

CASE STUDY
Auntie Pam's Evaluation
2015 LARIA Research Impact
Award Winner

Sarah Thurgood and Owen Richardson
Public Health Intelligence

LARIA Y&H regional event
Wednesday 23rd September 2015

What is Auntie Pam's?



<https://www.facebook.com/liveinkirklees/videos/802955149739780/>

6 outcome areas

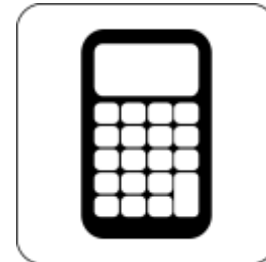
1. Number of women who access the Auntie Pam's service (single and repeat visits)
2. Increased resilience to poor health behaviours and negative lifestyle circumstances
3. Improved emotional well-being, self-esteem and motivation
4. Number of women who successfully train as peer support volunteers
5. Improved and/or increased access to appropriate and timely services required by clients
6. Clients and volunteers involved in and influencing children's and maternity services planning, development and delivery

Gathering evidence for evaluation

- Stories



-
- Numbers



Stories

“Auntie Pam’s is a great place to go. It is nice to know that you can go and talk to someone who will listen to your problems. Have a friendly chat and drink. They make you feel so welcome and reassure you things will be okay”.



Most common referral topics for clients from Auntie Pam's Dewsbury



Please tell us what you think

We love to hear what you think about the Auntie Pam's service. Please let us hear your comments about your experience with us, or any ideas and suggestions you might have. This helps us to provide the best possible service for you. You don't have to include your name.

We sometimes use comments in our publicity, to highlight what people have said about the service, but we keep comments anonymous. Please tell us if you really don't want your comments to be used.

Please tick one: I completed this card at – Huddersfield Auntie Pam's Dewsbury Auntie Pam's

“I came to Auntie Pam's Dewsbury not knowing where to turn with benefit advice. I went away feeling more positive and able to think more clearly and deal with issues better”.

Numbers

- What was being collected?
 - *What should be collected?*
- Data processing, storage and analysis
 - *Room for process improvement*

FROM MARCH 2019



WELLBEING AND RESILIENCE FORMS

Name: _____ Date: _____ Week: _____

Below are some statements about feelings and thoughts.
Please circle the box that best describes your experience of each over the last 2 weeks.

Your personal information will not be shared with anyone outside Auntie Pam's and kept confidential at all times.

STATEMENTS	None of the time	Rarely	Some of the time	Often	All of the time
I've been feeling optimistic about the future	1	2	3	4	5
I've been feeling useful	1	2	3	4	5
I've been feeling relaxed	1	2	3	4	5
I've been feeling interested in other people	1	2	3	4	5
I've had energy to spare	1	2	3	4	5
I've been dealing with problems well	1	2	3	4	5
I've been thinking clearly	1	2	3	4	5
I've been feeling good about myself	1	2	3	4	5
I've been feeling close to other people	1	2	3	4	5
I've been feeling confident	1	2	3	4	5
I've been able to make up my own mind about things	1	2	3	4	5
I've been feeling loved	1	2	3	4	5
I've been interested in new things	1	2	3	4	5
I've been feeling cheerful	1	2	3	4	5

PLEASE COMPLETE THE RESILIENCE SCALE ON THE REVERSE OF THIS DOCUMENT

Warwick-Edinburgh Mental Well-Being Scale (WEMWBS)
© 2010 Health Scotland, University of Warwick and University of Edinburgh, 2010. All rights reserved.

welcome_form : Form



WELCOME TO THE AUNTIE PAM'S DATABASE

[Find contact details >](#)

CLIENTS

[First visit for new client >](#)

Existing client:

[First visit \(new pregnancy\) >](#) Or [Return visit \(this pregnancy\) >](#)

Or [View all visits for this client >](#)

The following clients have due dates within the next month:

Cyronek, Angelika (AHO29)
Raddy, Aime (AH022)
Turpin, Kyra (AHO28)

[View details >](#)

VOLUNTEERS

[Add new volunteer details >](#)

Select current volunteer:

Show/update details: [go >](#)

Enter hospital cards: [go >](#)

[View all hospital cards >](#)

Show/update ex-volunteer details:

[go >](#)

The following clients have had a recent first visit, but no follow-up contact: [View list >](#)

View report of clients with recent first visit:

[Dewsbury >](#) [Huddersfield >](#)

SUMMARY REPORT

Report start date: Report end date:

[View summary report >](#)

[Select other reports >](#)

QUESTIONNAIRES

Wellbeing questionnaires: [Pre-March 2014 >](#) [Post-March 2014 >](#)

Resilience questionnaires >

Satisfaction questionnaires: [Original >](#) [From June 2014 >](#)

Resilience and wellbeing
(Outcomes 2 & 3)

Number accessing service
(Outcome 1)

Influencing future service delivery
(Outcome 6)



Report summary
(01/01/01 to 17/09/2015)

Date created:
17/09/2015

CLIENTS

Total clients seen: 290
Number of first visits: 290
Number of return visits: 610
Referrals to other services: 504

Referral where?

