Crown
Commercial
Service

Service evaluation

G-Cloud 15 service definition

Healthia®

Service evaluation

A deep, people-centred evaluation to map your service and build the case for change.

If you are thinking about how to reach more people or increase impact, you need to understand what's working and where the opportunities are to improve. This consultant-led evaluation brings together data, lived experience and frontline knowledge to show what's really happening across your service - and where to go next. We help you make decisions around where to invest.

What we do

- **Collaborative mapping workshops -** Understand journeys, roles and interdependencies
- **Quantitative and qualitative research -** Capture lived experiences from staff and end users
- **Data analysis -** Review performance metrics, uptake, demand, and outcomes
- **Synthesis and reporting -** A clear, visual service map and a focused evaluation report

What you get

- **A shared understanding** of how the service works - from frontline to system level
- **Insight into pain points and gaps**, grounded in staff and user experiences
- **Opportunities for change** - from operational quick wins to strategic redesign
- **A credible evidence base** to support business cases, transformation planning or investment

Who it's for

- **Service owners** looking to understand impact and performance
- **Transformation teams** preparing for redesign or investment

Why it works

- We blend **human insight, data and systems thinking** to show the full picture
- Our process builds **shared understanding, not just reports**
- We create space for staff and users to shape the findings - not just be subjects of research

What you'll get

- A detailed service map
- A clear, credible evaluation report with strategic actionable insight

Example: We worked with NHS Gloucestershire on an evaluation of their eating disorder service identifying and prioritising opportunities for improvement