

Person-led approaches to sustainable transformation in health and social care services

Enabling health and
social care improvement

Session chairperson:
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Healthcare Improvement Scotland

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Improvement support for health and social care



“We believe that transforming our health and social care system so it is fit for the 21st century will require a focus on both system redesign and continuous improvement.”

People-led design approaches used in the public sector

In the ihub we are supporting:

- TEC Pathfinders - Scottish Approach to Service Design (SAtSD)
- Community Led Support (CLS) NDTI
- People Powered Results (PPR) NestaTM
- Experience Based Co-design (EBCD) Point
- Care experience Improvement Model (CEIM)

Our Pathfinders:

Highland

Explore the end to end life circumstances and journey for people who experience respiratory symptoms with the aim of enabling prevention, early intervention and self management and reducing pressure on services.



Eddie Fraser,
CO, East
Ayrshire

East Ayrshire

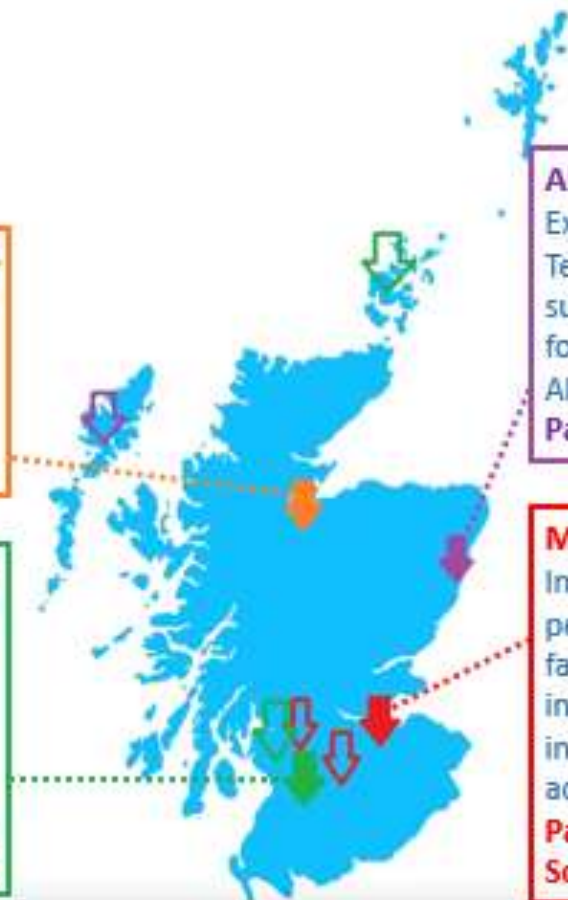
Think TEC first.
Whole system TEC to support frail older people to live at home and self-manage in a defined locality (Irvine Valley) building on existing peer mentoring. **Partners:** East Renfrewshire and Orkney

Aberdeen City

Explore and define, how Technology Enabled Care can support the delivery of services for survivors of abuse in Aberdeen.
Partner: Western Isles

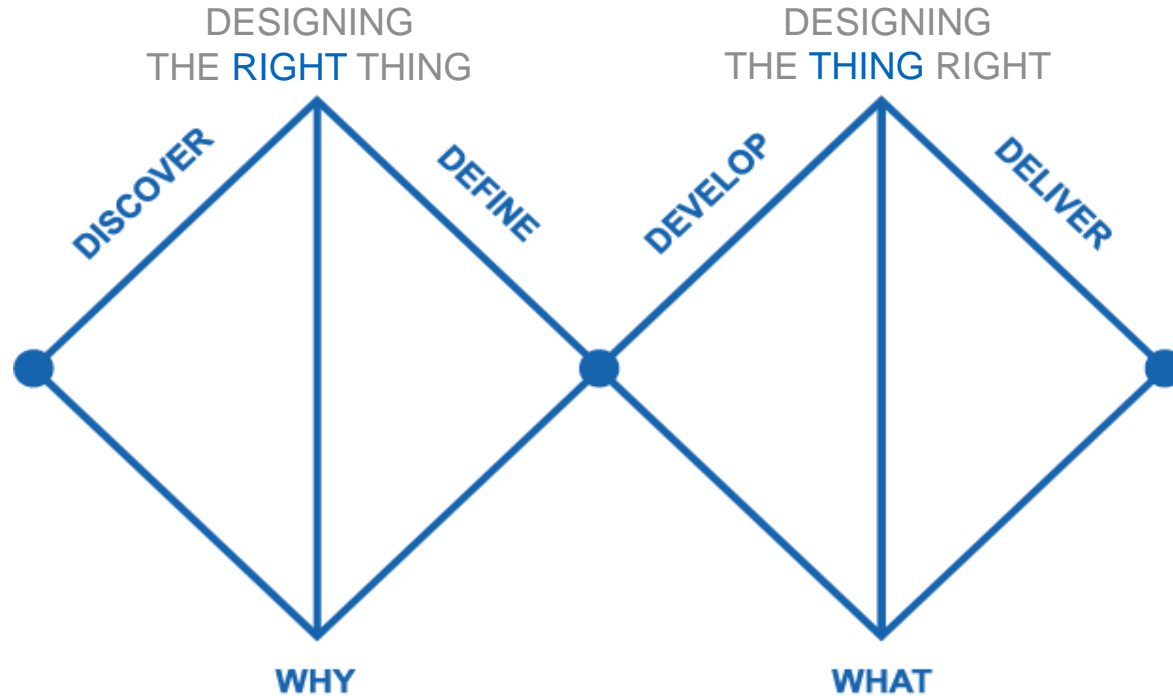
Midlothian

Improve the experience of people with frailty, their families, carers and staff by incorporating TEC/digital design in transforming care and addressing structural barriers.
Partners: Glasgow City and South Lanarkshire



