

## **Service improvement by design**

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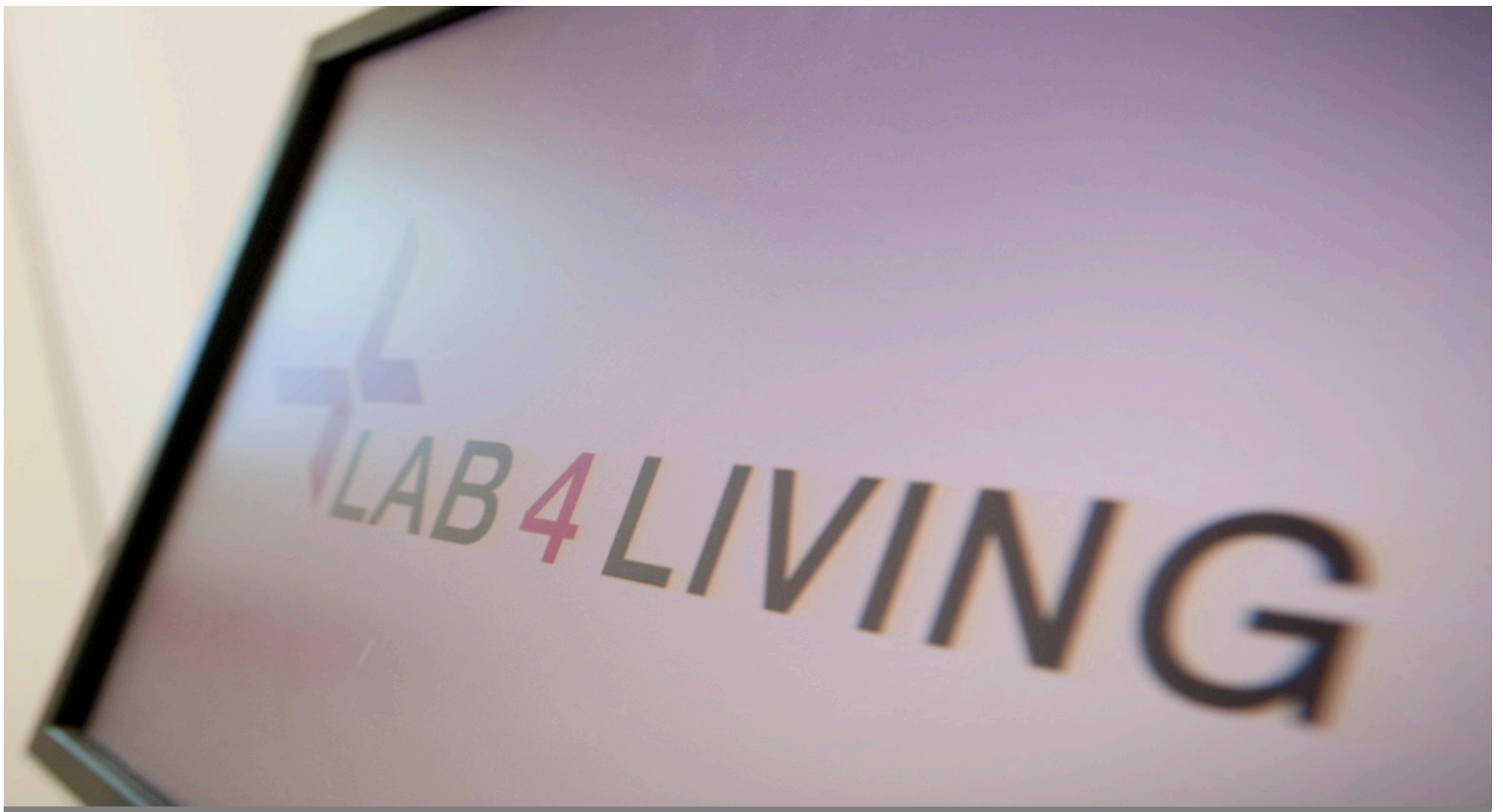
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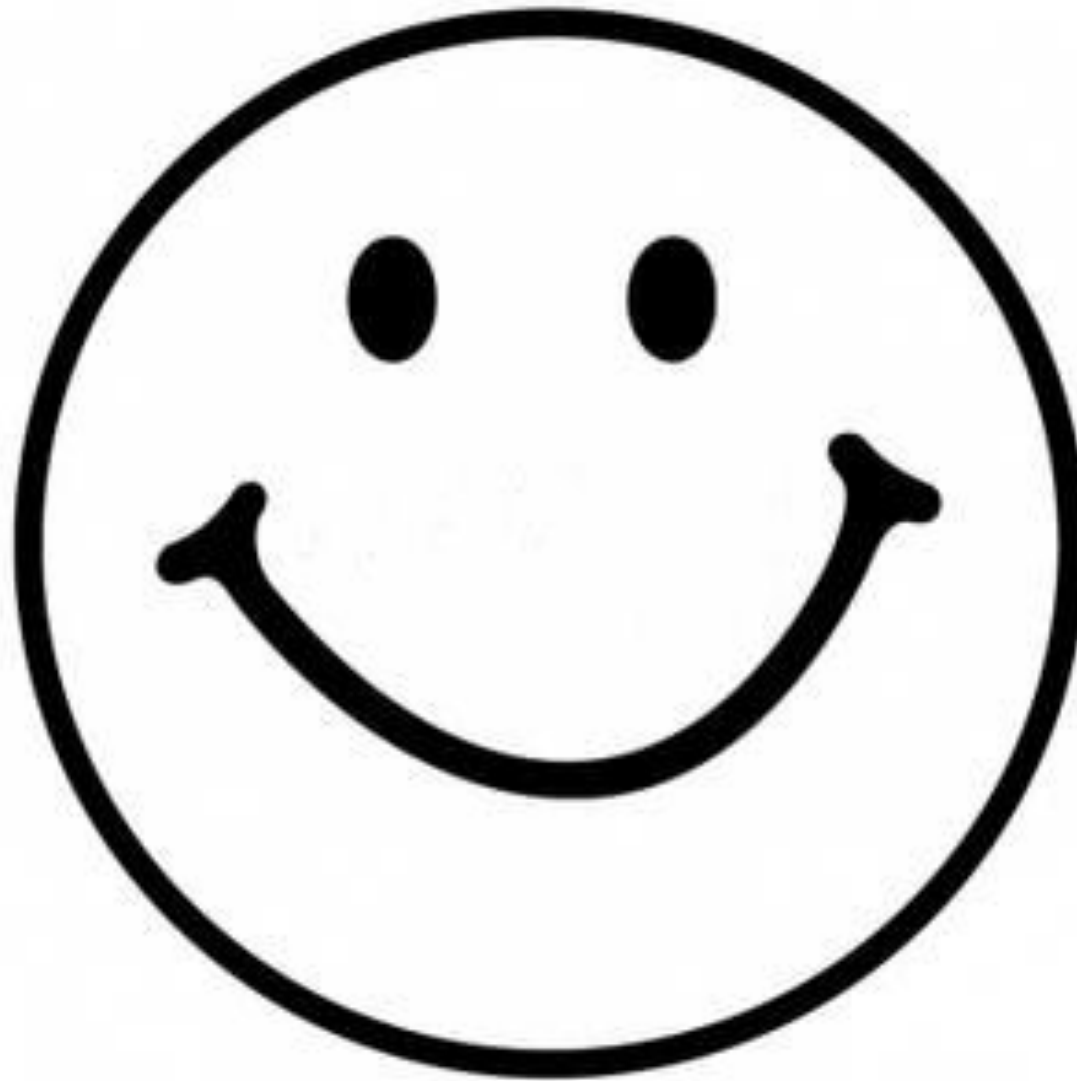


## Service Improvement by Design

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Joe Langley, Rebecca Partridge, Paul Griffiths, Emma Varney

