



Creatively Engaging Citizens in Health and Care Innovation

Gemma Teal

Research Fellow

Innovation School at The Glasgow School of Art

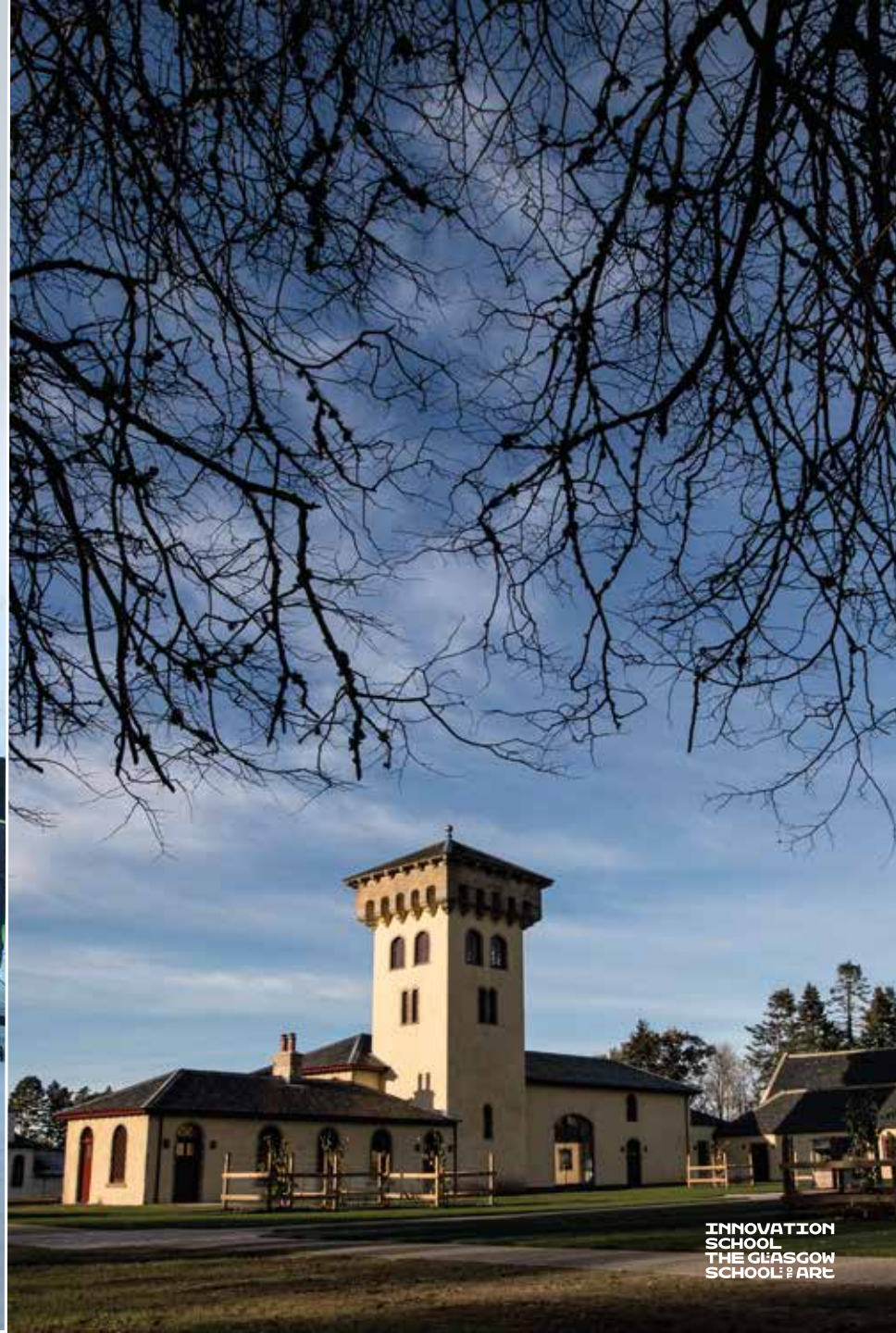
Digital Health and Care Institute



DIGITAL
HEALTH & CARE
INSTITUTE

INNOVATION
SCHOOL
THE GLASGOW
SCHOOL OF ART

The Innovation School



INNOVATION
SCHOOL