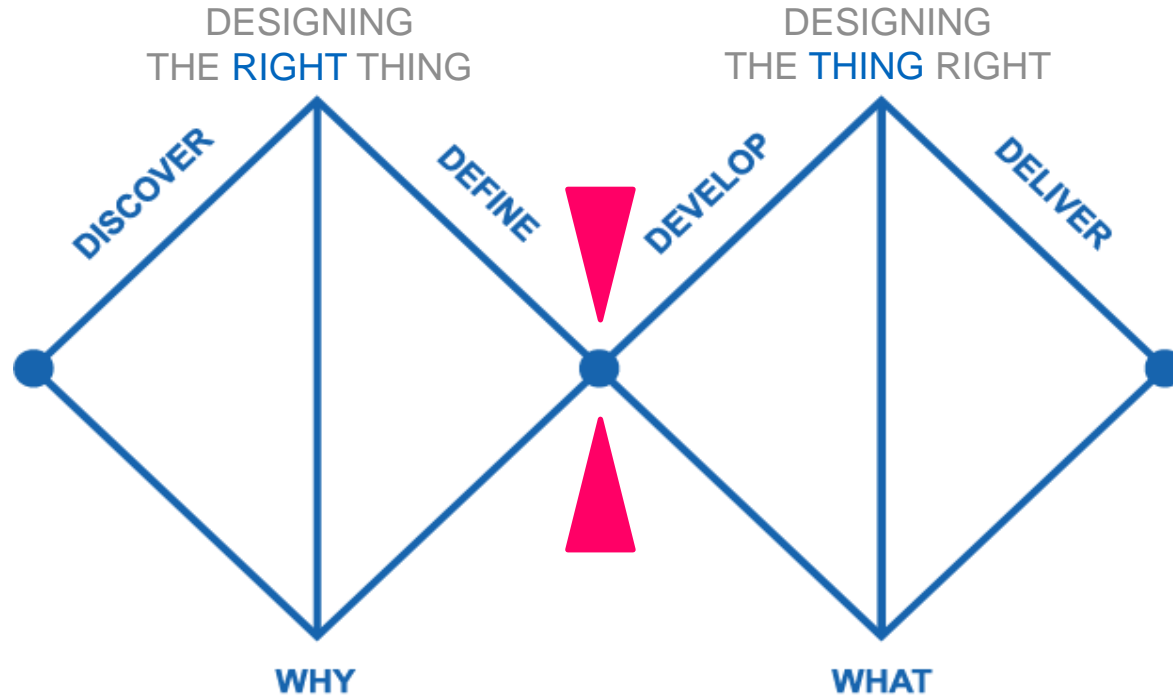
Person-led design: the Double Diamond

Design Council



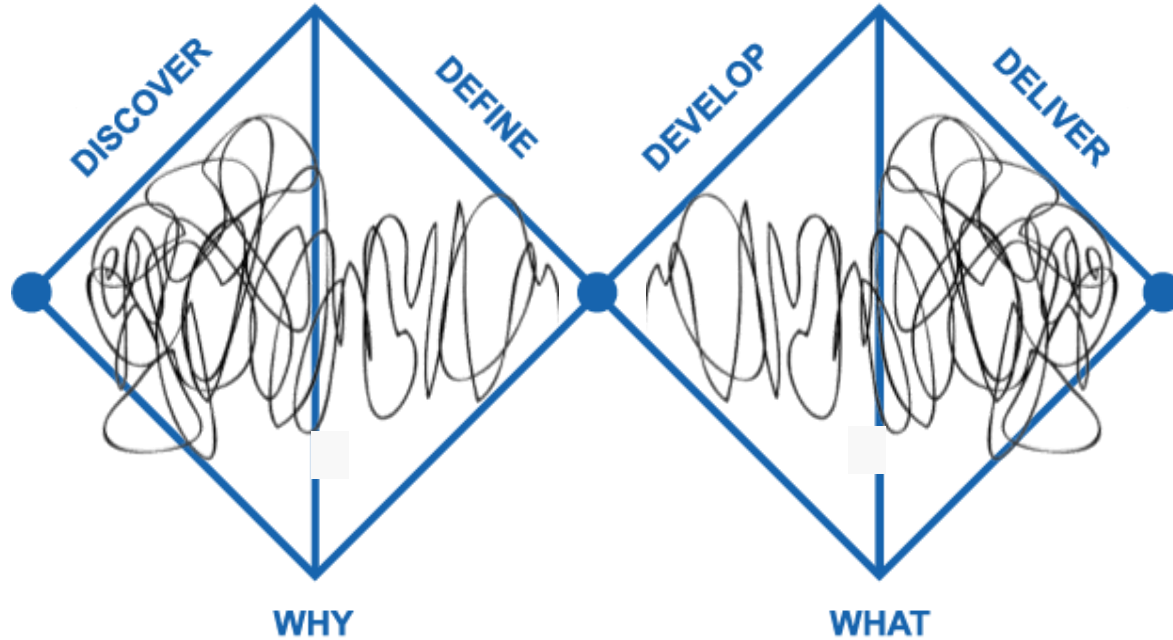
The Double Diamond

Design Council

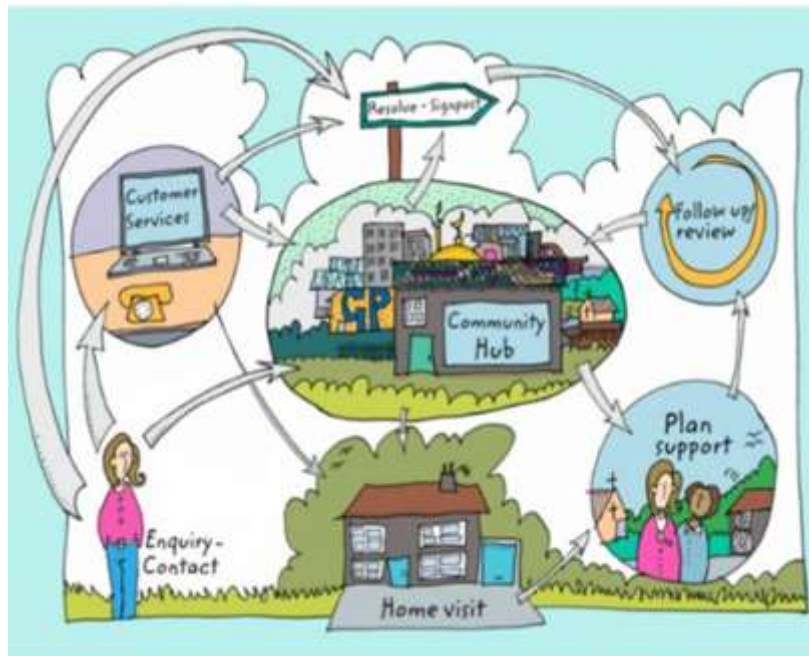


Design thinking in practice

Design Council



Community at the Heart



© Community Led Support | National Development Team for Inclusion | www.NDTi.org.uk

Community Led Support (CLS) seeks to change the culture and practice of community health and social work delivery so that it becomes more clearly values-driven, community focused in achieving outcomes, empowering of staff and a true partnership with local people

