Quality impact assessment for service change during Covid-19

For each service, please could you use this form to describe the change that has taken place, and work through the questions to identify likely impact, mitigations put in place, alternative service models developed and how this may impact the future shape of the service.

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| --- | --- |
| Directorate |  |
| Service |  |
| Completed by |  |
| Date |  |
|  |  |
| Service change |
| What routine aspects of the service have stopped or reduced? |  |
| What aspects of the service have changed? |  |
| What aspects of the service have increased? |  |
| Can we describe how we used testing, learning and adaptation in carrying out these changes? |  |
|  |  |
| Impact |
| What do we anticipate might be negative impact from these changes? |  |
| What do we anticipate might be positive impact from these changes? |  |
| What data will we track, and where, to monitor this, learn and adapt? |  |
| How will we involve service users in understanding impact of the changes and making ongoing adaptations? |  |
|  |  |
| Future shape of the service |
| From the changes we have made, what do we anticipate we would want to retain once the response to covid-19 is over? |  |
| What data will we need to support this long-term redesign? |  |
| What change in our support / skills / infrastructure can you predict we will need? |  |
| How and where will we make these decisions? |  |