THE GLASGOW
SCHOOL OF ART

Design for complex social challenges



DIGITAL
HEALTH & CARE
INSTITUTE

INNOVATION
SCHOOL
THE GLASGOW
SCHOOL OF ART

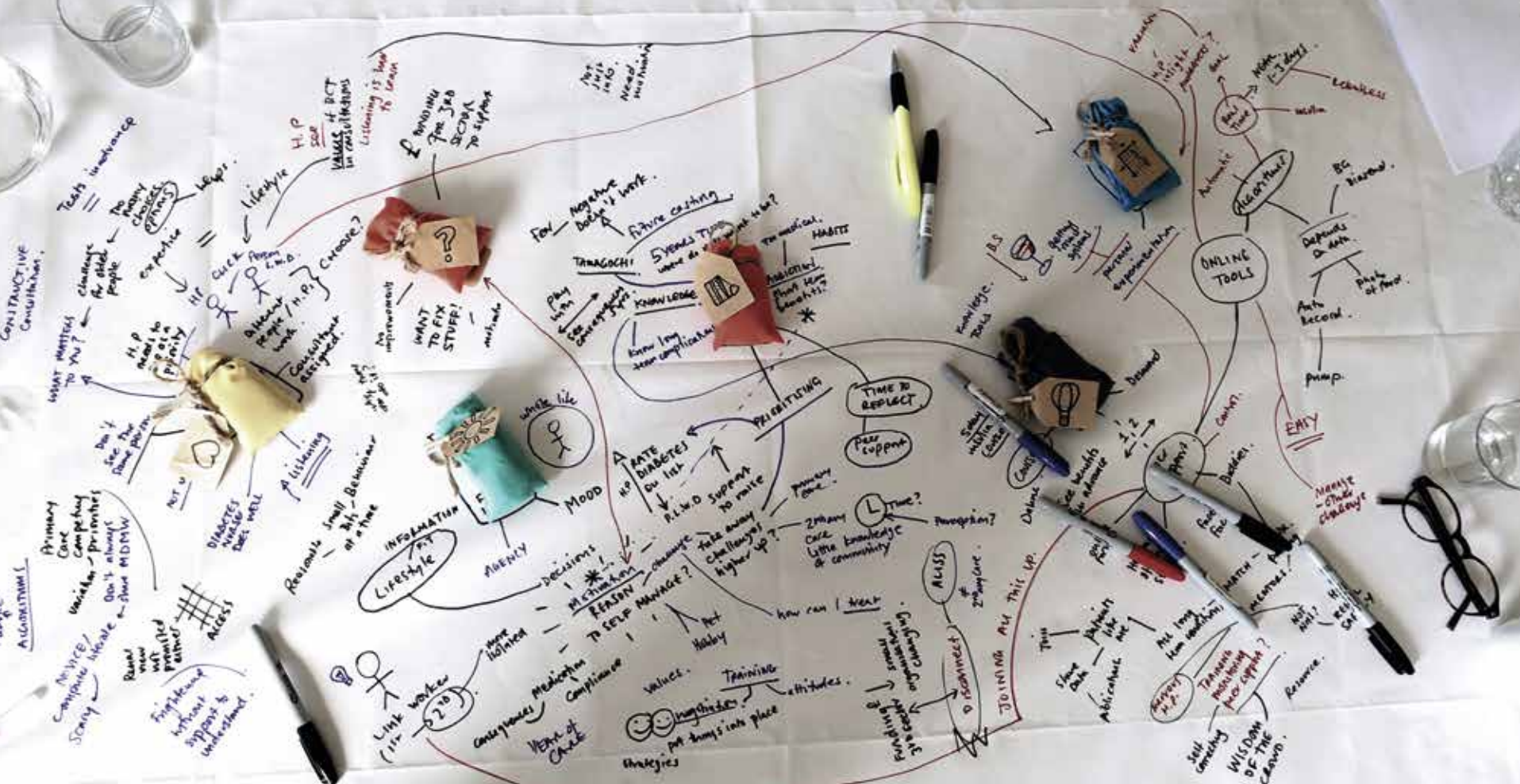
Participatory Design and Co-Design



DIGITAL
HEALTH & CARE
INSTITUTE

INNOVATION
SCHOOL
THE GLASGOW
SCHOOL OF ART

What do we mean by Creative Engagement?