Impact of Community Led Support

- More personalised, holistic experience
- Reduced waiting lists and waiting times
- More issues resolved at first contact
- Responsive assessment processes
- Improved staff morale
- Embedding the approach needs constant reinforcing



Community Led Support in Orkney



Tackling
complex
issues that
require
collaboration
and shifts in
culture

Improving Children and Young People's Mental Health and Wellbeing in Midlothian

Midlothian 100 Day Challenge: Children, Young People & Carers
Taking the Lead

January - June 2019



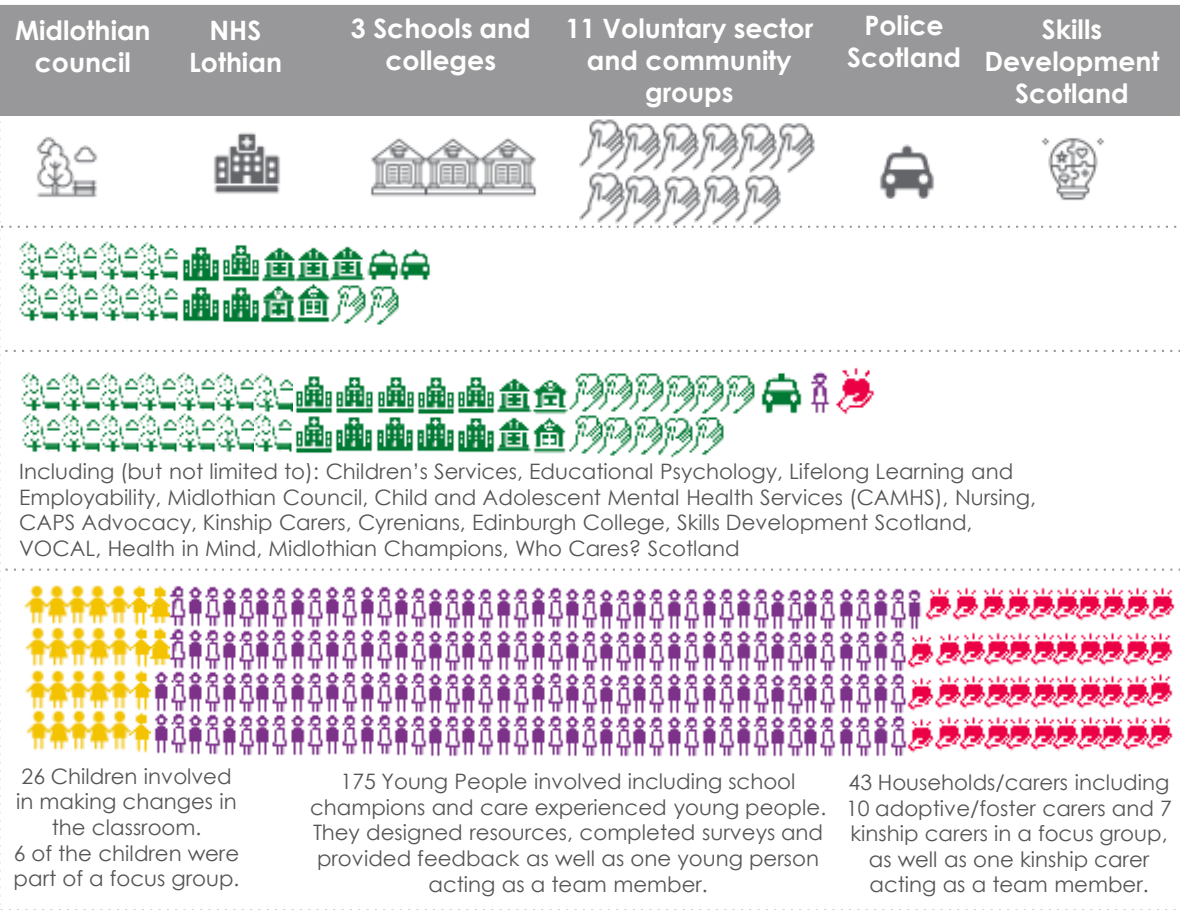
Who was involved?