**Sheffield  
Hallam  
University**



**Turn as many of the 30 circles on your sheet into  
recognisable things in 2 minutes**

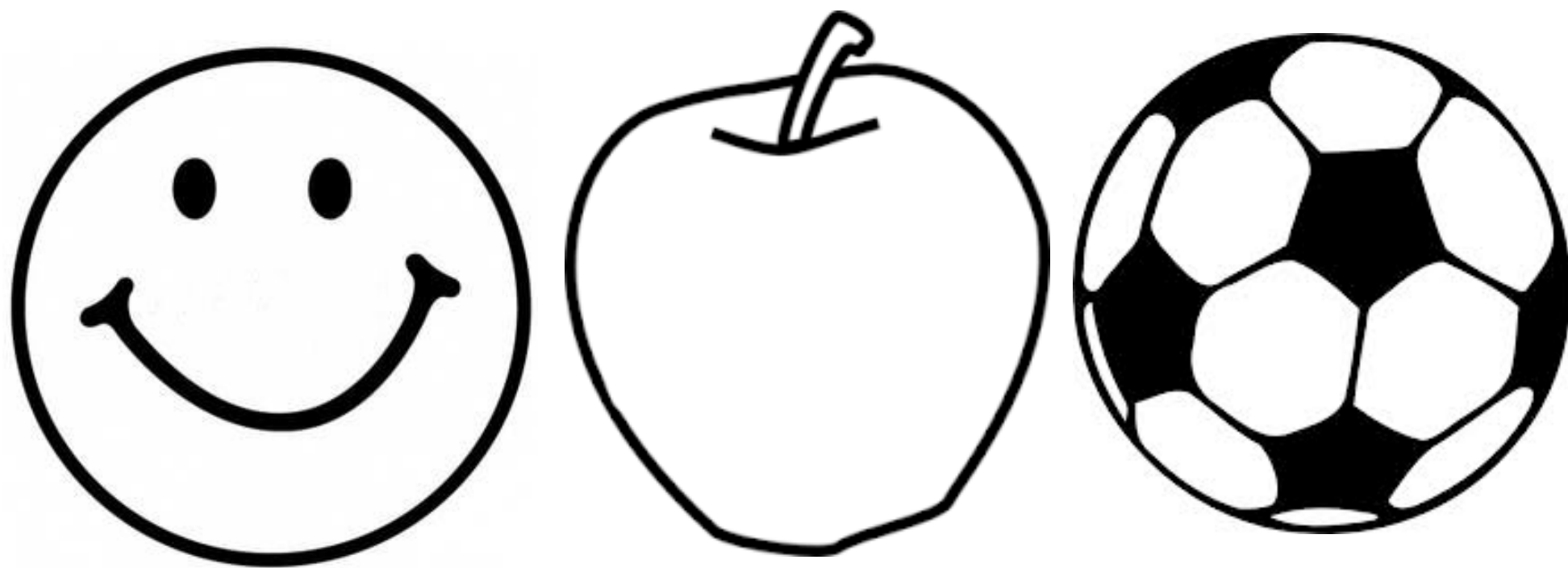


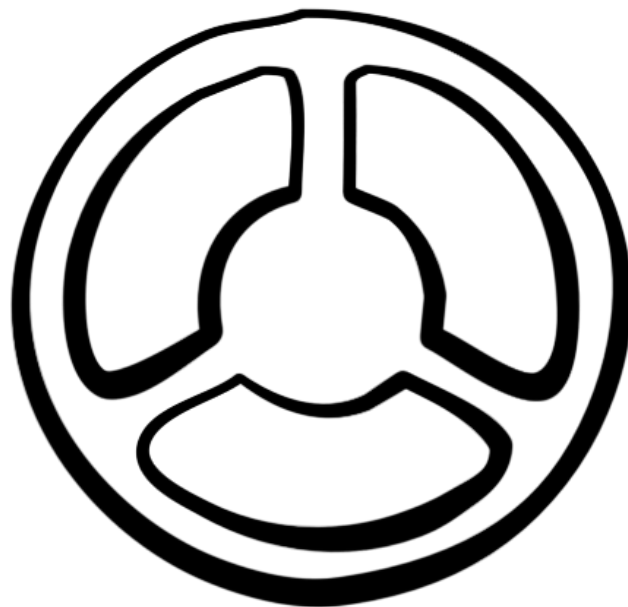
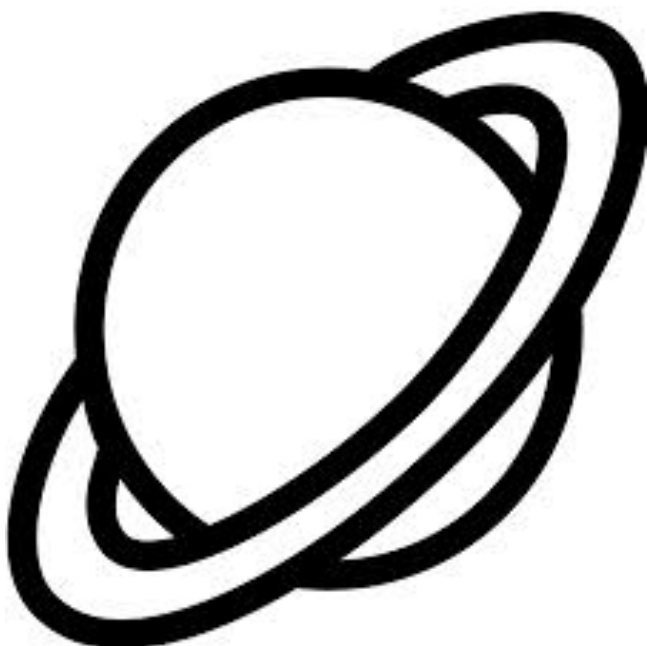
Hours

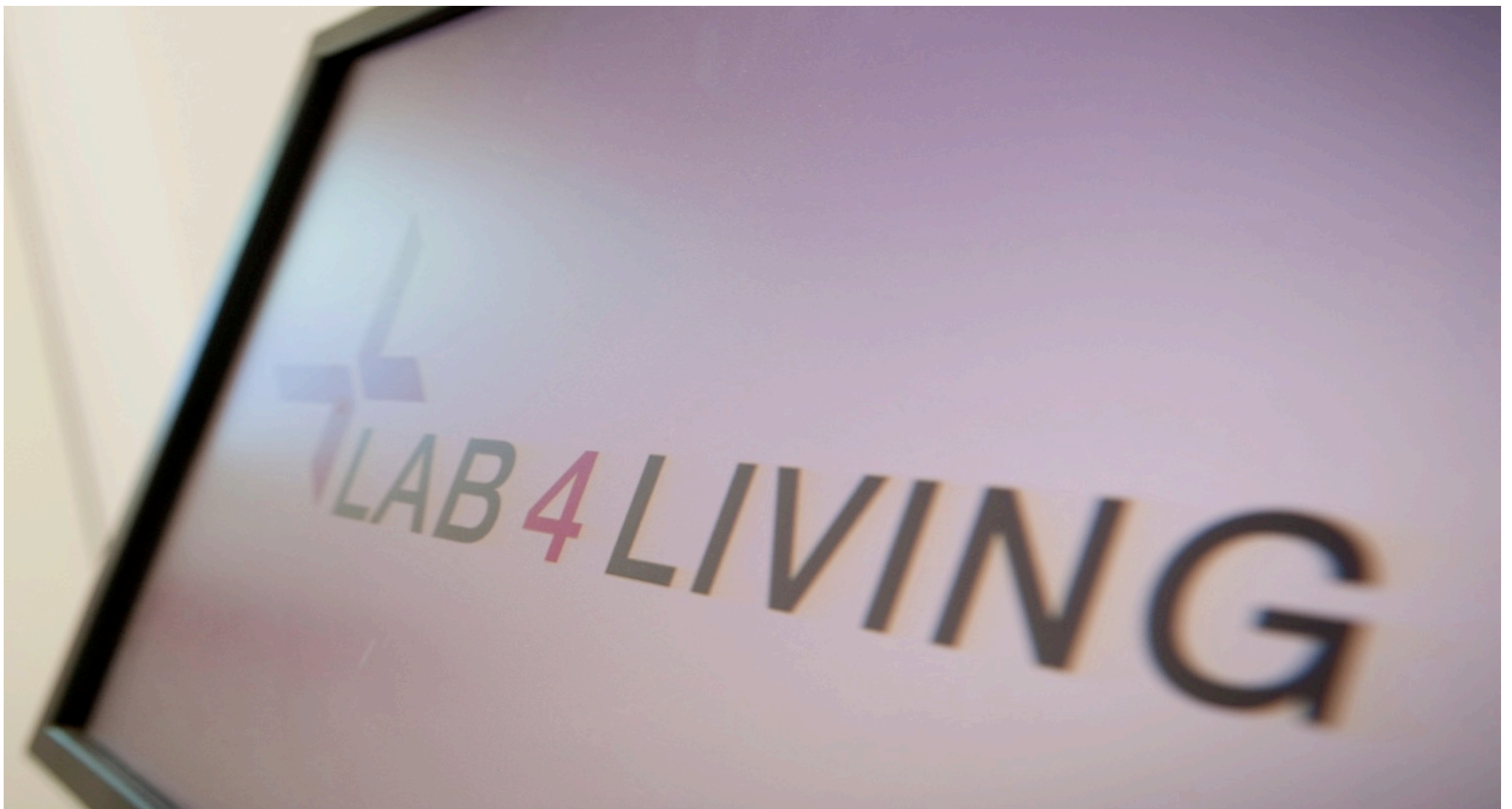
Minutes

Seconds









[www.lab4living.org.uk](http://www.lab4living.org.uk)

