

**Table 6.10** Evaluating the effectiveness of integrated services

Aspect of partnership working	RAG rating	Evidence and comments	Action and next steps for development/improvement
1. Accessibility of service			
2. Quality and usefulness of information/publicity materials			
3. Procedures and protocols for referral, assessment and provision			
4. Joined-up integrated working, team work			
5. Communication and information sharing			
6. Seeking the views and feedback on service provision from service users			
7. Practitioner's skills, knowledge, attitudes and values			
8. Inter-professional training and development			
9. Quality of monitoring and evaluation of service impact			
10. Any other aspect of partnership working (please specify)			