

Tool 5 – The gap model

Why you should use this tool

It helps you to look at and discuss the size and nature of the gap between your current situation and where you want to be by a defined time in the future. It also helps you to plan how to minimise or close the gap.

When to use this tool

Before planning to make changes to services, ie incorporating a culture to support self care in your PCT/practice/care agency.

What to do

Below is a suggested step-approach for how to conduct a gap analysis.

Step 1:

- **Where you are now** – Using the diagram overleaf assess this in terms of the criteria that are important to your current situation and which are relevant to the changes you want to make.

Step 2:

- **Define the desired future** – Build up as complete a picture as you can to give everyone the clearest indication of what standards are to be achieved to reach the desired future position.

Step 3:

- **Define the gap** – Compare step 1 and step 2 above to enable you to specify the major differences between the current and desired future position. The differences identified give a clear indication of the scope and detail of the changes that need to take place to reach the desired position. This can be formally summarised into an action plan.

Time: allow 45 minutes to complete this task and additional time for subsequent group discussion.



How it works (insight)

The gap model essentially asks two key questions: 'Where are you now?' and 'Where do you want to be?' The difference – a gap – between the two, forms the basis for an action plan in relation to establishing a culture of supporting self care for patients.

What the action plan will consist of is determined by the various gaps identified. Once the desired future position has been defined, the current levels of performance are assessed against this position and the actions needed to reach the desired position are specified.

What to do next

Utilise the suggestions made if they are practical or explain why their uptake has not been possible. Gain commitment to implement the action plan – who will do what, when and how? The actions and responsibilities can be defined by utilising the [roles and responsibilities checklist](#).

For more information on this tool, please click on [Tool 5](#).



Working in Partnership
Programme

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self care • •
...because health matters •

What has to be done to close the gap?

Where are you now?

The gap to be closed



Where do you want to be?

Actions:
