

### Service improvement by design

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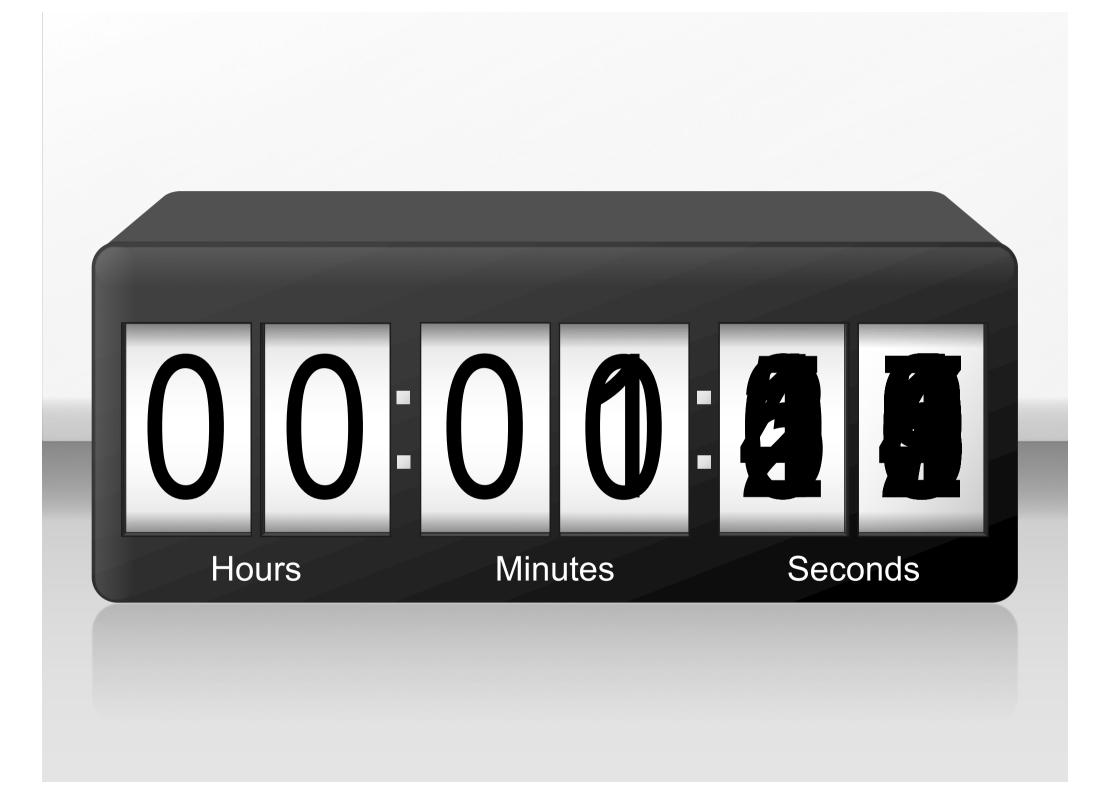
Service Improvement by Design

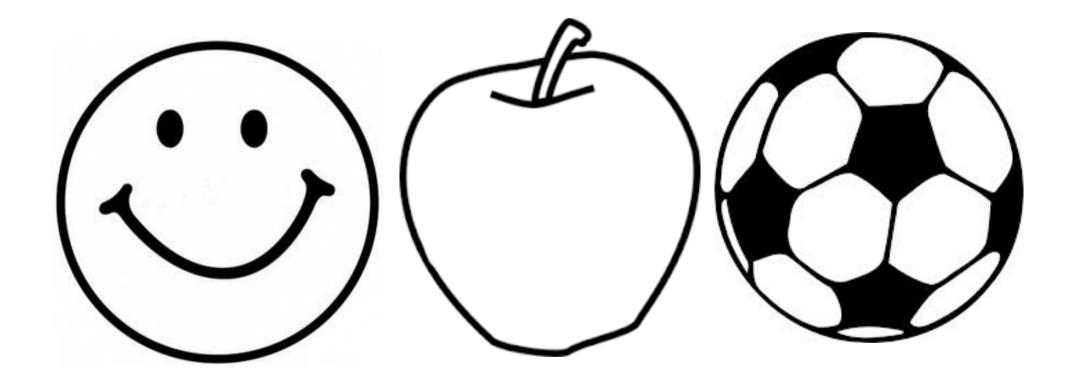
Joe Langley, Rebecca Partridge, Paul Griffiths, Emma Varney