**Sheffield  
Hallam  
University**

stigmas



## HEARSAY

Hearing loss can lead to social isolation with interventions needed to enhance communication. Hearing loss can lead to depression, anxiety, and frustration.

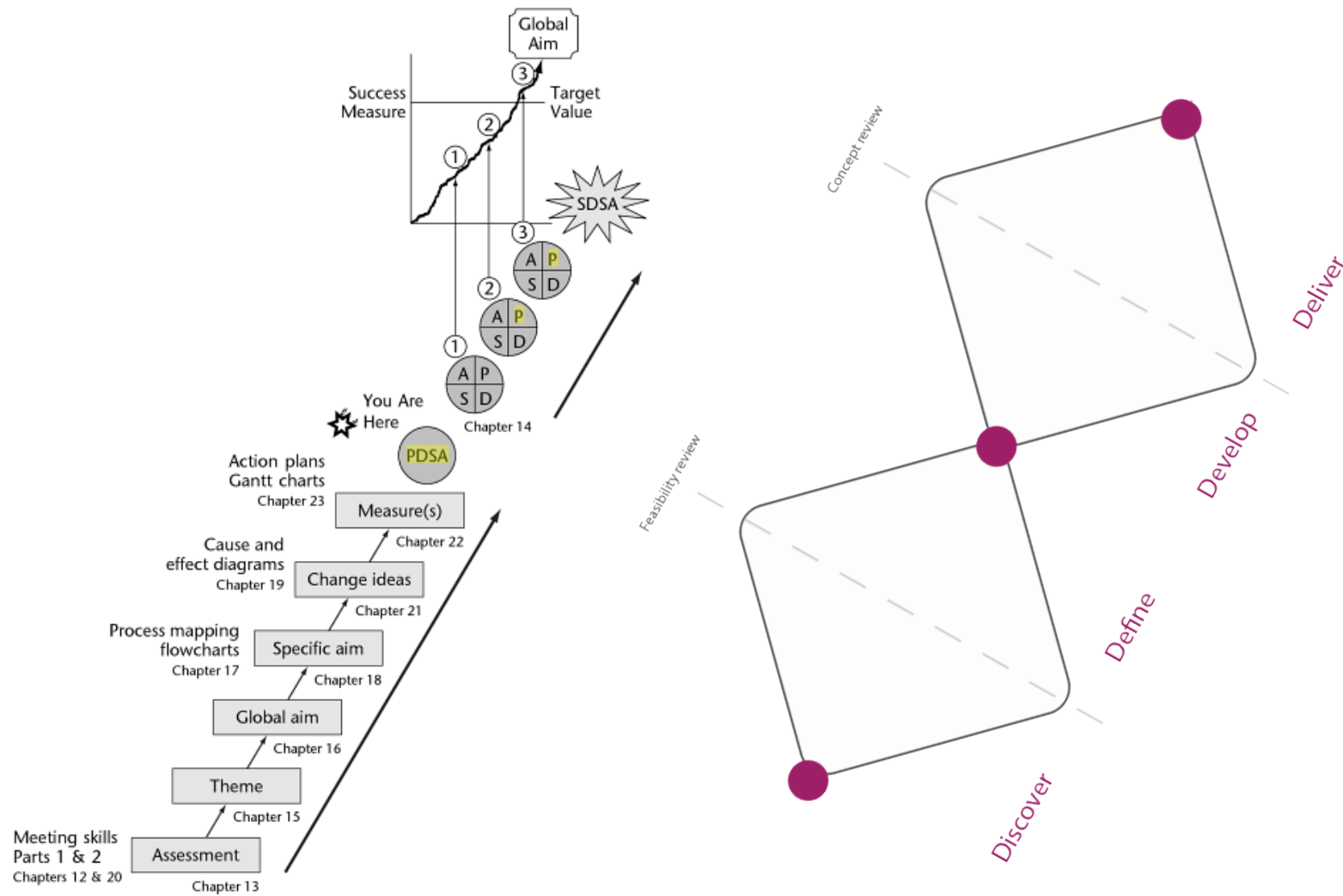


## OUT OF REACH

Engagement with objects and living spaces becomes confined, Changing needs and physical changes mean previously useful and desirable products become redundant.



# What design can do for you?



“Creativity is the **act** of turning new and imaginative ideas into reality.

Creativity is **characterised** by the ability to *perceive the world in new ways*, to *find hidden patterns*, to *make connections* between seemingly unrelated phenomena, and to *generate solutions*.

Creativity involves two processes: thinking and making.

If you have ideas, but don't act on them, you are imaginative but not creative..”