19
organisations

21
local leaders
incl. elected
members

42
team members

175
children and
young people,
family and
carers involved



Key:

- Organisations
- Professionals
- Young people (Ages 13 - 18)
- Children (Ages 9-10)
- Households/carers

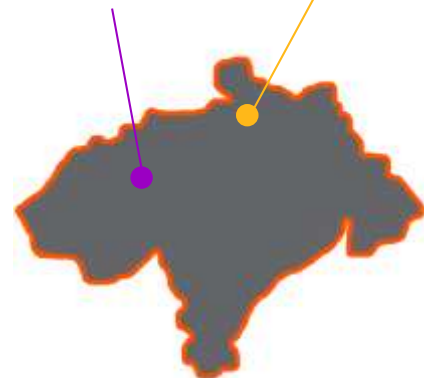
Where?

Team C.A.K.E

Focus: Transitions from secondary to college

Team Refreshers

Focus: Transitions from primary to secondary



Team CLAN

Focus: Looked after children

Experience Based Co-design: Antenatal Education Programme

Developing improvement ideas and prototyping together

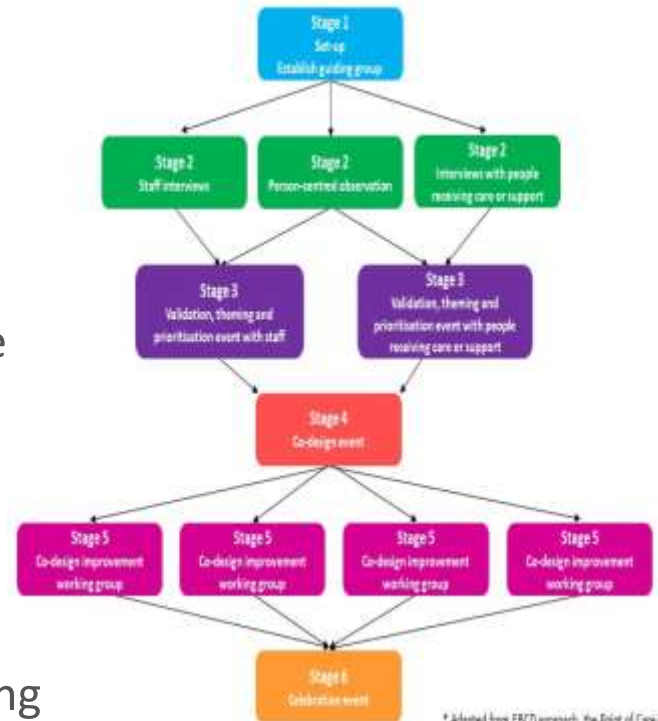


Impact of experience based co-design

- Women empowered to take part in designing their class content and to engage in improvement
- Co-design capabilities embedded in the Women & Children's service

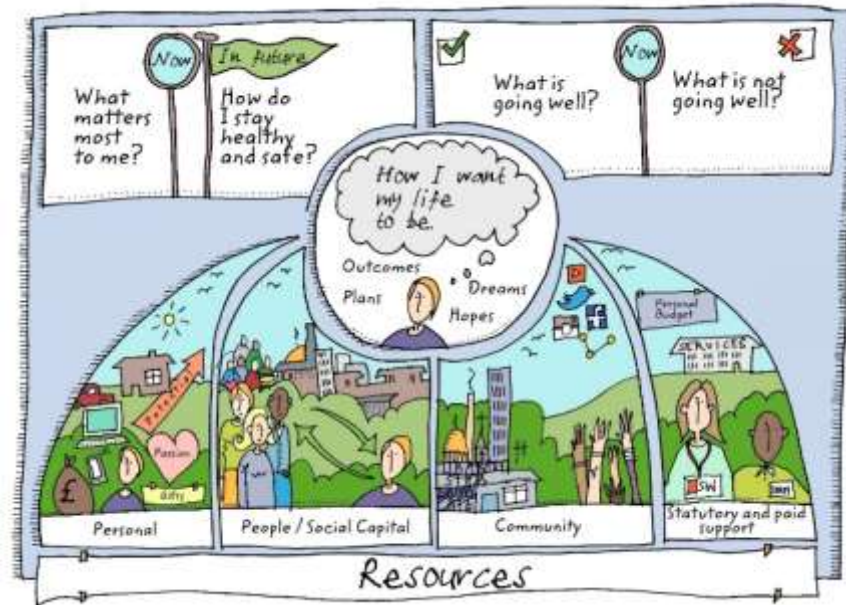
Outputs:

- Revised course content and standardised across the region
- Booking form introduced
- Email booking system established
- New antenatal education evenings flyer
- Ayrshire Roads Alliance involvement in classes talking about car safety



