

Digital Equity Project: Growing Inclusion through family and maternity services across BLMK

Evaluation reporting Standard Operating Procedure (SOP)

1. Purpose

The purpose of this SOP is to provide a consistent, safe, and secure process for the collection of evaluation data as part of the Digital Equity Project. This SOP ensures that sites are aware of how the evaluation data should be collected and stored and what roles in the evaluation staff play.

2. Scope

This SOP applies to all staff involved in the delivery of the Digital Equity Project.

3. Roles & Responsibilities

All Staff

- Ensure data is accurately collected in the Connected Care Questions and Consent to contact
- Ensure that offline versions of the forms are uploaded to the online form and the physical copy destroyed
- Receive and confirm receipt of consent from participating residents/patients

Site Leads

- Support staff in completion of Connected Care Questions where required
- Provide requested evaluation data when required

Interview Participants

- Support scheduling of interviews
- Provide consent
- Attend interviews



4.Procedure

Connected Care Questions:

- Open the connected care questions when working with residents who may be digitally excluded
- Use the pocketalk device where appropriate when going through the connected care questions to provide onsite translation
- Ensure responses are accurately recorded in the form

SIM/Device Log

- Ensure SIM and Device logs are utilised when SIMs and Devices are distributed (and received where appropriate)
- If additional logs are required they can be accessed at:

5.Required Equipment, Tools, or Materials

SIM Log

Device Log

6.Related Documents and links

Accessible here: <https://healthinnovationeast.co.uk/digital-equity-project-site-materials/>

Connected Care Questions