– <http://www.creativityatwork.com/2014/02/17/what-is-creativity/>



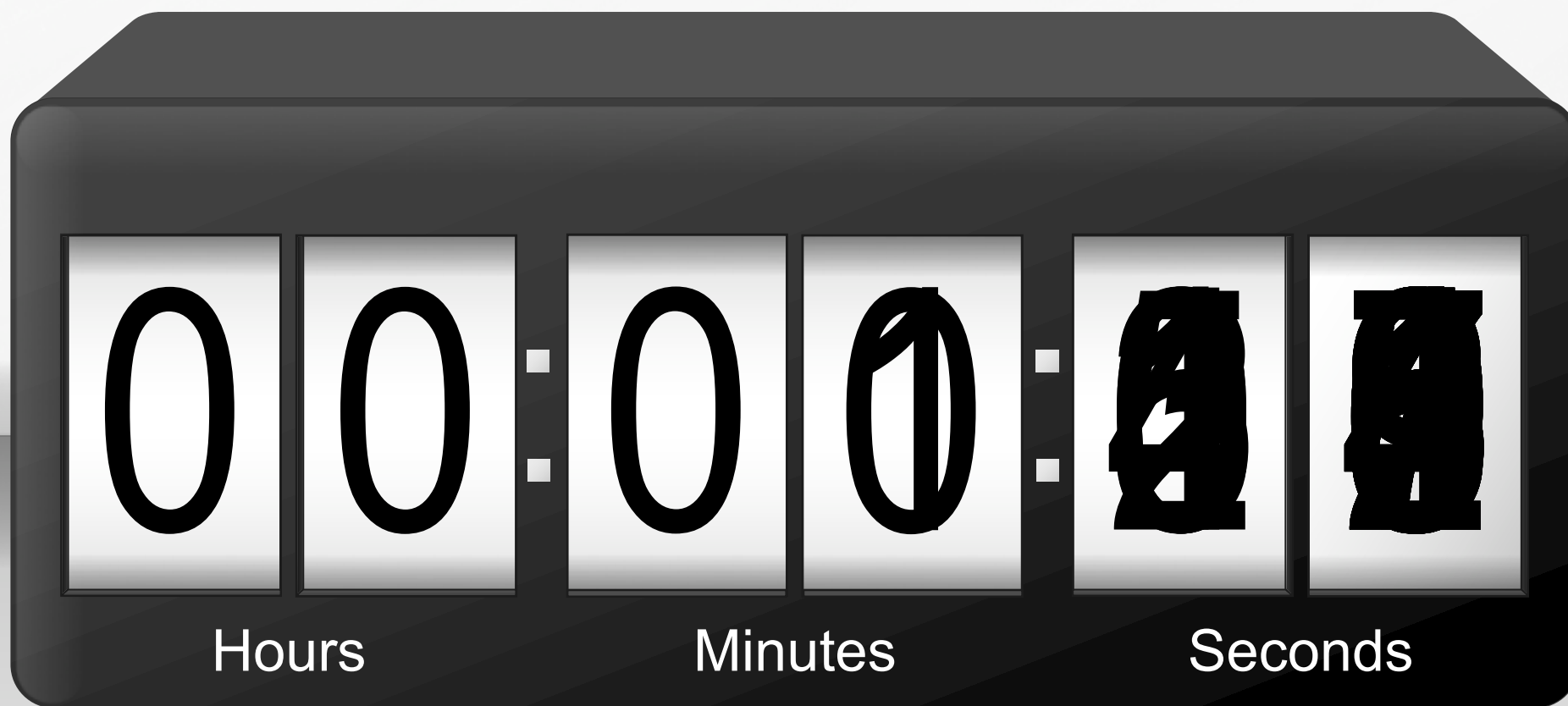


# Generating Ideas

A photograph of three lemons on a white surface. One lemon is sliced in half, showing its internal segments and juice. Two whole lemons are positioned behind and to the right of the sliced one. Three green leaves are scattered around the lemons. The text "How many uses can you think of ?" is overlaid in the center of the image.

**How many uses can you think of ?**





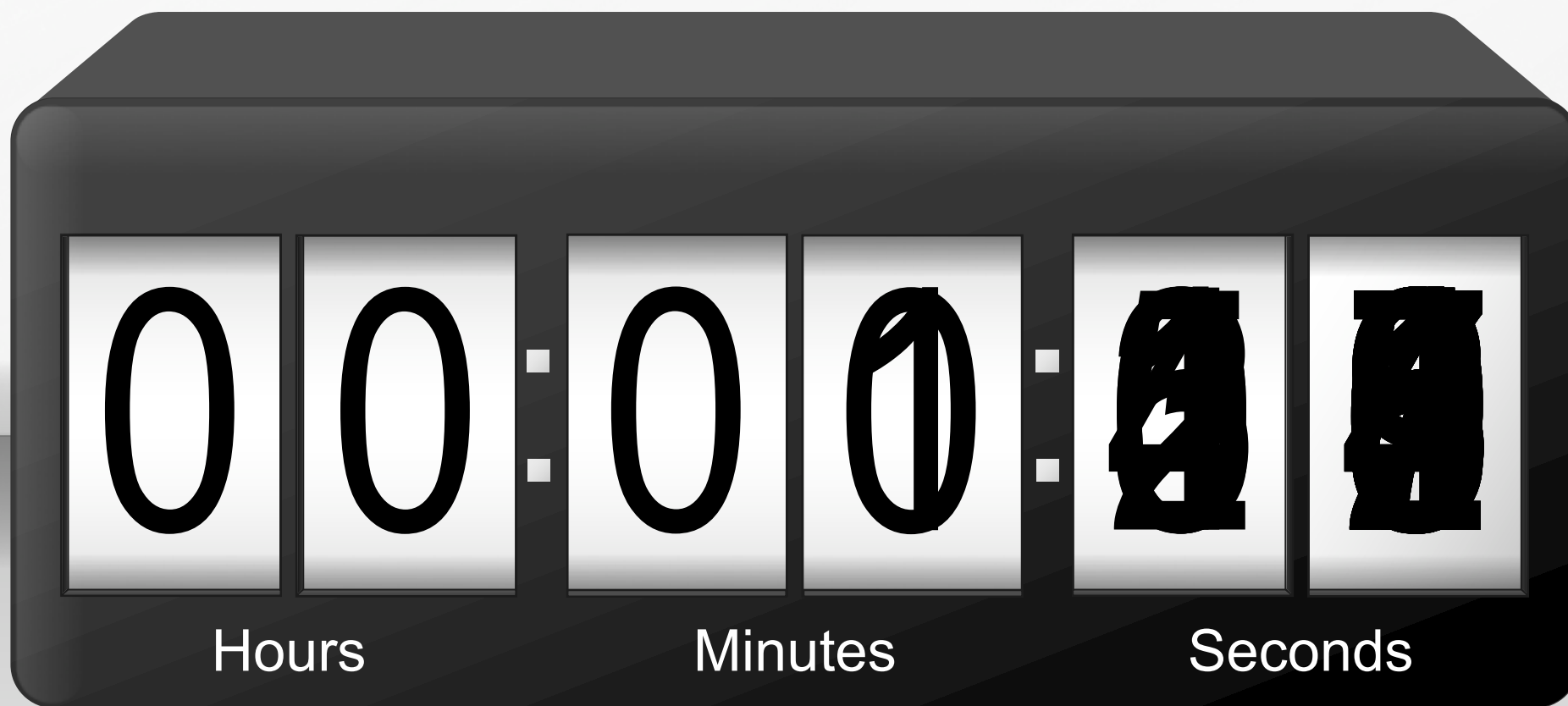
Hours

Minutes

Seconds



**Child**  
**Elderly person**  
**Animal**  
**Astronaut**  
**Bathroom**  
**Kitchen**  
**Car**  
**Garden**



Hours

Minutes

Seconds



1

What else could you use  
this object for?

2

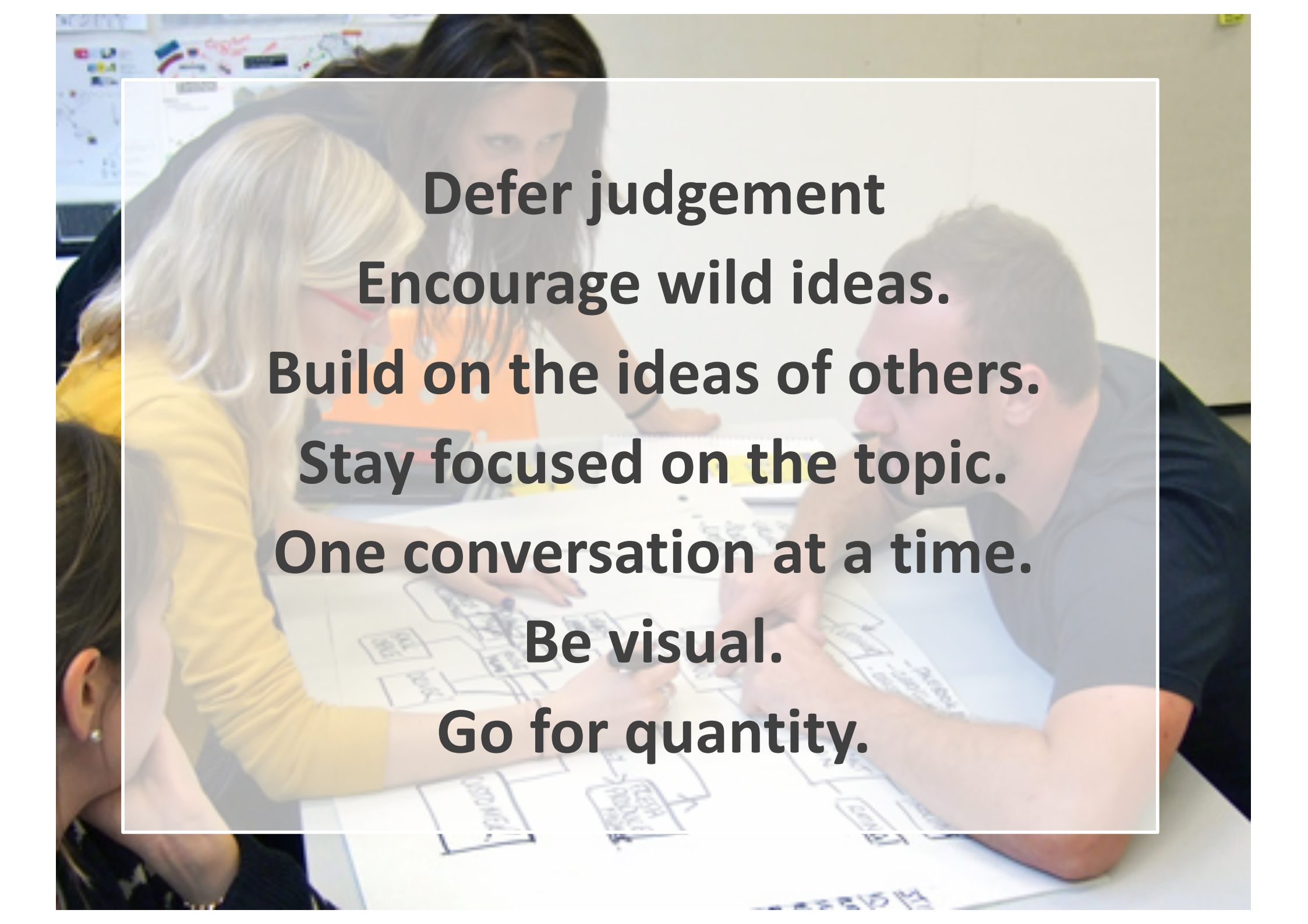
What would you add or  
change about this  
object to make it better?

