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EXPERIENCE BASED DESIGN
REALLY PATIENTS CAN DESIGN SERVICES?

A PRESENTATION IN 3 THIRDS BUT FIRST WHERE DO I COME FROM...

* Wiltshire, but

* I am
  + A clinician
  + Work with the NHS in management & strategy
  + Run a private practice in psychology
  + Am a Patient for Patient Safety Champion

THIS IS WHAT I WANT TO LEAVE WITH YOU...

1. The idea that patients should design services

2. The idea that Citizen Assembly should stand alongside the NHS once a decision has been made

3. The idea that the Citizen assembly should be involved in its own projects

1 REALLY PATIENTS DESIGN SERVICES…?

* This is designed – what is your opinion = *consultation*

* It will inform – tell me your story = *co-design*

  * Take a seat – tell how it was for you = *experience based design*

SO WHAT'S THE DIFFERENCE...?

* Engaging at the start of the design process
* Being accepted as part of the design team
* Transparency of agenda(s)
* Finding the right voice – strategic critique
* Being open and transparent about the quality, safety and efficiency
* Taking accountability for the outcome

AN EXAMPLE – QUALITY FRAMEWORK

* Measures of quality in healthcare
* Identify key stakeholders: commissioner, provider and patient
* Ask questions of all:
  + What is the quality you are looking for
  + How should these be measured
  + How should they be paid for
  + Will it make a difference

PATIENT DESIGNED – THE RESULT WAS …

* Delivered in 4 months

* Pilot testing of the service was 'right' first time

* 15% reduction in development costs in respect time and resources as political representative voice was diminished

* Patient engagement was recorded as high owing to 'in design testing'

* Service is used and feedback is mainly positive

NHS DESIGNED... THE RESULT IS

* Not delivered as still unfinished at 2 years

* No acceptance of pilot testing; still in 'incubation mode'

* Over budget development costs

* No consultation with patients or public

* NHS leads have 'lost interest' as it's all about numbers now *'got the data but I don't know what it means'*.

2. STAND ALONGSIDE THE NHS

- Should the NHS, once a decision has been made regarding a change, transformation, redesign etc. of service be left to deliver the message by itself.

- Or should the Citizen Assembly provide support for the decision and a 'patient' understanding in non-NHS speak.

DISCUSS

3. CITIZEN ASSEMBLY PROJECTS …YES OR NO?

* The Citizen Assembly waits for questions from the Clinical Senate. HealthWatch does a marvellous job in collecting patient and carer voice.

* Should the Citizen Assembly, mindful of its Terms of Reference play a role by owing its own project. How about raising its own profile, professionalism and involvement with CCGs

DISCUSS

QUESTIONS – YOUR CRITIQUE TIME