* Adapted from EBCD approach, the Point of Care Foundation

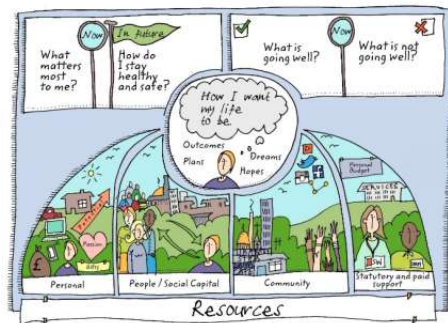
Community Led Support taster activity



Community Led Support Resource Wheel

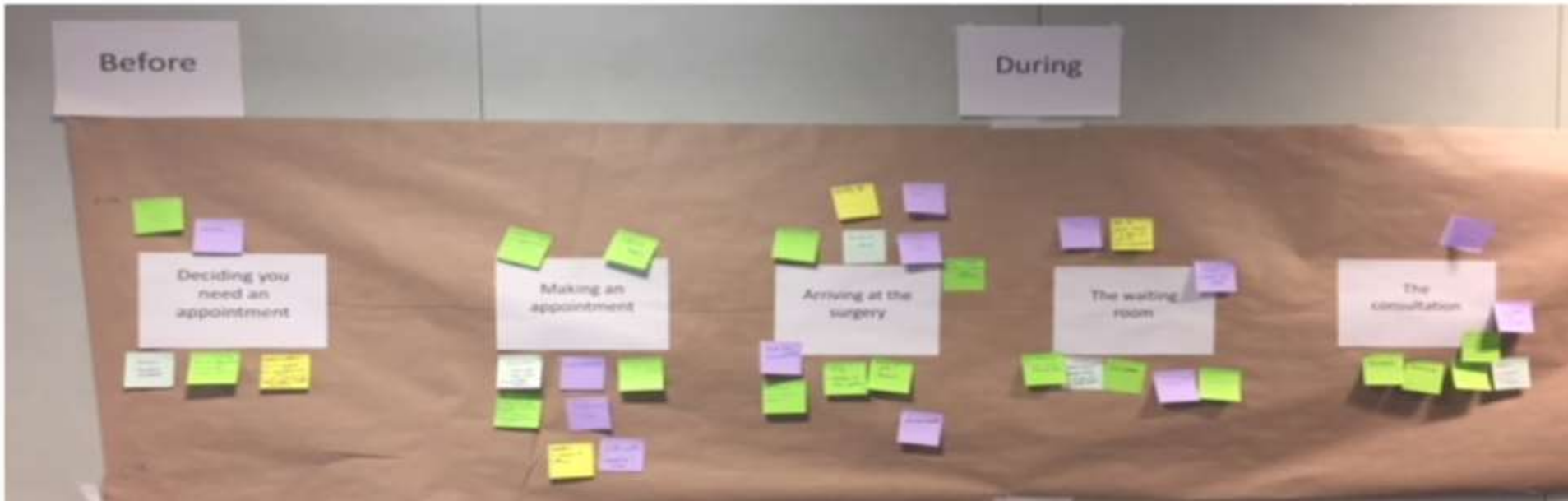


In pairs read the example persona, and consider how you might help the person achieve their outcomes using the CLS resource wheel

