

Creatively Engaging Citizens in Health and Care Innovation

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DIGITAL HEALTH & CARE INSTITUTE

The Innovation School



Design for complex social challenges



health

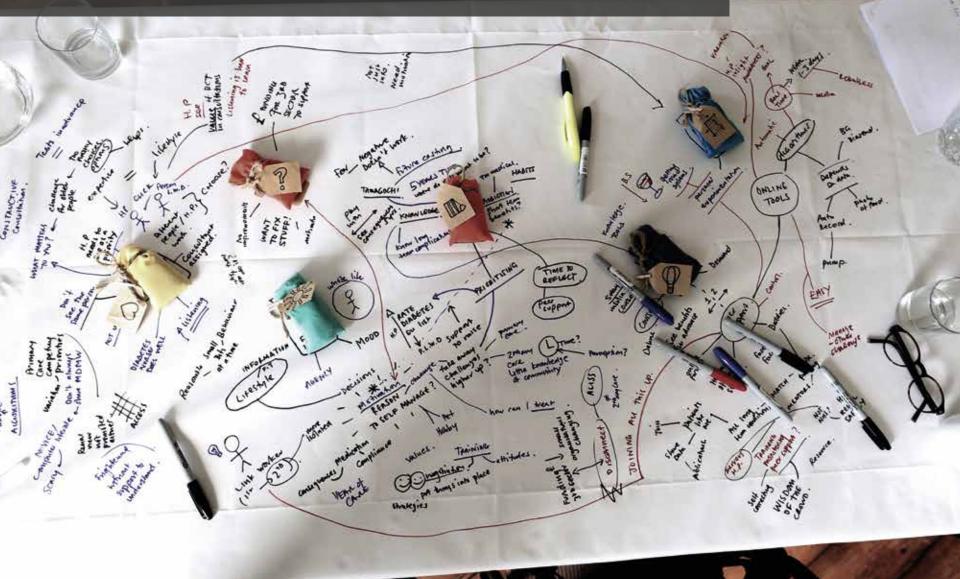
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Participatory Design and Co-Design



What do we mean by Creative Engagement?





What do we mean by Participation?

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share your ideas for improving Outpatient care

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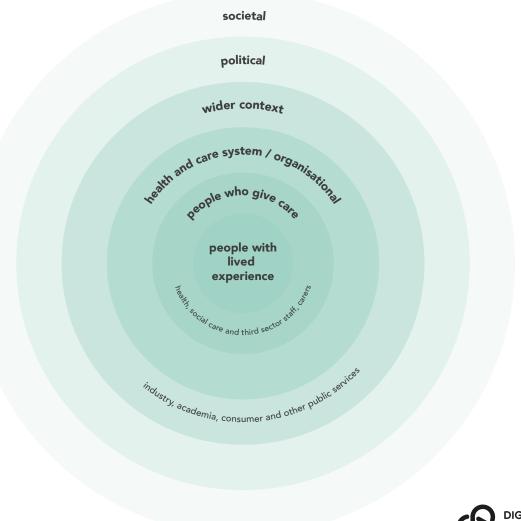
Ethics of Engagement



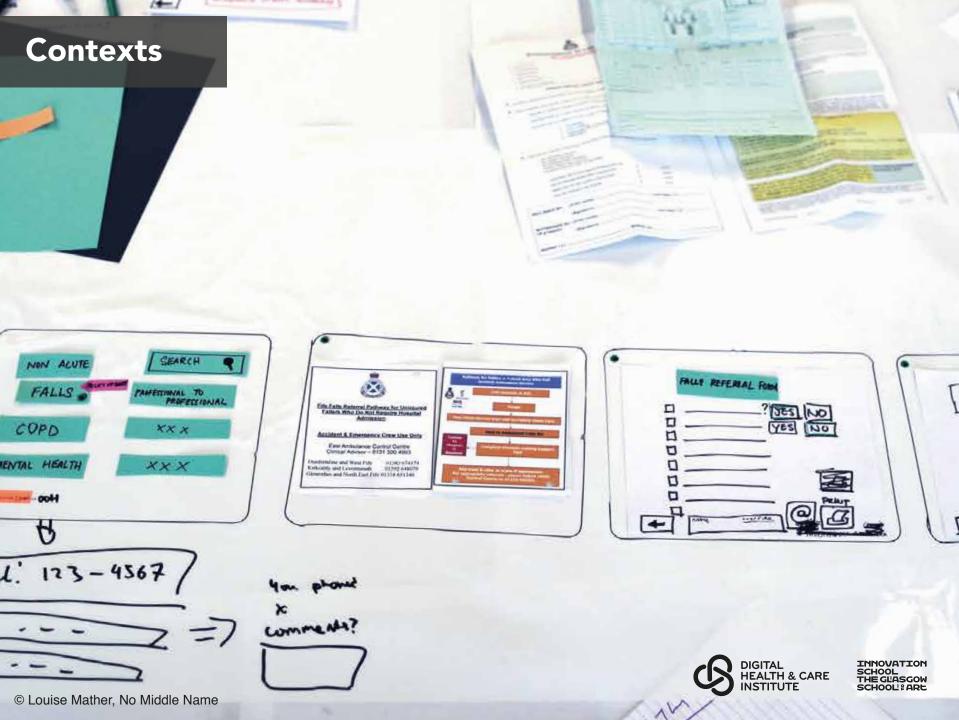
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Public Engagement