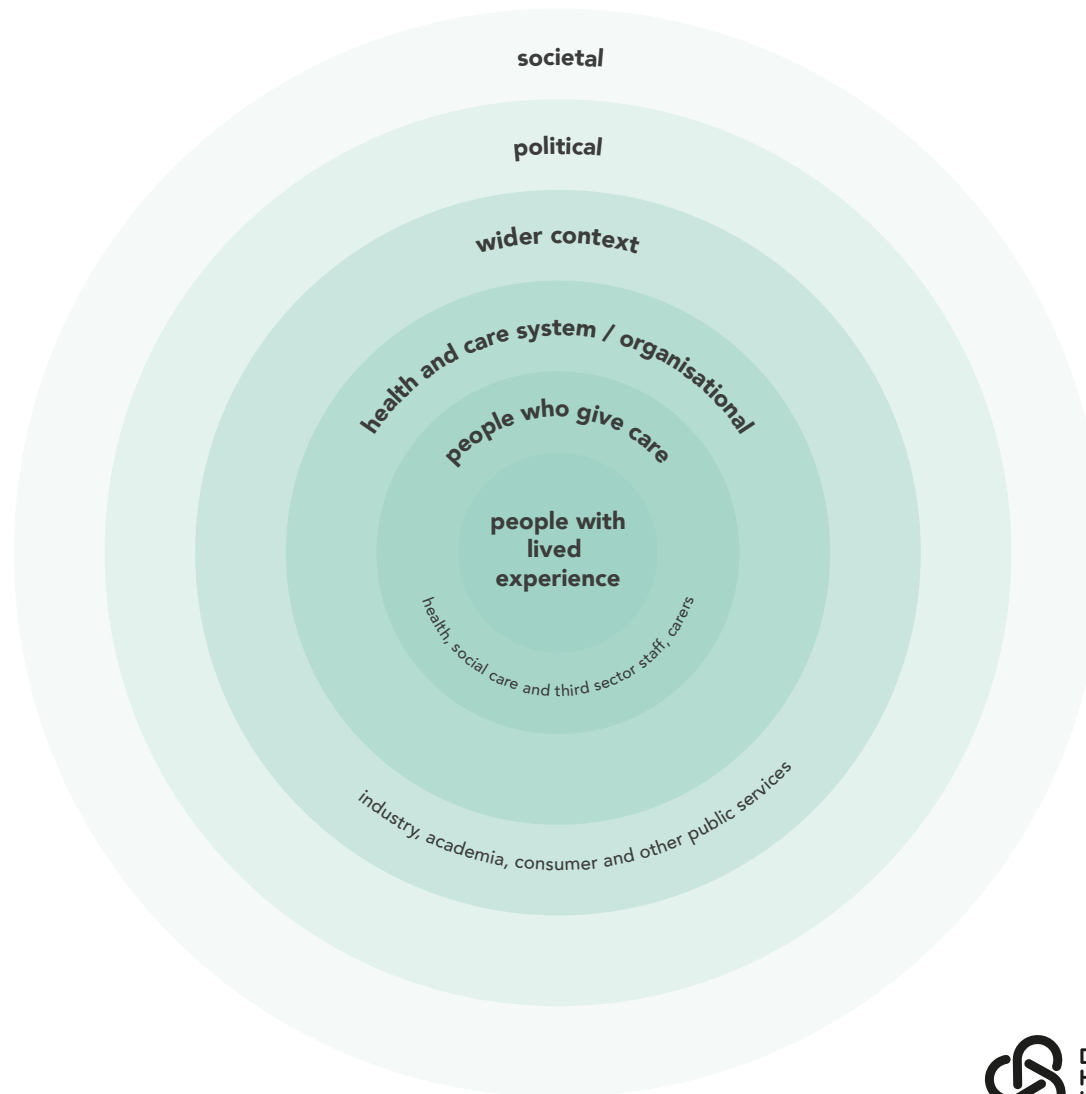
What do we mean by Participation?