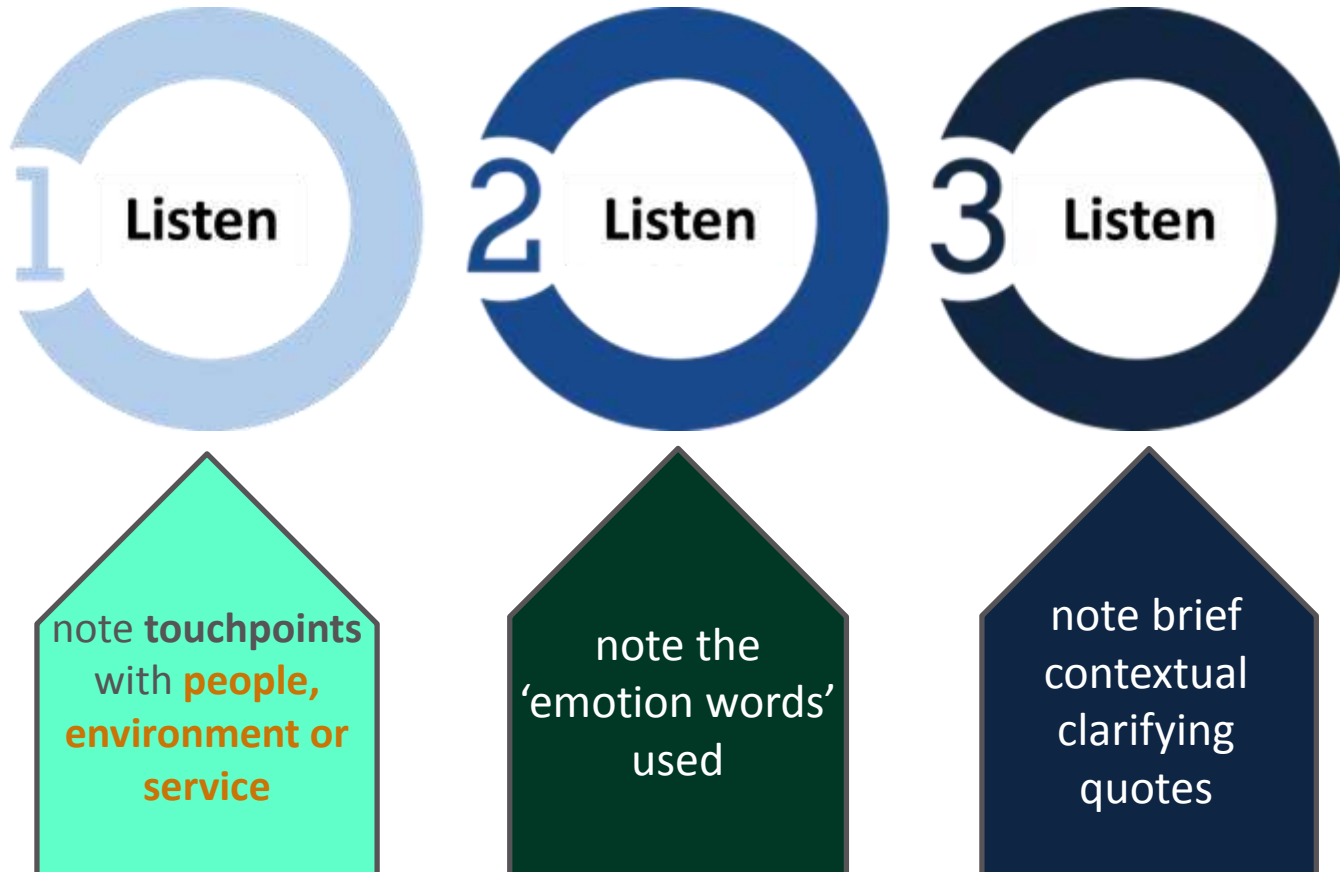


Activity 10 mins
Feedback 5 mins

Experience journey mapping taster



3 step non-participatory mapping



What are Journey touchpoints?

a GP visit example

1. Phoning for an appointment and navigating the automated call handler.
2. Arriving at the GP surgery.
3. Booking in with the receptionist.
4. Sitting in the waiting room.
5. Consultation with new GP.
6. Transferred to the practice nurse.
7. Waiting in a treatment room.
8. Follow up appointment letter.

What is a Journey touchpoint?

a GP visit example

1. **Phoning** for **service** appointment and navigating the automated call handler.
2. Arriving at the **GP surgery.** **environment**
3. **Booking in** **service** receptionist. **people**
4. Sitting in the **waiting room.** **environment**
5. Consultation with a new **GP.** **people**
6. Transferred to the **practice nurse.** **people**
7. Waiting in a **treatment room** **environment** **views.**
8. **Follow up** **appointment letter.** **service**



Experience journey mapping

In pairs, use the template provided to note:
*touchpoints with people, environment
or service*

Patient Story



3 min

Person reported touchpoints

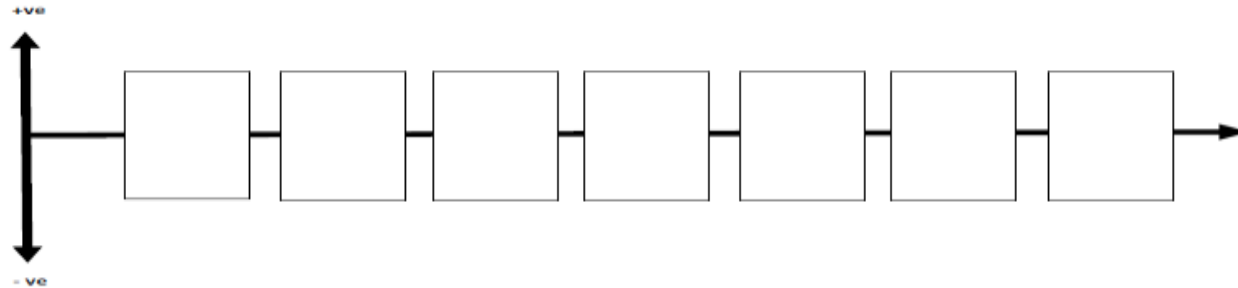
‘moments of engagement’

<i>GP</i>	<i>Waiting room</i>
<i>A&E</i>	<i>Treatment area</i> <i>(taken through)</i>
<i>Nurse</i>	
<i>Triage room</i> <i>(wee room)</i>	<i>Doctor</i> <i>(big doctor)</i>



Experience journey mapping

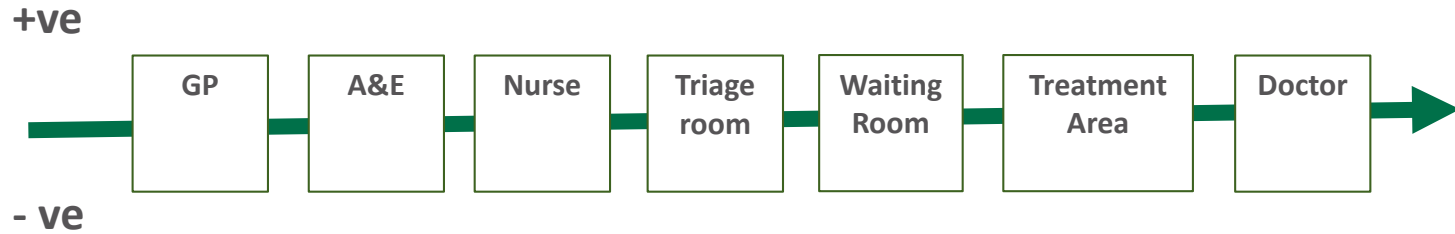
Map the journey touchpoints in the order they happened (left to right) on the template provided to create a pathway



2 min

Chart touchpoints

‘patient reported pathway’





Experience journey mapping

In pairs:

Person 1 note:

emotion words used at each touchpoint

Person 2 note:

quotes clarifying context

Patient Story



2 min

Identify emotion words

‘Do not have to be pure emotion words’

*“the **annoying** thing”*

Nice and Kind

Irritated

*“I was **fine** after that”*

Annoyed

Relaxed

Showing concern

Emotion quotes

'Clarifying quotes, emotions and memories'

"it was busy"

"they take you into a wee
room"

"then put you back out in
the waiting room"

"I'd never seen a doctor"