KEEPING IN TOUCH & CONTINUING WITH WORK POIT RETURNED







Understanding the current system

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Philes South And Street



Seeing the whole system from multiple perspectives



Making concepts tangible

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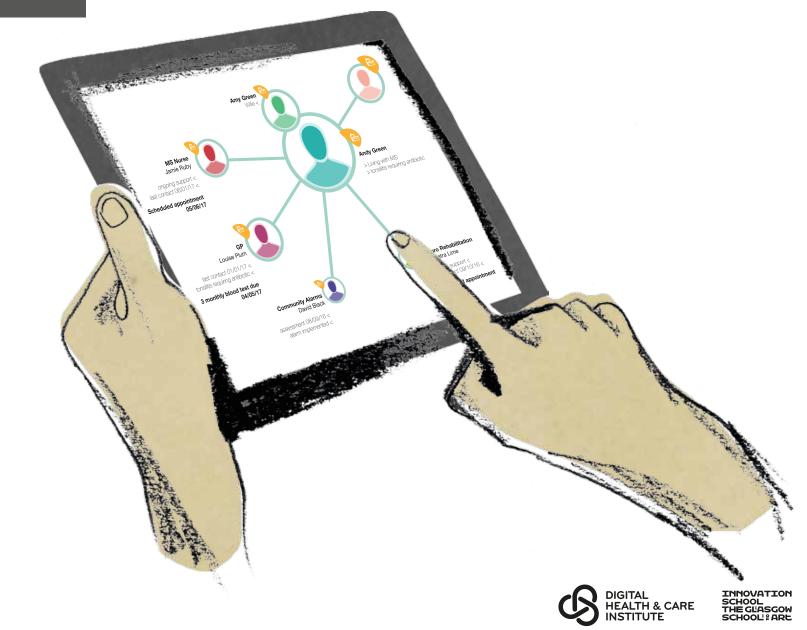
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Translation



Co-designing using role-play



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Creative Direction

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Inspiring Person-Centred Service Innovation

PERSON-CENTRED JOB DESCRIPTION HOW THE PERSON WOULD LIKE TO BE CARES FOR

ACTIVITIES

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Using Lived Experience to Inspire Redesign

IRRENT EXPERIENCE



FUTURE

Translation

NEW WAYS OF WORKING

 New ways of representing condition pathways that can be tailored to suit the person's goals, and their other conditions;

PERSON-CENTRED

NOT

CONDITION-CENTRED

Seeing the whole person rather than

each individual condition:

do, feeling productive and

fulfilled.

- Integrating social care and third sector organisations in care pathways;
- New specialist nursing roles for care of multiple long-term conditions:
- Symptom-led clinics.

HIGH VALUE CONSULTATIONS

- Appointments with the most appropriate person when needed rather than scheduled follow-up:
 - A longer first appointment with the specialist;
 - Led by the person's goals, and a shared agenda;
 - Insightful, supportive and informative:
 - Reviewing care against the person's goals at every interaction.

INFORMATION AND INSIGHT TO SUPPORT SELF MANAGEMENT

- Good quality information at diagnosis to support the person to understand their condition and 'what to do when':
 - Access to meaningful results and support to manage multiple medications;
 - Early conversations and training about self management.



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HEALTH AND CARE

- New ways of representing condition pathways to show the person where they are in the system;
- Open access to services to support the person to make appointments as needed;
 - See and discuss any choices in the pathways to ensure they suit their goals.

NAVIGATING Care that is focused on supporting the person to get on with living life: doing the things they want to

futurehealthandwellbeing.org/modern-outpatients

Lenses: Tell us about your perspectives

GSPA

What is your perspective on participation in assessing services?

THIRD

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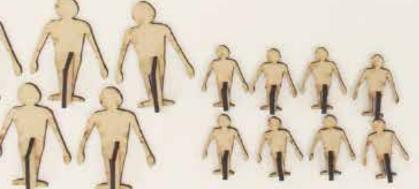
What new perspectives might support how you engage?



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