Ethics of Engagement



Digital Health and Care Institute (DHI)



Contexts

NON ACUTE
FALLS
COPD
MENTAL HEALTH
SEARCH
PROFESSIONAL TO PROFESSIONAL
xxx
xxx

Life Falls Referral Pathway, for Strathclyde
Falls Who Do Not Require Hospital
Admission
Accident & Emergency Crew Use Only
East Ambulance Control Centre
Clinical Adviser - 0151 300 4993
Eastwood and West Fife 01382 634274
Kirkcaldy and Levenmouth 01792 648079
Glasgow and North East Fife 01338 631340

FALLS REFERRAL FORM

YES NO
YES NO
Pickup

L: 123-4567

You phone
x
comments?

DIGITAL HEALTH & CARE INSTITUTE
INNOVATION SCHOOL
THE GLASGOW SCHOOL OF ART

© Louise Mather, No Middle Name

$l: 123-4567$
 $\dots \Rightarrow$
 \dots

You phoned
x
Comments?

A hand-drawn sketch of a form titled "FALLY REFERRAL FORM" in a green box. The form includes a vertical column of eight checkboxes on the left. To the right of these are eight horizontal lines for text entry. At the top right, there are two boxes labeled "YES" and "NO" with a question mark above them. Below these are two more boxes labeled "YES" and "NO". At the bottom left is a box with a left-pointing arrow. At the bottom center is a box labeled "name" followed by a line for a signature. At the bottom right is a box with an "@" symbol, a box labeled "PRINT", and a box with a stylized "G" logo. A small drawing of a printer is at the bottom right corner.

