

# Evaluating complex digital interventions in the NHS

Charlotte Clay, PhD candidate, Medical Informatics

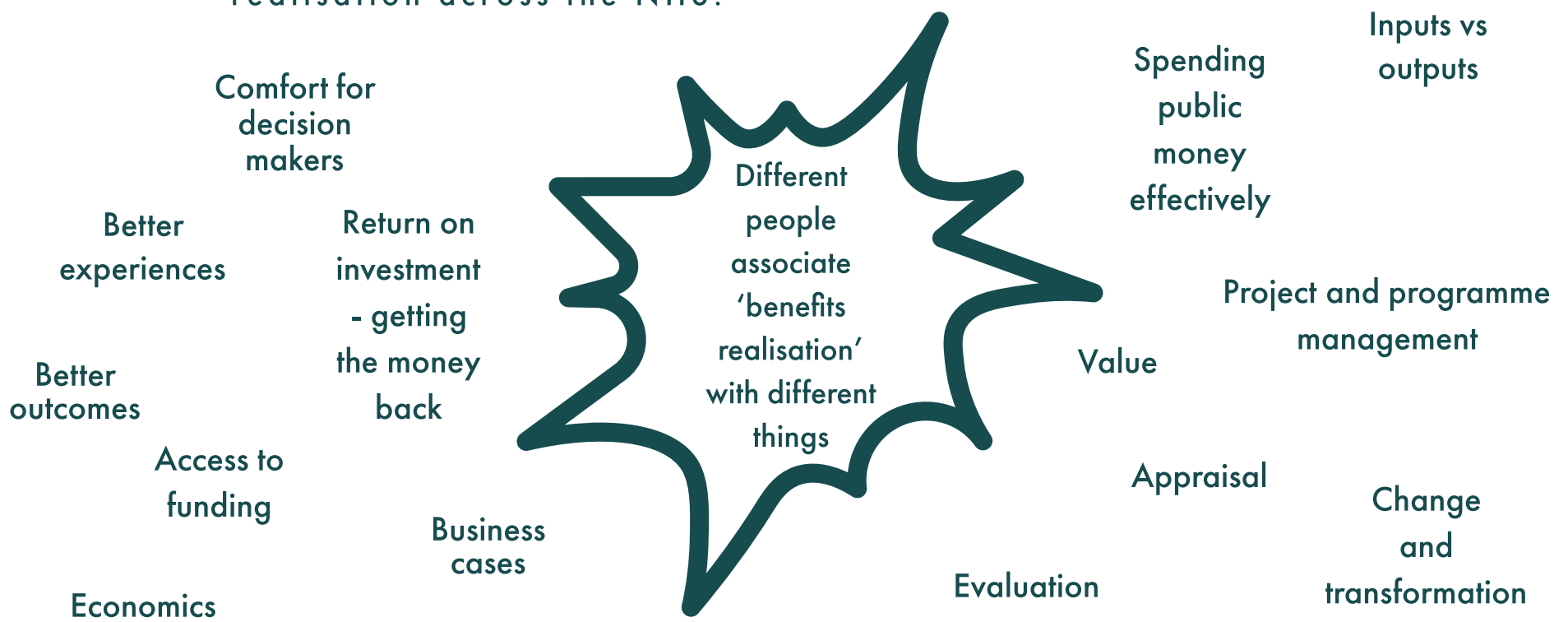
Supervisors: Dr Kathrin Cresswell, Usher Institute; Professor Robin Williams, Institute for the Study of Science, Technology and Innovation

NHS England has a plan - to 'digitise, connect and transform' (NHS England, 2022) the way it delivers its services in order to improve healthcare, and impact upon the lives of staff, patients, and wider society (Wachter, 2016).

The most common way digital initiatives are judged as being successful is through the management and realisation of measurable and tangible outcomes and benefits (Association for Project Management, 2021).

Evaluations can be used to assess whether benefits have been realised as expected. Evaluation in the NHS has increased in recent years, but knowledge around the true benefits of digital transformation is still limited (National Audit Office, 2020)

The aim of this PhD is to investigate benefits realisation and evaluation of complex digital transformation initiatives in healthcare from the view of senior leaders, national programmes, healthcare providers and expected beneficiaries, focusing on historical and current perceptions, experiences, and practices around benefits realisation across the NHS.



What does 'benefits realisation' mean to you?