Auntie Pam's	1
Batley Baths, Baby Swimming	2
Batley Food Bank	6
Cash Clinic	2
Child benefit	20
Child tax credits	37
Choose N Move Council	2
Citizens advice bureau	3
Connections	2
Connexions Direct (under 19s)	1
Council tax benefit	17
Daybreak Food Parcels	10
Dewsbury Library	1
Dewsbury Sports Centre	1
Domestic Violence Support	2
Employment and support allowance	1
Families and Babies, Wakefield	1
Family Nurse Partnership	1

Count of keywords used

	First visit:	Return visit:
Baby equipment	43	59
Benefits	111	69
Bereavement	3	11
Breastfeeding	49	62
Depression	32	70
Domestic abuse	8	10
Drinking alcohol	4	20
Drugs	4	20
Emotional support	225	520
Giving birth	72	109
Healthy eating	19	39
Healthy start	114	62
Job	28	29
Language	9	6
Living accommodation	50	85
Medical advice	22	53
Midwife	30	45
Money	80	68
New baby's health	50	199
Other children	29	172
Own health after birth	26	81
Own health during pregnancy	125	164

VOLUNTEERS

Number of active volunteers (today): 54
New volunteers (starting between dates): 173
Volunteers completing training (between dates): 25
Volunteers that left (between dates): 115

Reasons for leaving:

Childcare issues	1
Didn't enjoy it	5
Failed to attend after training	39
Family commitments	21
Going to college	4
Midwifery	10
Moving away	4

Access to appropriate services
(Outcome 5)

Number of volunteers
(Outcome 4)

Volunteers

- Outcome 4: Number of women who successfully train as peer support volunteers
- More than a number!
- Volunteers gaining as much as clients
- Additional insight by combining numbers and stories

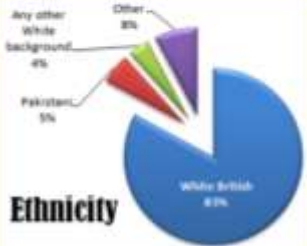
"I've just been offered a permanent job... Spending the past year at Pam's has given me the confidence to get back out into the big wide world..." (Volunteer)





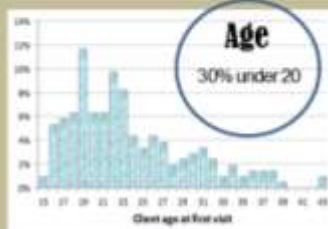
207 new clients
40% returned for at least 1 more visit

68% first-time users



Where from

- 55% Dewsbury
- 22% Bailky
- 13% Spen



456 Referrals to other services

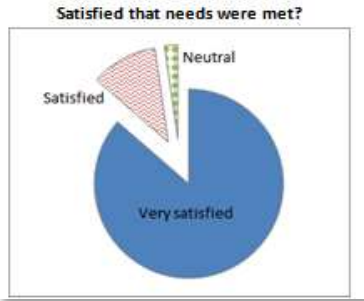
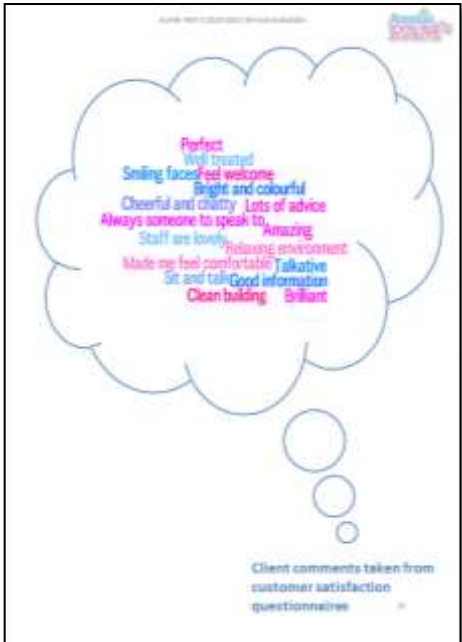
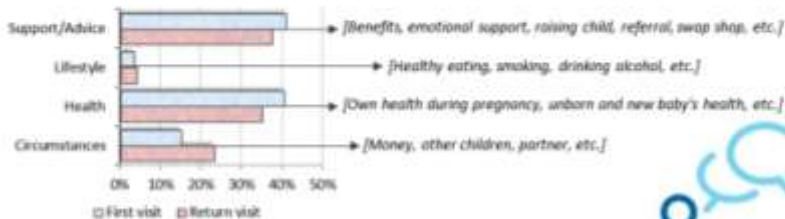


Rank	Referral to...	No. of referrals
1	Income support	54
-2	Tax credits	35
-2	Child tax credits	35
4	Surestart maternity grant	32
5	Job centre plus - enquiries	31
-6	Fusion Housing	29
-6	Maternity allowance	29
8	Healthy Start Vitamin Scheme	27
-9	Child benefit	20
-9	Housing benefit	20

3 in 4 related to benefits, rent or money



Most common conversation topics



"I found this place extremely welcoming. They helped me find answers to the questions that had been literally keeping me awake for days. Nowhere I went before could help me, including my doctors". (Client)

"If someone comes in quite distressed and they go away feeling calmer and with a smile, it's a really nice thing to see." (Volunteer)

Challenges

- Some outcomes easier to evaluate than others



*Can you measure your outcomes?
How do you define success?*

- Service already up and running



*Had to backfill the database & change existing processes
Think about data capture processes at the beginning*

- Combining qualitative and quantitative data



Build a coherent narrative and get the full picture

- A single document for a range of audiences



The right level of detail and use of graphics

Summary

At the end of the evaluation process we were able to:

- provide evidence of the impact of the service on the local community
- Make recommendations for improvement
- Use the findings to inform the new service in Huddersfield
- Apply the evaluation process to other services
- Remember to share what works and what doesn't work

‘Best Use of Social Care or Health Research’

- LARIA Research Impact Awards 2015



- Judges' comments:

“The approach used was sound and innovative – using data from different sources, using both qualitative and quantitative data and reporting the findings in a variety of different ways.”

“This provides information not only for the service being researched, but also a framework that can be used for evaluating other services”

- Full report available on [Involve](#)