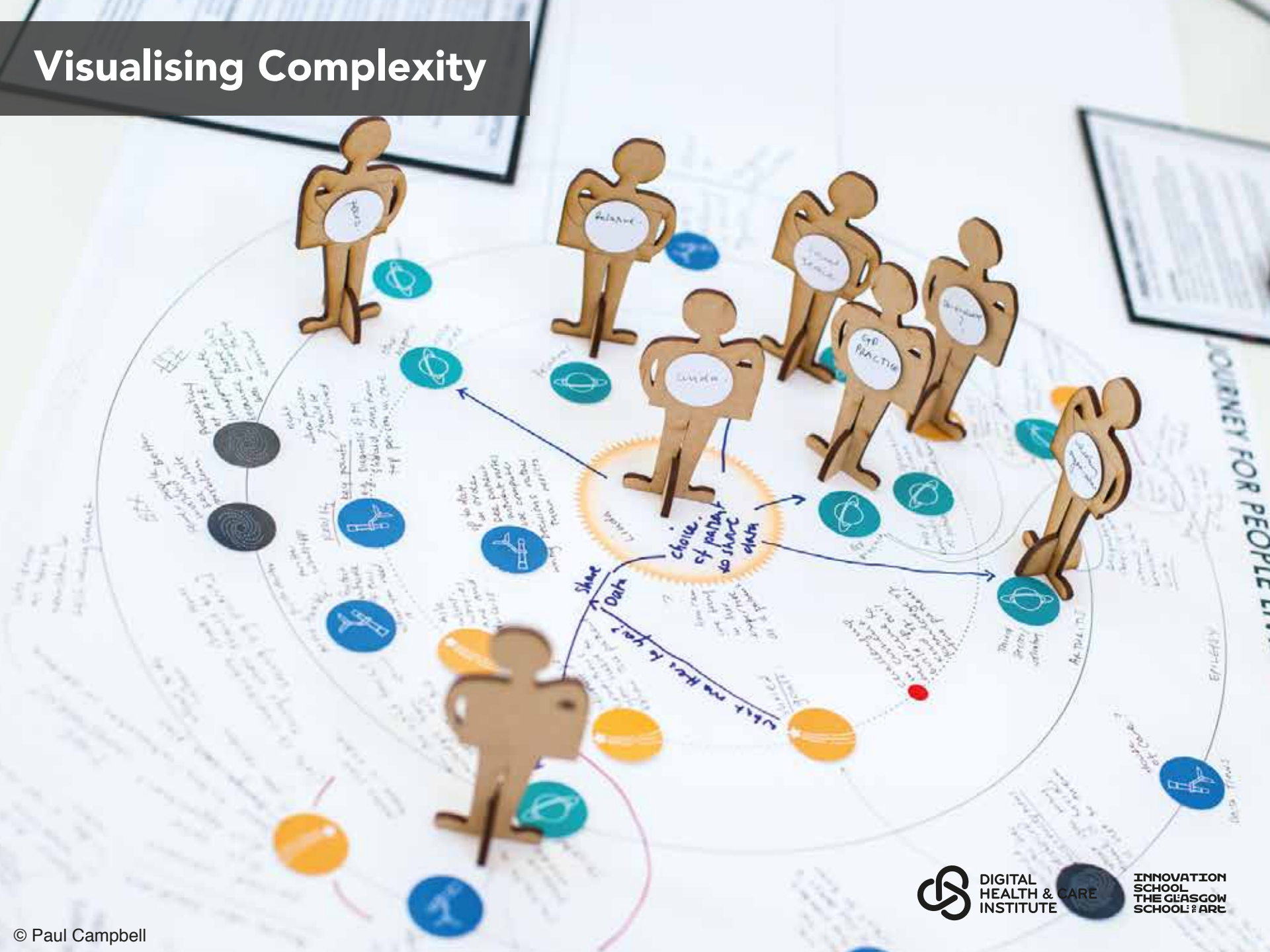
Contexts



Public Engagement



Visualising Complexity



DIGITAL
HEALTH & CARE
INSTITUTE

INNOVATION
SCHOOL
THE GLASGOW
SCHOOL OF ART

Understanding the current system



Seeing the whole system from multiple perspectives



Making concepts tangible



DIGITAL
HEALTH & CARE
INSTITUTE

INNOVATION
SCHOOL
THE GLASGOW