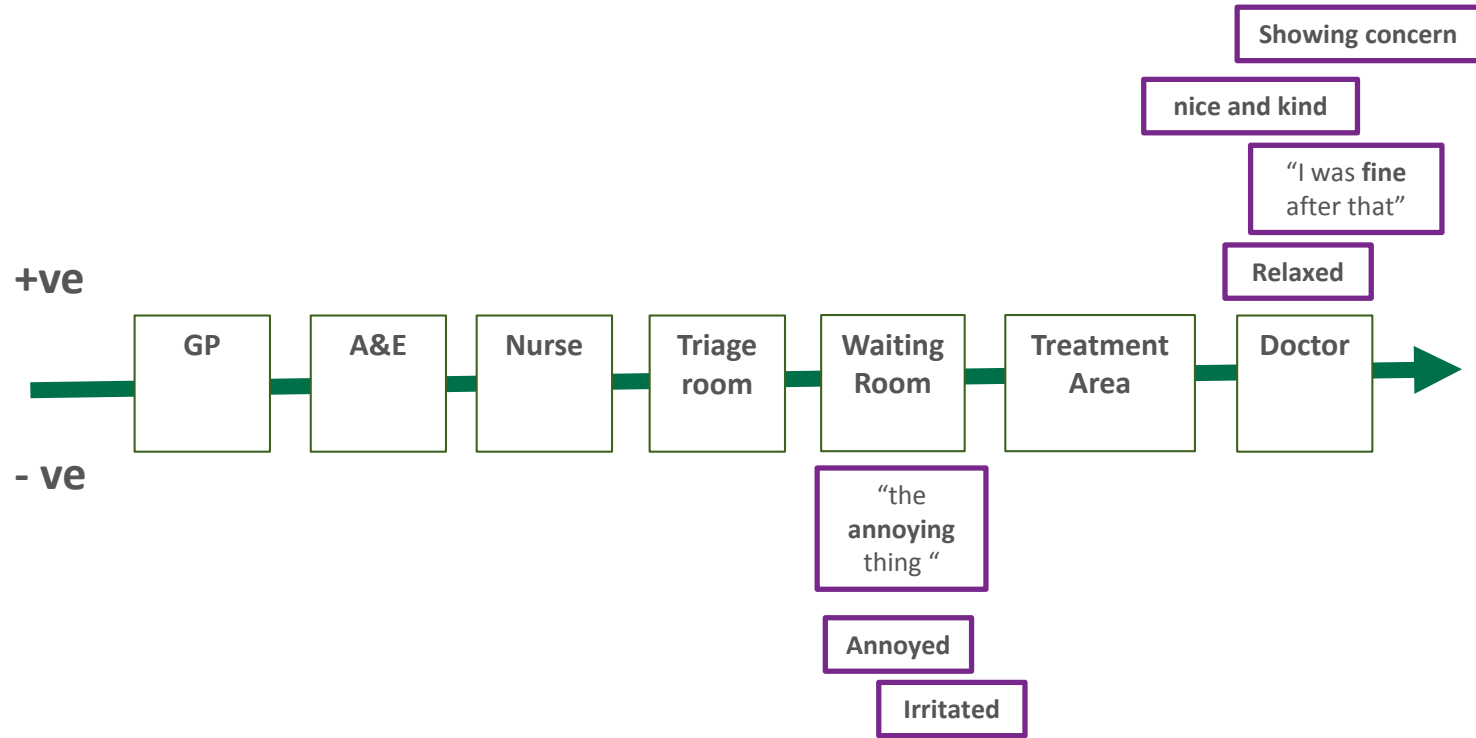
"People who came after
me being taken through
to see the doctor"

"I understand the
pressure they're under"

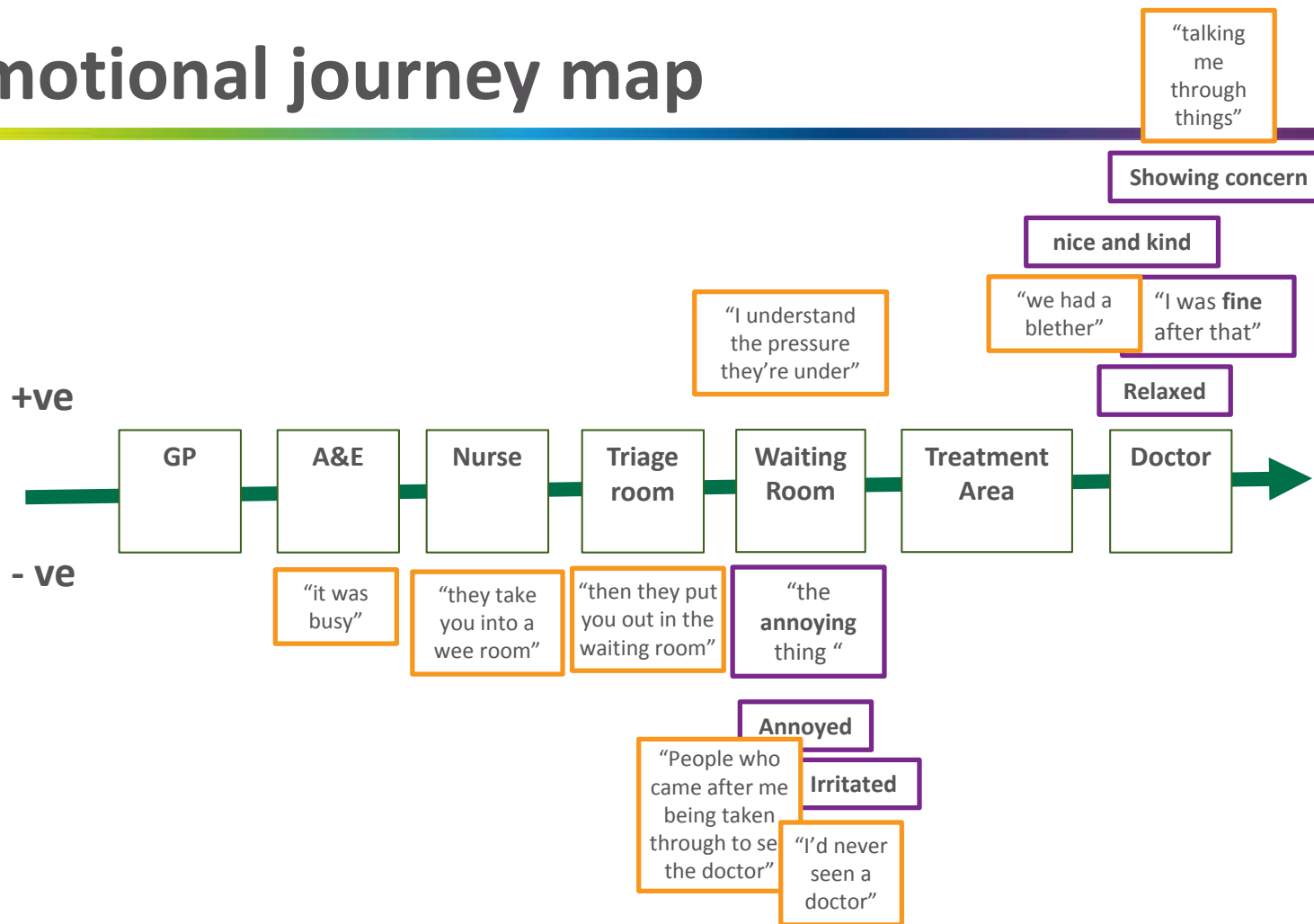
"we had a blether"