3

What is the object for?  
How else could you  
achieve this?





A group of four people are gathered around a table, looking at a large flowchart or diagram. The flowchart has several boxes connected by arrows, with some boxes containing text like 'CONCEPT', 'PROCESS', and 'OUTPUT'. The people are engaged in a collaborative discussion, with one person pointing at a specific part of the diagram. The background shows a wall with various colorful sticky notes and a whiteboard.

**Defer judgement**  
**Encourage wild ideas.**  
**Build on the ideas of others.**  
**Stay focused on the topic.**  
**One conversation at a time.**  
**Be visual.**  
**Go for quantity.**







# future bathroom & loo lab



Sheffield, UK



Taipei, Taiwan



China  
Germany  
Netherlands  
Switzerland



Istanbul, UK







# Prototyping





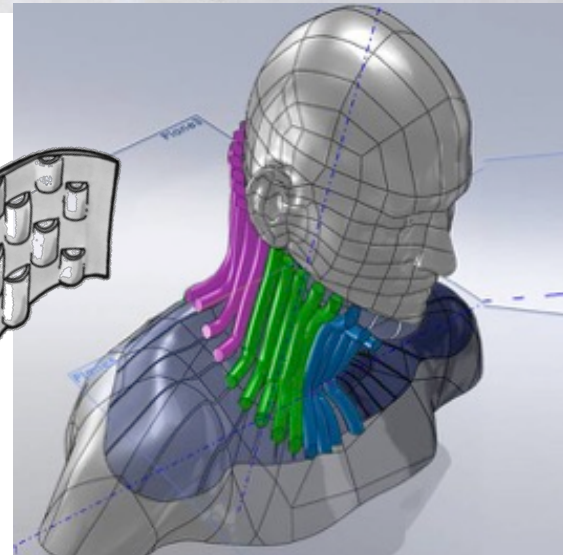
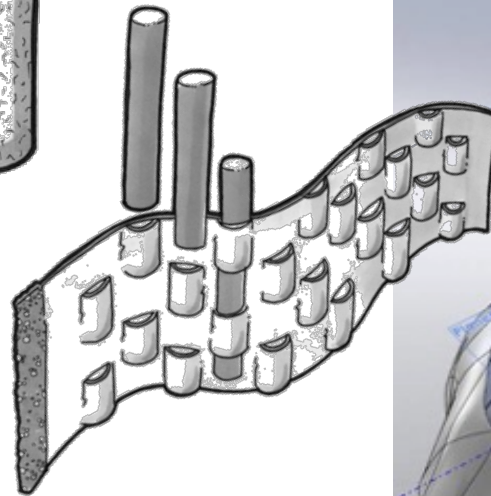
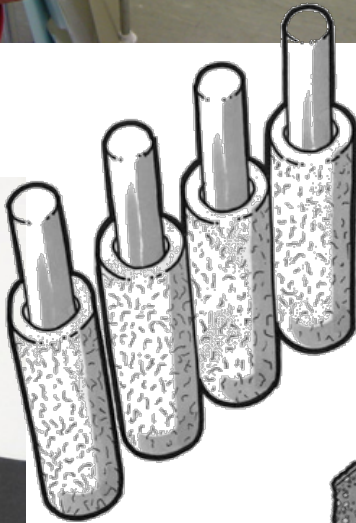
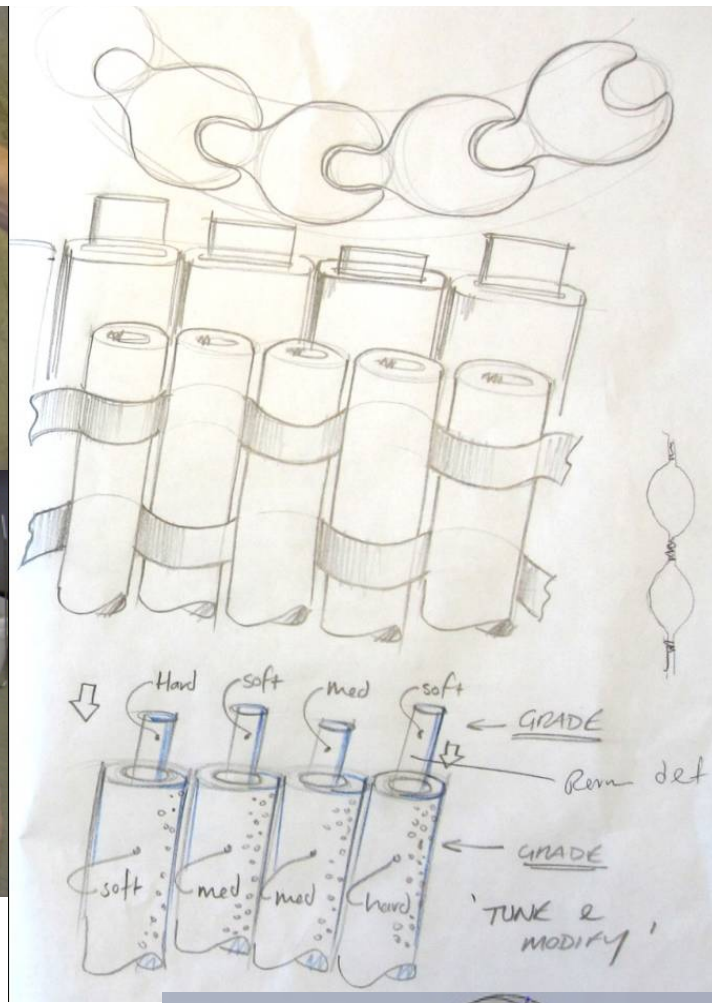
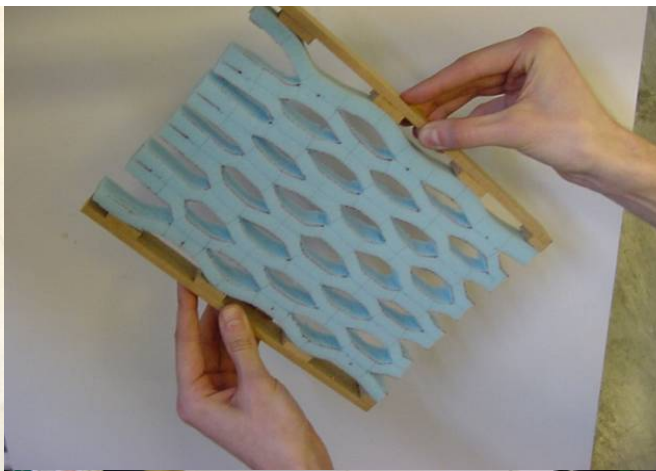
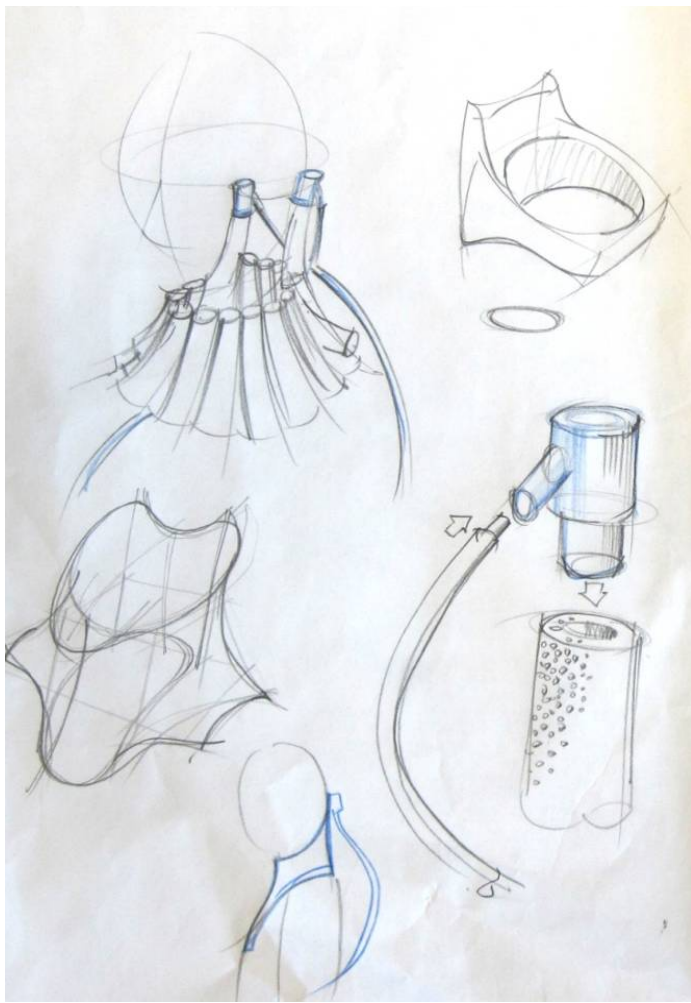
**Birthday cake**  
(and candles)



