Designing in health: lessons and opportunities from the UK Health Service

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Designing in health: lessons and opportunities from the UK Health Service

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Daniel Wolstenholme

Karolinska Institute, Sweden 15\textsuperscript{th} January 2015
NIHR CLAHRC Yorkshire and Humber is one!

We are celebrating the 1st birthday of the National Institute for Health Research, Collaboration for Leadership in Applied Health Research and Care, Yorkshire and Humber (NIHR CLAHRC YH).

Over the last 12 months, since its launch, we have successfully delivered our objective of improving the health and wellbeing of the people of Yorkshire and Humber.

We have 32 partners across our region, with 231 staff funded or match-funded into the collaboration. We have brought in £11.2 million of funding to our region with £5 million coming in the form of a prestigious grant to our Healthy Children, Healthy Families Theme based in Bradford.

We have 100 ongoing projects with a huge range of methods and topics from nationally recognised areas of work around the impact of mental health on physical health and vice versa and the Health economic impact of air pollution on the people living in our cities.

The collaboration is building skills for the future of our region too with 28 PhD students working alongside leading researchers in their fields.

Our work is not going unnoticed with the United Kingdom’s Department of Trade and Industry coming to Sheffield to see our technology work done in collaboration with industrial colleagues from across the world.

Welcome

As a CLAHRC, our success and impact over the last five years is evidenced both by external evaluations, and also by ongoing feedback from the National Institute for Health Research (NIHR), which has commended us on our partnerships with patients, the public and industry.

More importantly, we have generated commitments of over £14 million of match funding for CLAHRC Yorkshire and Humber – a significant amount, especially at a time of financial restraint in public services. Most of this commitment comes from NHS providers and commissioners, universities, charities and local authorities.

Our region has some of the highest levels of social deprivation and health inequalities in the...
User-centred Healthcare Design
Nothing currently available offers support with movement. Collars currently prescribed were developed for trauma (immobilisation) or short term head support.
Tune and modify to adapt to users needs.

Medium.  →  Hard.
Soft.  →  Medium.
Soft.  →  Medium.
Hard.  →  Medium.

Flexible fastenings aid rigidity of structure.

Weave effect structure allows for selective placement of flexible support inserts.

Velcro / other fastening.
developmental work
BOSOP Better Outpatient Services for Older People
Mr P. Attent
101 Nice Road
Sheffield
S1 2JF

Patient Number: DW1452

Dear Mr Attent,

Welcome to Medical Outpatients, we have arranged the following appointment for you.

Consultant: Dr. A Anderson
Date: Wednesday 10 November
Time: 4.30pm
Where: Medical Outpatients (A Road)
Royal Hallamshire Hospital
Transport: An ambulance will arrive for you and your escort between 12 noon and 2.00pm.

As this is your first visit to clinic you will need to bring:
- A sample of urine in a small labelled pot
- A list of medications and their doses (your prescription list)

Please allow a full morning or afternoon for your visit. After meeting with the doctor you may need to have an ECG, Blood tests or an X-Ray. The doctor will tell you if this is necessary during your appointment.

If you are unable to attend your appointment as this number at the top of this letter between 8.00am and 5.00pm Monday to Friday. You can arrange a new appointment.

We look forward to seeing you at your appointment.

Yours sincerely,

Darren Woodward,
Appointments Clerk

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Sheffield Teaching Hospitals
NHS Foundation Trust
Medical Outpatients
Glossop Road
Sheffield
S1 0JF

0114 271 2953
• List of suggestions not problems
• Real public engagement
• Legacy of impacts
The Perceived manageability scale
The following questions ask how often you have certain feelings/beliefs about your injury. Please read each statement carefully, indicating how often you feel this way by ticking the appropriate number on the scale, as follows.
I believe the situation is manageable
Not at all □ Sometimes □ Fairly often □ Always □
I have learnt the skills to cope with most of the problems that have arisen.
Activity prompt cards

Making Activity
To work as a team to create and interpret the objects represented on the cards

1. Lay out materials
2. Pick a card
3. Place two lollypop sticks parallel
4. Direct your partner to create what is on the card (see instruction guide below)

Rules
- One person is the describer and the other is the maker, swap each turn if its possible. Start one, pick one and move onwards until we reach the hang of it.
- Material for sticking such as masking tape and glue are not to be used as part of the object.
- Instructions such as ‘place two lollypop sticks end to end’, ‘create a circle with the pipe cleaner’, ‘cut the green card to make a square’, are allowed but ‘make two wheels’, ‘create a leaf’ are not.
- Try to complete as much of the making as possible before guessing.
- The range of materials is limited on purpose to encourage resourcefulness.

Discussion:
- Effective communication-practice makes perfect
- Prototyping/trial and error/giving things a go
- No such thing as failure, just learning
- Non-physical prototyping - acting things out/talking through a process/practice

"I have not failed, I have just found 10,000 ways which won’t work"
Thoughts and future directions
Designing for *people* not patients

- Our approach begins with *lived experiences*;
- People not just as service-users but human beings with feelings and wider goals (such as maintaining independence and dignity).
Designing *with* people

- Public and patient engagement is recognised as good practice in health and social care;
- Participation is about more than developing service it changes relationships
- Two benefits of Participatory Design
  - Better services closer fit
  - Democratic involvement = empowerment
- Need both for sustainable change
'If I had asked people what they wanted, they would have asked for a better horse'

Henry Ford (?)
Designing for Innovation

• Focus on solutions not problems, when situation is complex;
• Making is thinking
• Thinking through making

Having something to talk about and making that thing can help people explore what is important
So...... designing without Designers?
The concept of ‘Cognitive Interaction’
- from ‘How designers work’ by Henrik Gedenryd
You get back to that goddamn cubicle and start thinking outside the box!
Lab4Living is pleased to announce the 3rd European conference on Design4Health. Our third biennial conference brings together designers and creative practitioners with researchers, clinicians, policy makers and service users to discuss, disseminate and test their approaches and methods. Our events provide an opportunity to reflect on how the disciplines of design and health might develop new ways of thinking and working, and how we might impact positively and sustainably on the social, economic and cultural factors within our communities and beyond.
Thank you

www.lab4living.org.uk

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