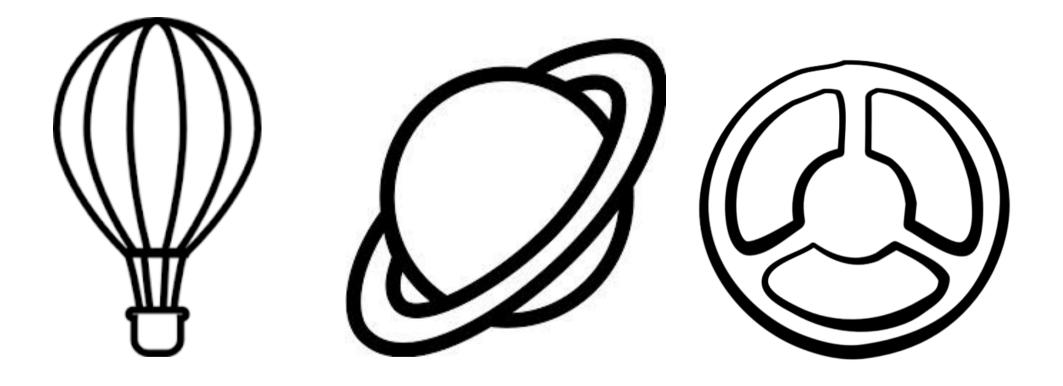




Turn as many of the 30 circles on your sheet into recognisable things in 2 minutes









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## HEARSAY

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

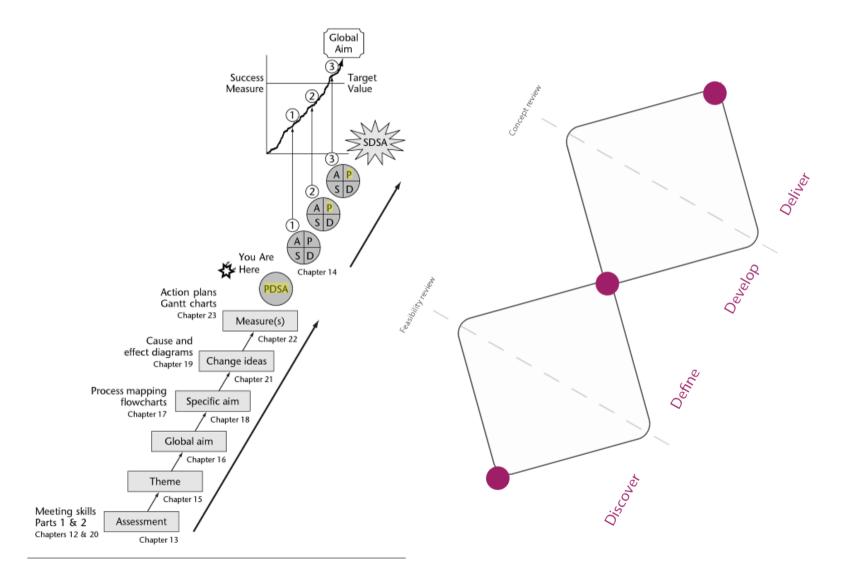




### OUT OF REACH

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*.