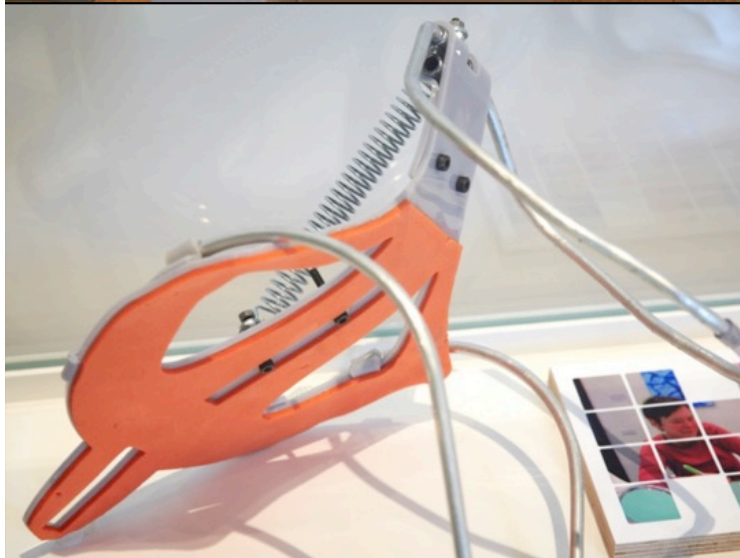
"I have not failed I have just  
found 10,000 ways which  
wont work"

Thomas A Edison













# Service Prototyping

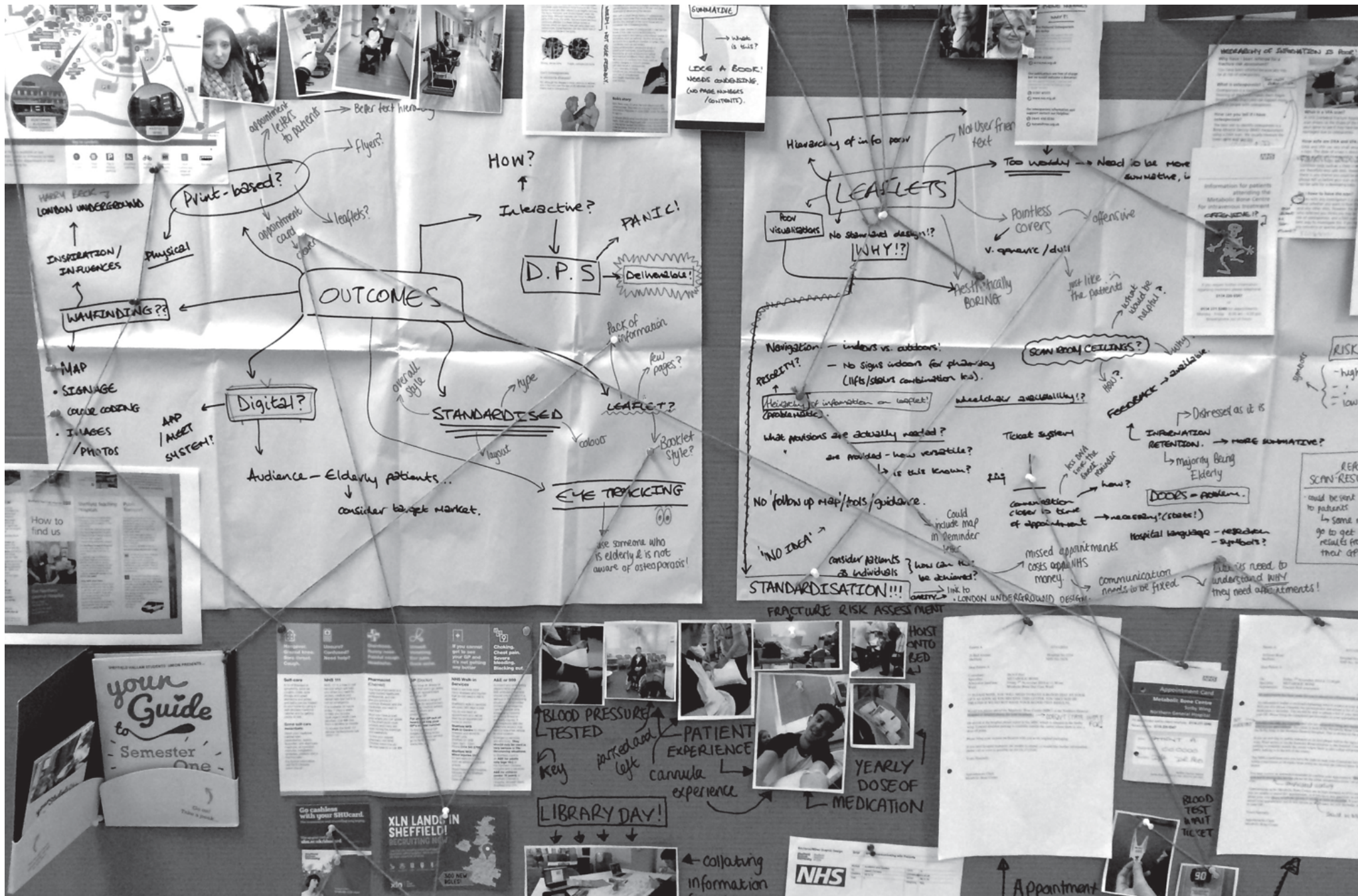














3



NOTIFIED  
OF SERVICE



SEE VALUE/  
SIGN UP.



RECEIVES  
WELCOME  
KIT IN  
MAIL

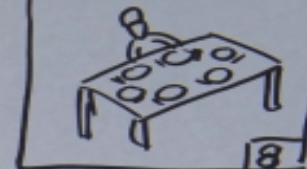


PARENT  
INTROD  
MONEY TO  
CHILD WITH  
COLLABORATIVE  
GAMES/teaching  
tools.

What is  
\$?



Selling &  
Entrepreneurship



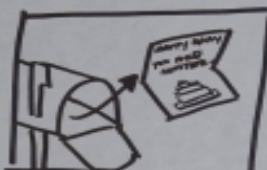
Work/  
value  
exchange



Parent becomes  
aware of  
learning  
opportunity(bday)



Child turns  
10. Receives  
check +  
cash presents



Invite and  
Bday card  
From BANK



Bank VISIT  
They: visit  
kid teller +  
take tour



Want  
vs.  
need



First DEBIT  
CARD. (Ind-  
ependent  
access to \$)





# EYE TRACKING RESEARCH





22 Red Avenue  
Sheffield

22 Red Avenue  
Sheffield

22 Red Avenue  
Sheffield

For appointment or bone profile you need to be referred for advice on the Metabolic Bone Centre (MBC), Northern General Hospital.

