

Dear all,

Please take 10 minutes out of your day to complete this survey to inform future planning.

Evaluation of clinical Advice and Guidance (A&G) services

The NHS England and Improvement National Elective Care Recovery & Transformation Programme has commissioned NHS North of England Commissioning Support (NECS) to undertake an independent evaluation of primary care and commissioner perspectives on clinical [Advice and Guidance](#) (A&G) services used within the NHS in England.

A&G services allow a clinician (often, but not exclusively, in primary care) to seek advice from another clinician (usually a specialist) prior to or instead of referral. The purpose of this evaluation is to understand A&G uptake, outcomes, barriers and opportunities, and best practice, prior to and since the onset of the Covid-19 pandemic. Information gathered will inform future planning and national support for A&G.

If you work in primary care and have experience of using A&G services, please take this 10 minute survey by 16th April: <https://www.surveymonkey.co.uk/r/N5HS3EI>

The evaluation will also involve interviews with a smaller sample of people working in primary care or commissioning who have experience of using or managing A&G services. Interviews will last 30-40 minutes via telephone or Microsoft Teams. **If you work in primary care and/or commissioning and wish to be interviewed, please express an interest via the survey, or email the evaluation team at necsu.reteam@nhs.net**

We would like to ensure this evaluation reflects the views of a range of individuals and organisations across primary care and commissioning with experience and knowledge of A&G services. **As such, we would be grateful if you could forward this message to appropriate primary care and commissioning contacts and encourage them to cascade to their networks.**

Access to survey responses and interview data will be restricted to the NECS Research and Evidence Team, and all responses will be anonymised and treated in confidence.

For further information, please contact the evaluation team at necsu.reteam@nhs.net.

Many thanks,

Jenni

Jenni Kirkland
Outpatient Transformation Delivery Lead
Mid and South Essex Integrated Care System

Regional Outpatient Lead – Advice & Guidance
NHS England and NHS Improvement – East of England

m: 07783 816786