SCHOOL OF ART

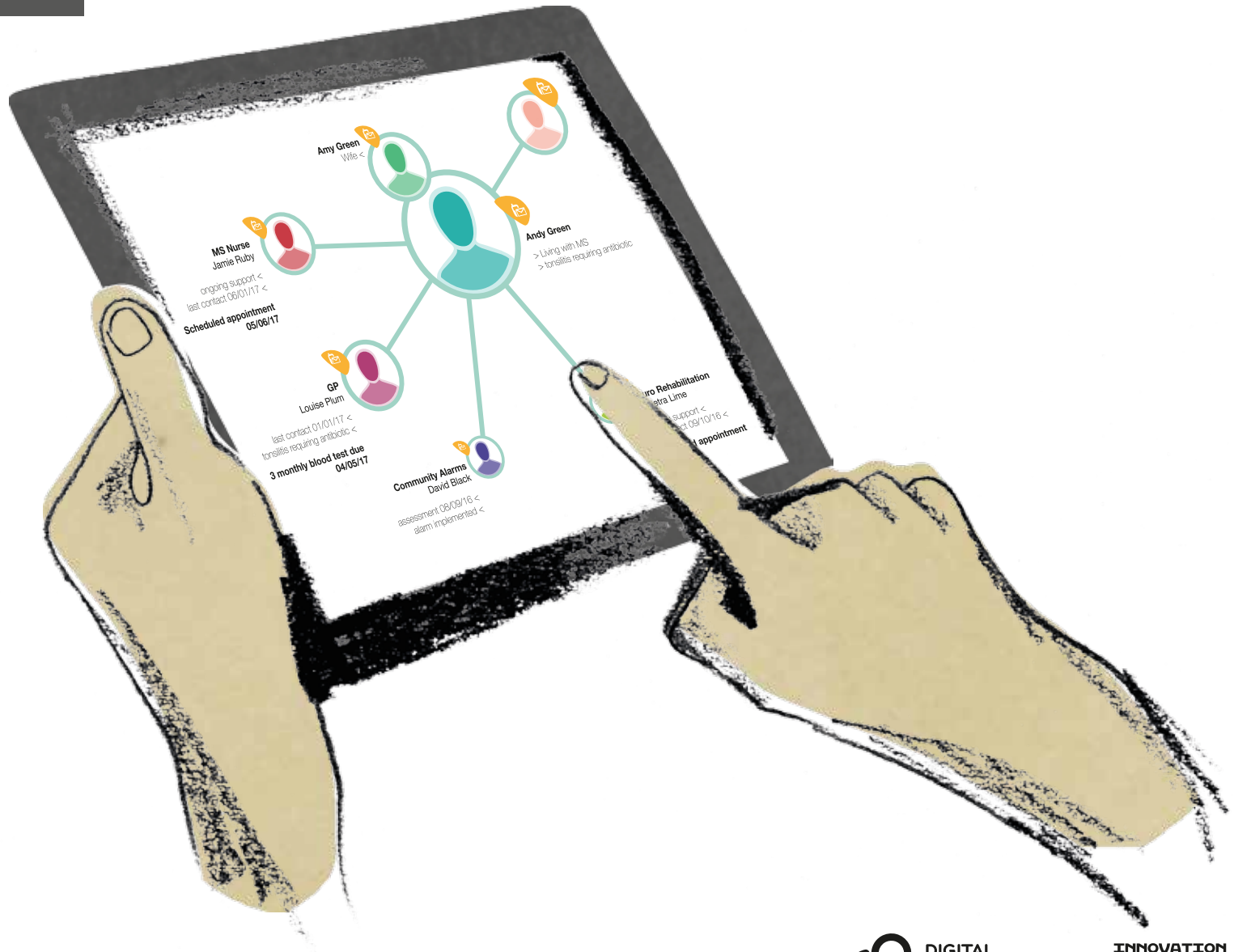
Giving Form to Change



DIGITAL
HEALTH & CARE
INSTITUTE

INNOVATION
SCHOOL
THE GLASGOW
SCHOOL OF ART

Translation



Co-designing using role-play



DIGITAL
HEALTH & CARE
INSTITUTE

INNOVATION
SCHOOL
THE GLASGOW
SCHOOL OF ART

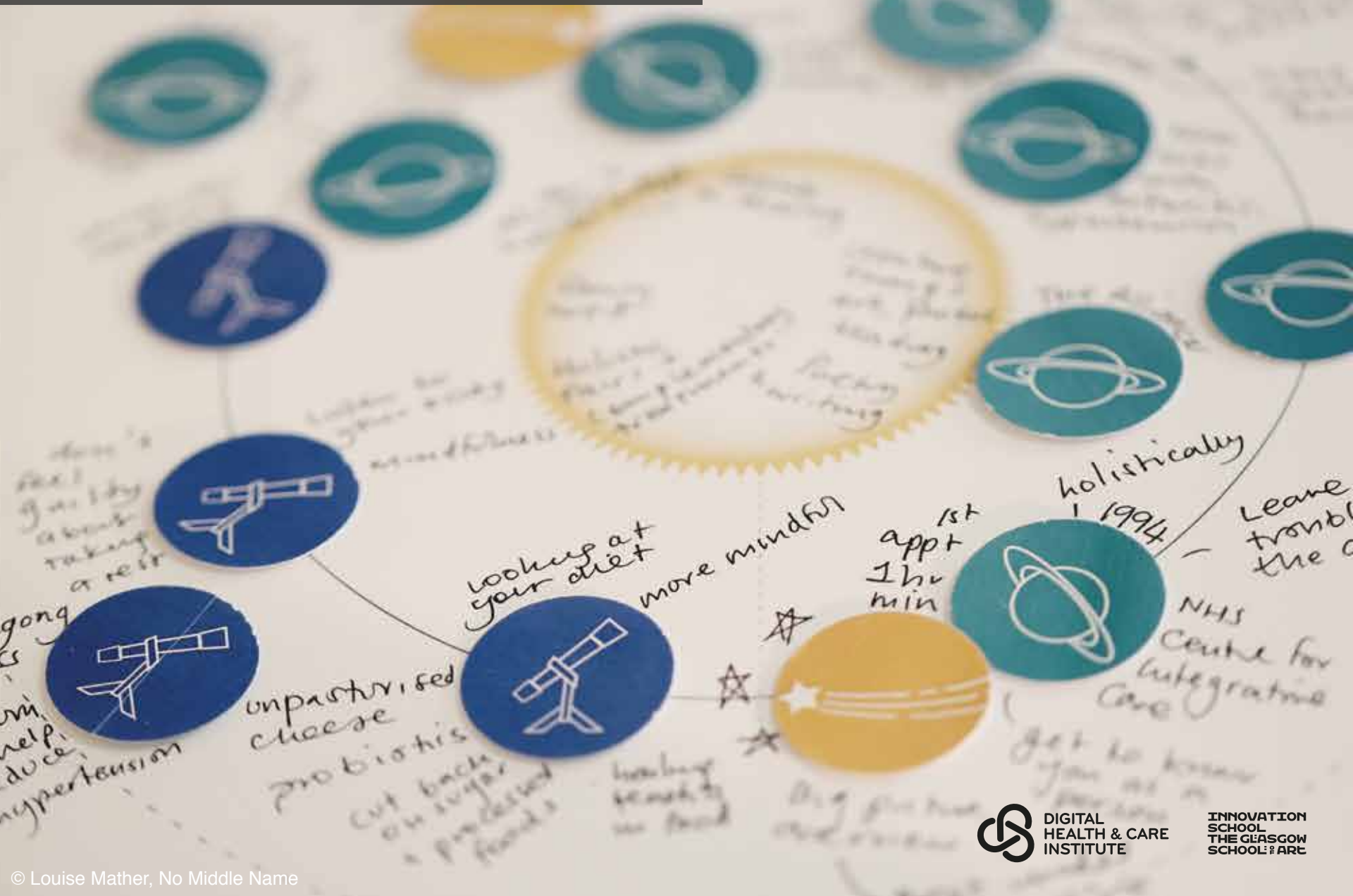
Creative Direction



DIGITAL
HEALTH & CARE