0114 275 5340  
0114 275 5340  
0114 275 5340

For a further consultation and help, you will be asked to attend an appointment. Please complete the questionnaire and return it if you are not able to attend. You will also be asked to return it if you are not able to attend. Please return it to the Metabolic Bone Centre (MBC), Northern General Hospital.

If you are visiting the MBC by long distance, please contact the Metabolic Bone Centre (MBC) by long distance. Please contact the Metabolic Bone Centre (MBC) by long distance. Please contact the Metabolic Bone Centre (MBC) by long distance.

YOU ARE INVITED TO THE METABOLIC BONE CENTRE (MBC) AT THE NORTHERN GENERAL HOSPITAL.

The Metabolic Bone Centre (MBC) is a specialist service for the Metabolic Bone Centre (MBC) at the Northern General Hospital. The Metabolic Bone Centre (MBC) is a specialist service for the Metabolic Bone Centre (MBC) at the Northern General Hospital.

Appointments will be made for you to attend the Metabolic Bone Centre (MBC) at the Northern General Hospital. Appointments will be made for you to attend the Metabolic Bone Centre (MBC) at the Northern General Hospital.

Your Secretary

Appointment 0114  
Metabolic Bone Centre

22 Red Avenue  
Sheffield

22 Red Avenue  
Sheffield

22 Red Avenue  
Sheffield

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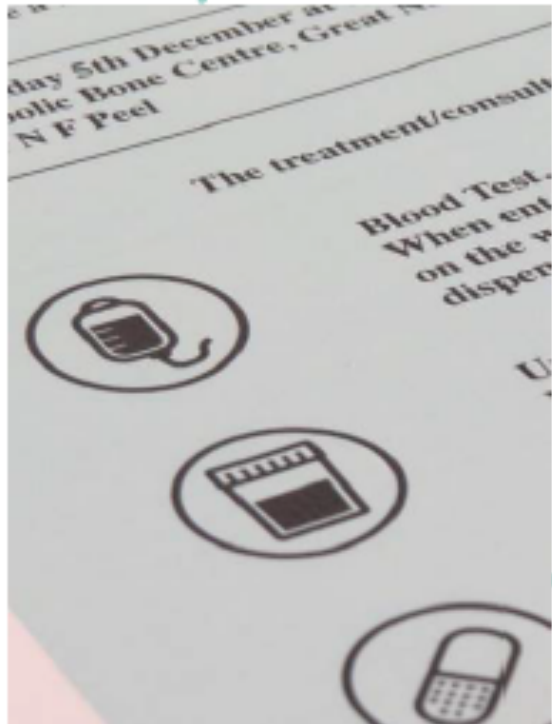
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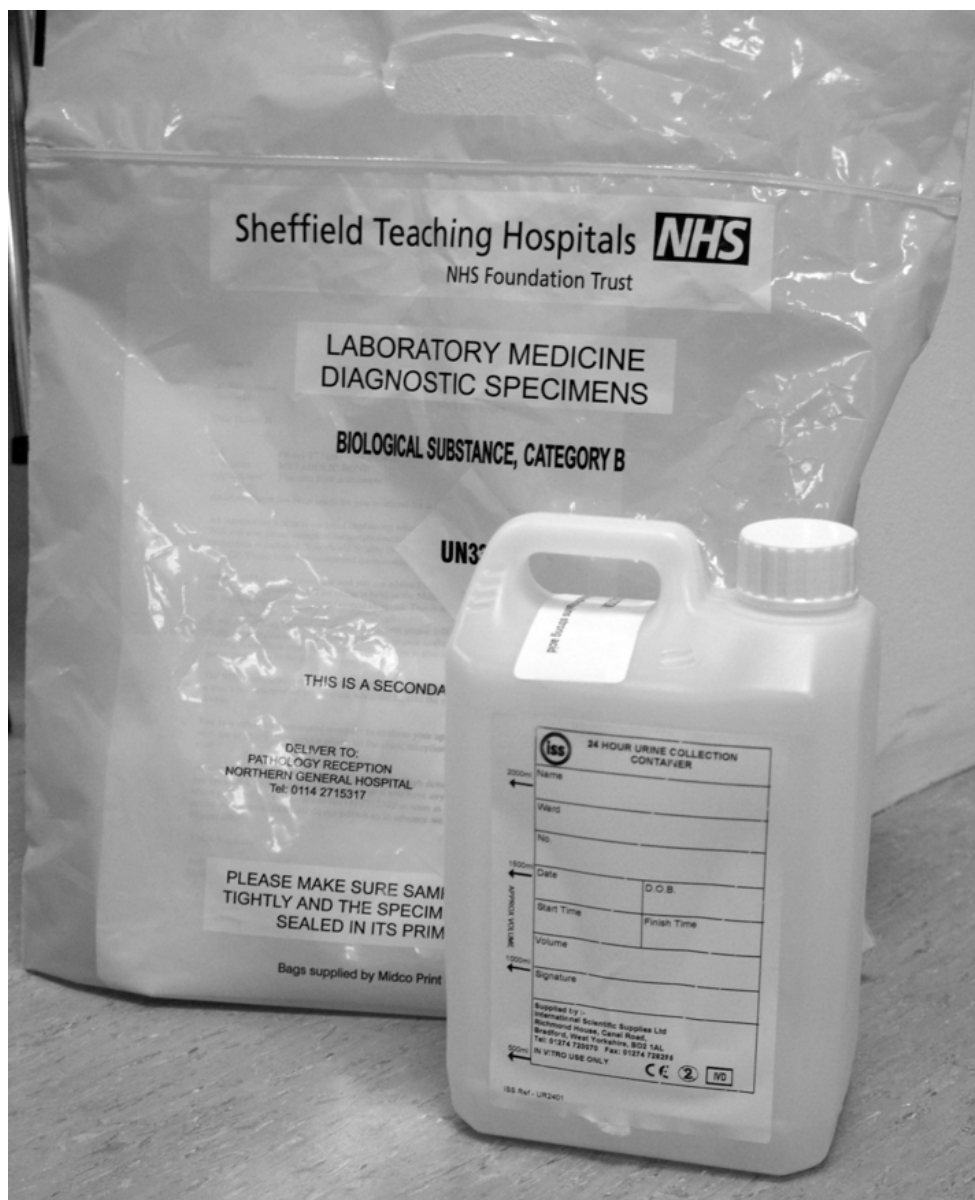
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Your Secretary

Appointment 0114  
Metabolic Bone Centre







## Metabolic Bone Centre

### Work Up

In the bag you will find a large bottle for a 24 hour urine collection and a smaller bottle for a second collection.

Please start the 24 hour collection the day before your appointment and complete both collections on the morning of your visit.

### Instructions for 24 hour urine collection

The bottle contains a small amount of white powder. Do not throw this away, as it is an acid and acts as a preservative.

Day 1 – (Day before your appointment) pass urine into the toilet as usual, when you get up in the morning, to start your day. Immediately write your name, time and date on the large bottle provided. (This is the start time of the collection)

From this time all the urine you pass for the next 24 hours, including any passed in the night, should be collected into the large bottle.

Day 2 – (Day of your appointment) when you get up empty your bladder again and put this sample into the bottle. This should be approximately 24 hours from the start of your collection.

Write the finish time in the section provided.

Your 24 hour urine collection is now complete, thank you for your co-operation.

### Instructions for second urine collection

After completing the 24 hour collection please collect a further sample between 9am and 11am and fill the small bottle

Please write your name and record the time of this collection here

Name..... Time.....



The Metabolic Bone Centre  
Northern General Hospital  
Herries Road  
Sheffield  
S5 7AU

0114 2714783



## FRACTIONAL CALCIUM EXCRETION TESTS

1

10PM - 10AM. No food is to be eaten between 10PM the evening before your test and 10AM the morning of your test. You may need to miss medication and should check this with the doctor.

2

8AM. Empty your bladder as normal. You are now ready to start your collection.

3

8:01AM - 09:59AM. All urine passed after 8AM and before 10AM is collected in bottle. We suggest you drink a litre of water between this time to ensure adequate bladder emptying.

