background – what's the problem the project will solve for the NHS?	
What is the project designed to do?	
How is it designed to do it?	
Who is responsible and for what?	
What outcomes do we expect to deliver?	
How will we measure and evaluate?	
What is our contingency plan	