INSTITUTE

INNOVATION
SCHOOL
THE GLASGOW
SCHOOL OF ART

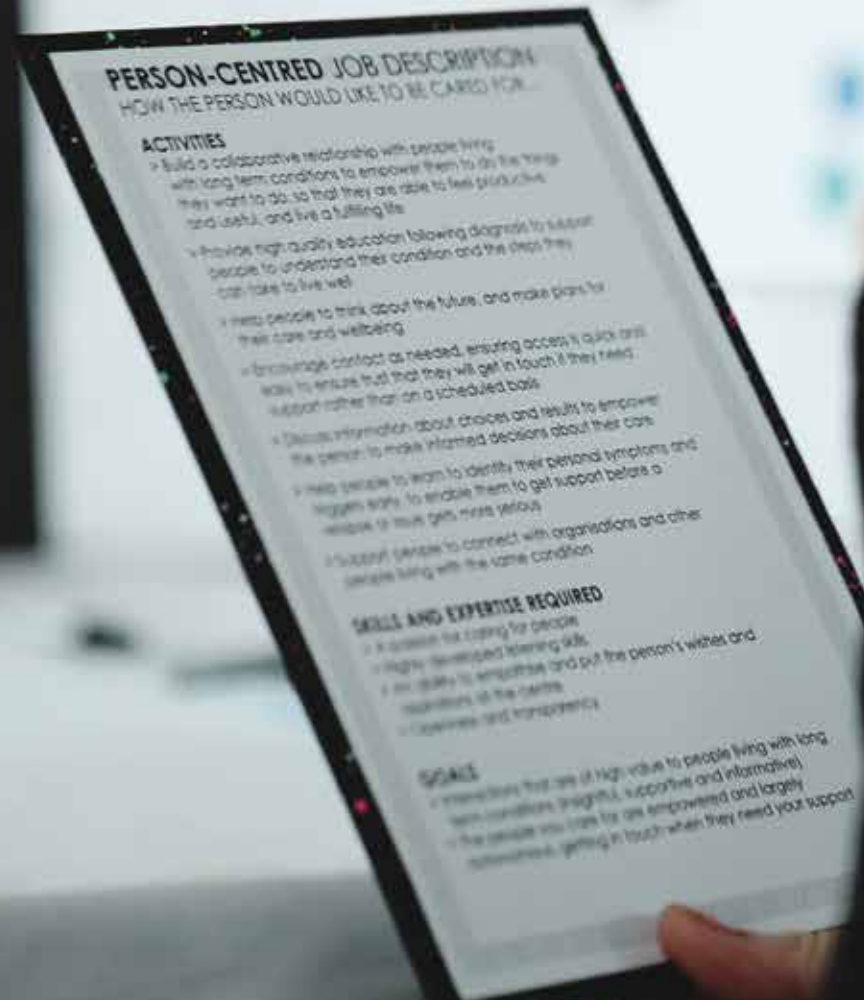
Visualising Self Management



DIGITAL
HEALTH & CARE
INSTITUTE

INNOVATION
SCHOOL
THE GLASGOW
SCHOOL OF ART

Inspiring Person-Centred Service Innovation



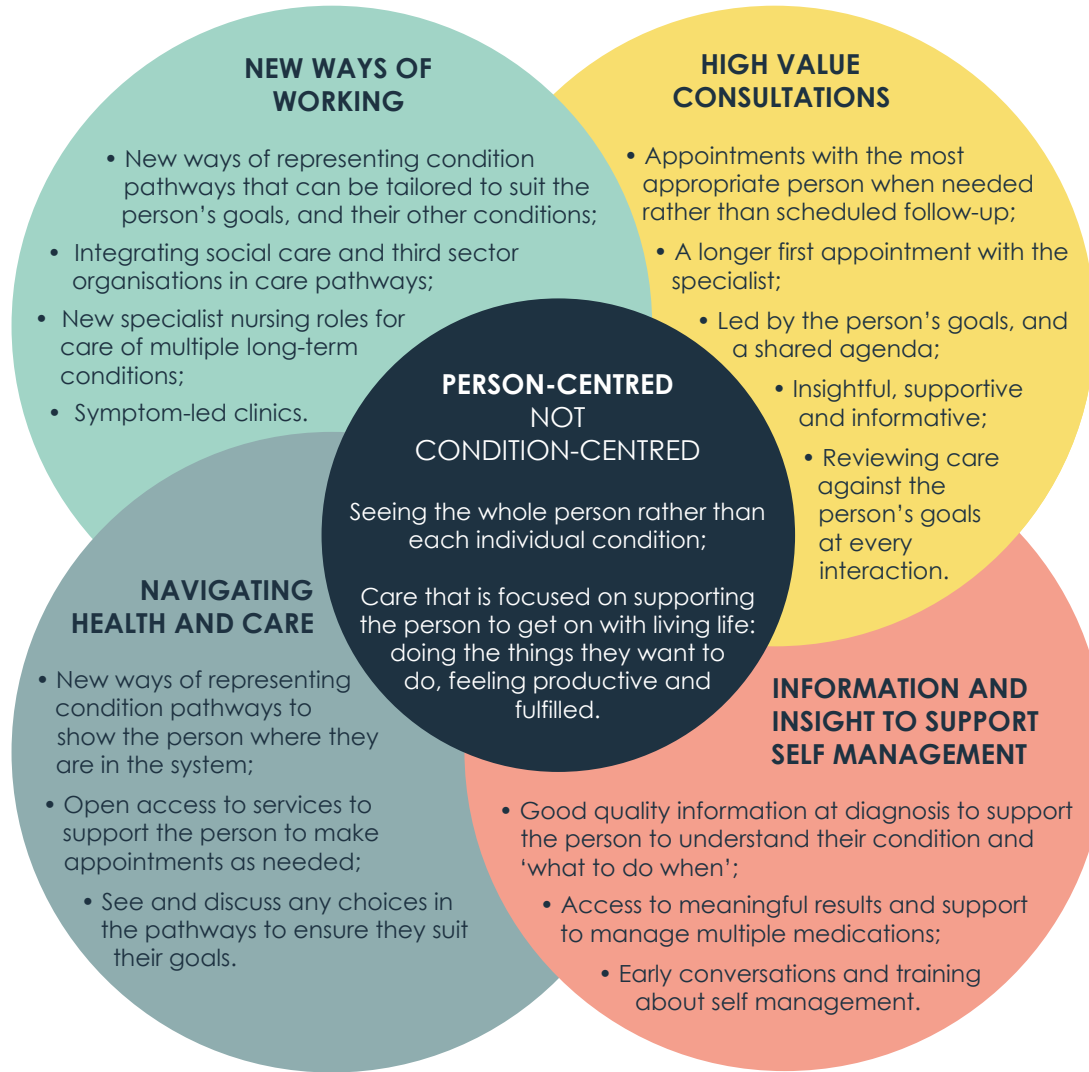
Using Lived Experience to Inspire Redesign



DIGITAL
HEALTH & CARE
INSTITUTE

INNOVATION
SCHOOL
THE GLASGOW
SCHOOL OF ART

Translation



Lenses: Tell us about your perspectives

GSIA

What is your perspective on participation in assessing services?



What new perspectives might support how you engage?



DIGITAL
HEALTH & CARE
INSTITUTE

INNOVATION
SCHOOL
THE GLASGOW
SCHOOL OF ART

Thanks



Gemma Teal

g.teal@gsa.ac.uk
dhi-scotland.com