4

9AM. A blood sample will be taken for bone profile creatinine.

5

10AM. Empty bladder into collection bottle and this will be added to the collection. You have finished your collection.

NHS logo

Contact Information

Introduction to test

Clear and concise instructions

Number format to highlight steps

Design Consistency

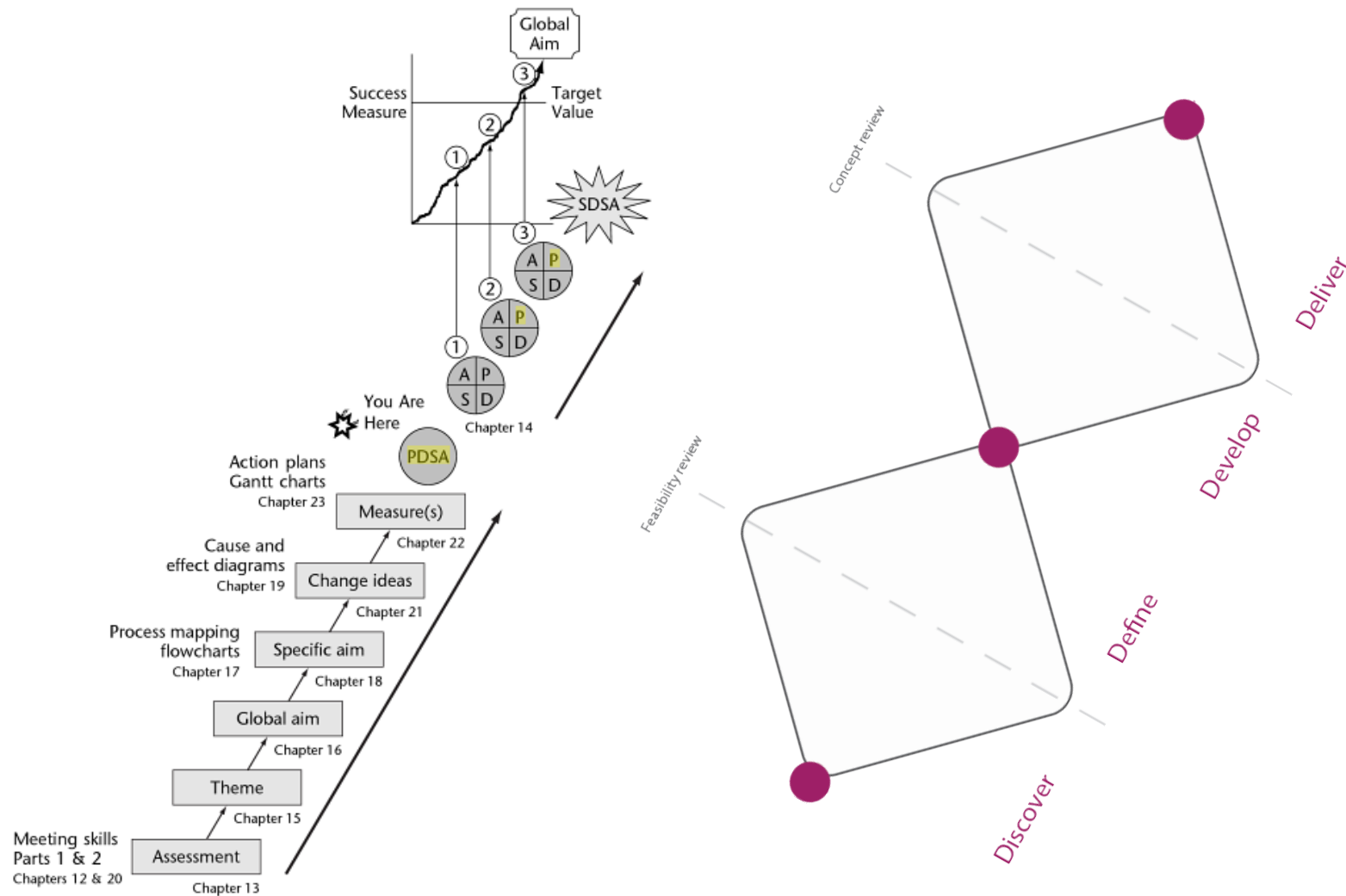
Visual icons to aid written instructions

**NEW INSTRUCTIONS**

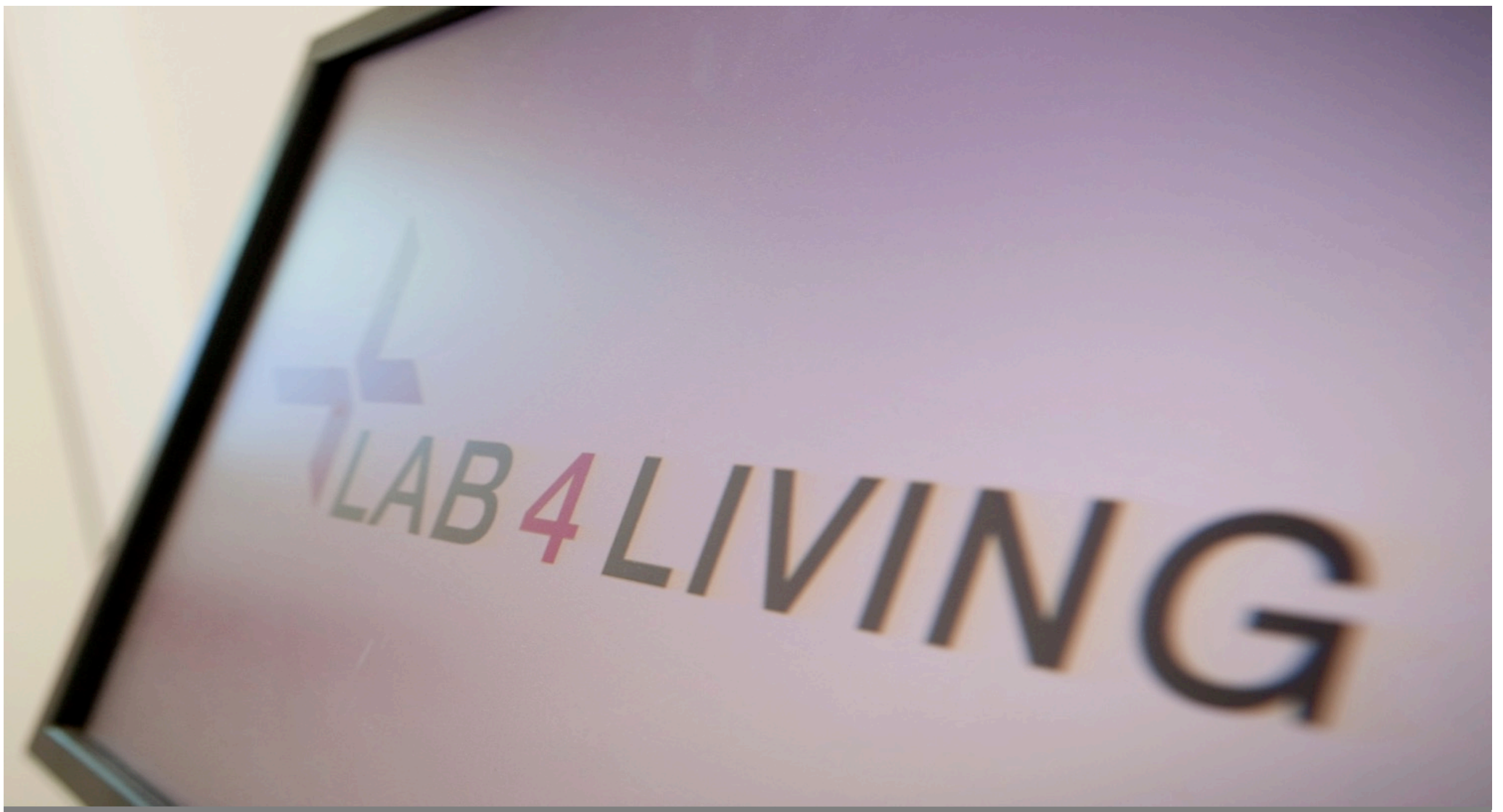




# What design can do for you?







[www.lab4living.org.uk](http://www.lab4living.org.uk)

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