"talking me through
things"

Map emotion words

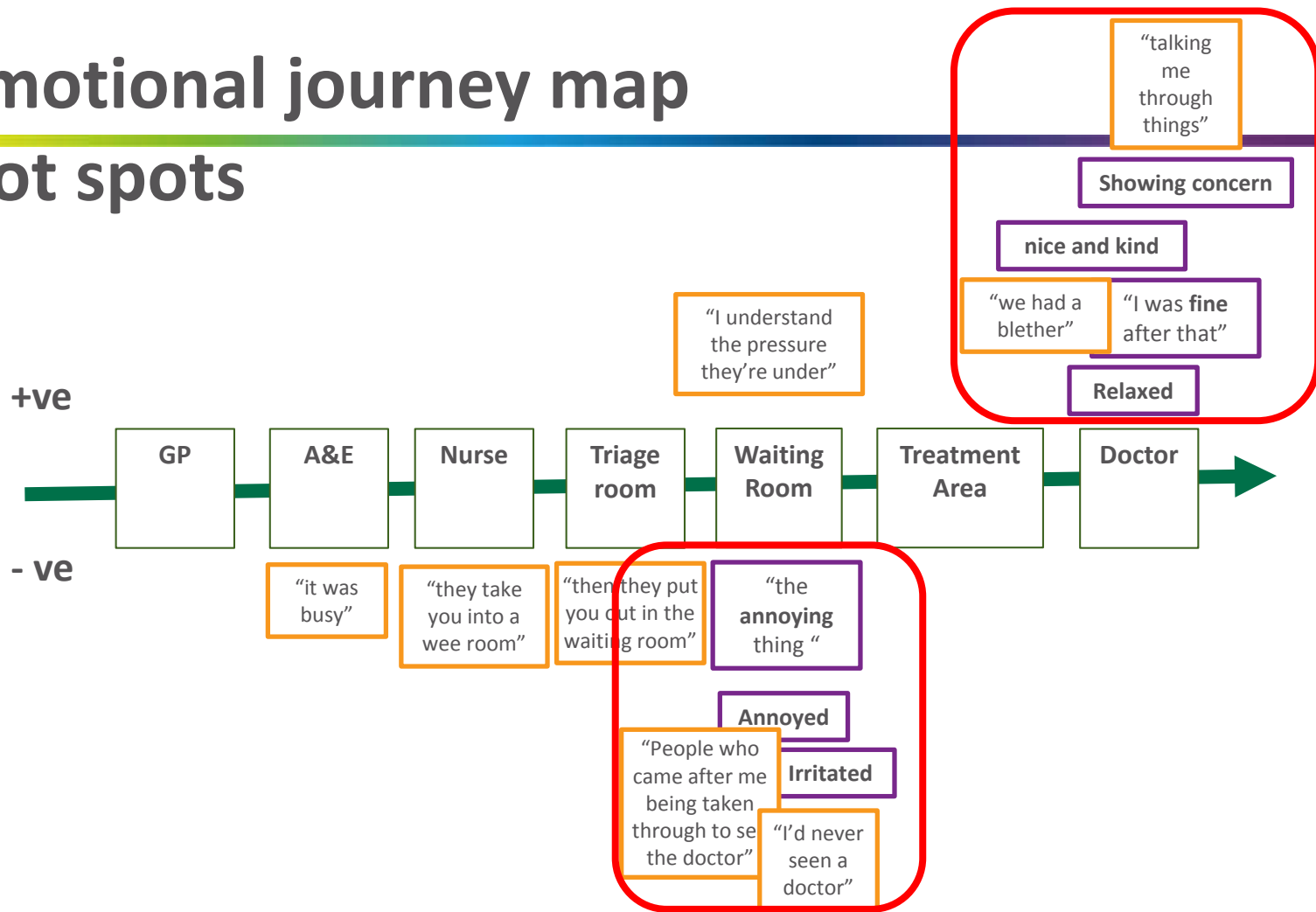


Emotional journey map



Emotional journey map

Hot spots



Keep in touch



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