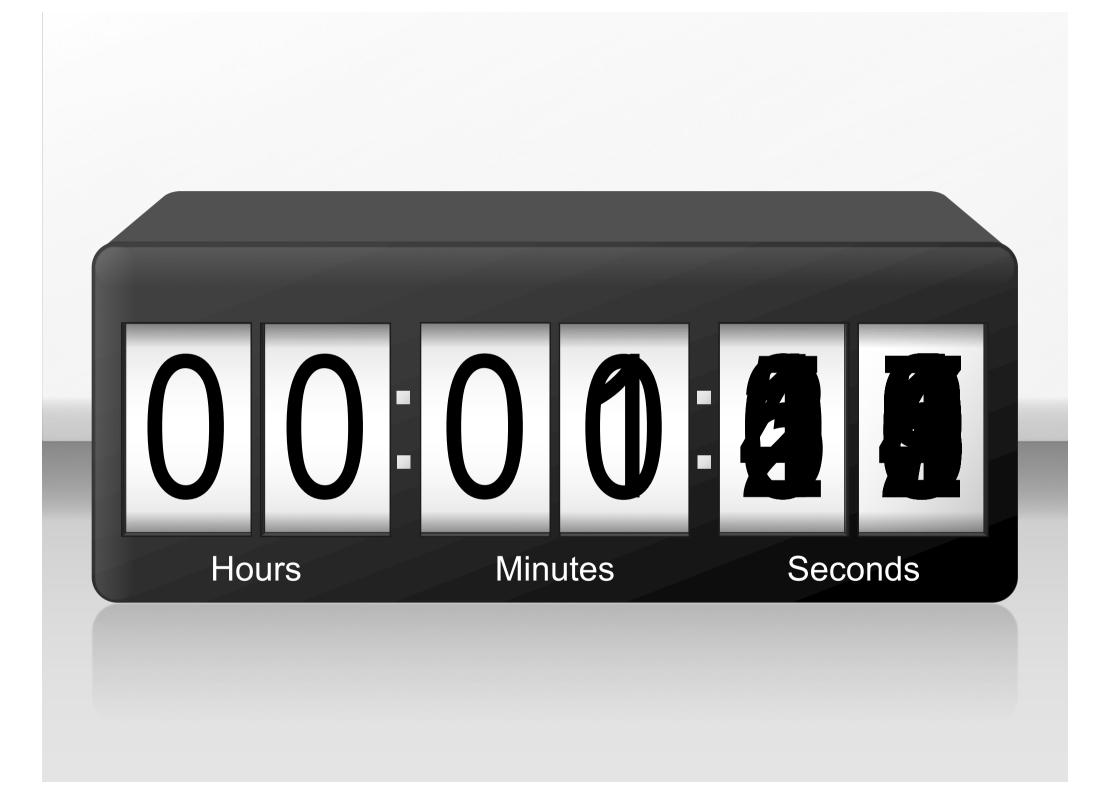
Creativity involves two processes: thinking and making.

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

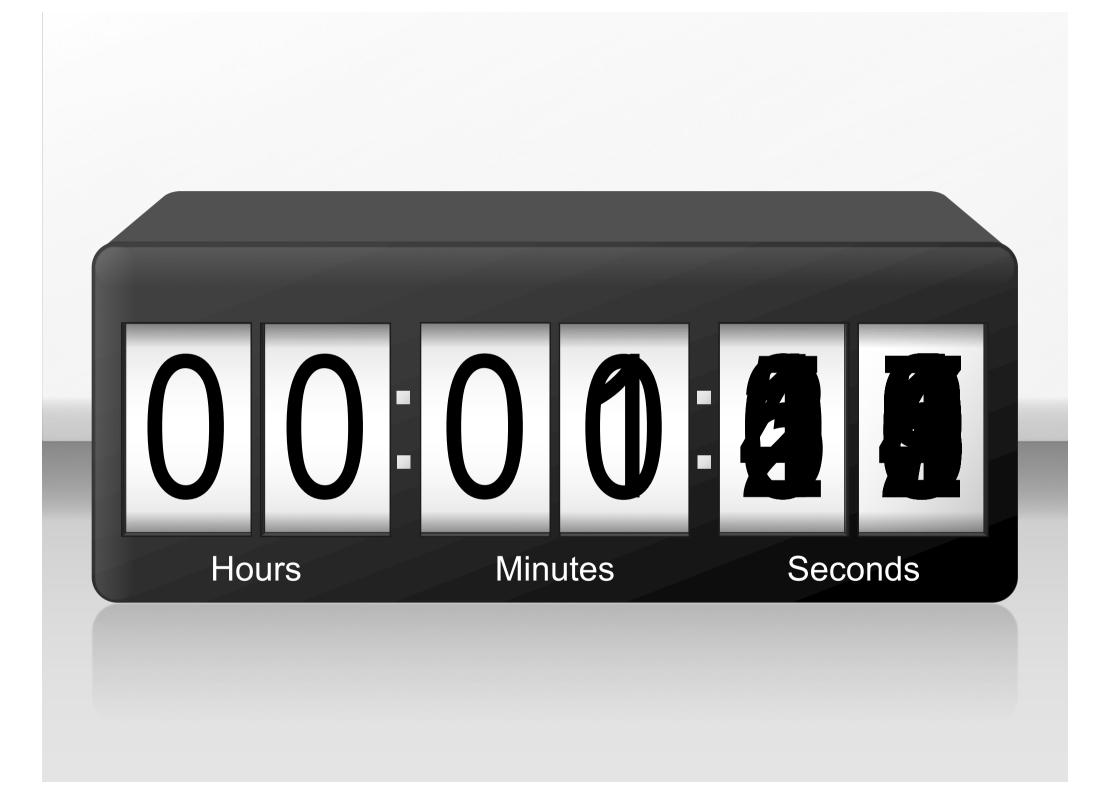
- http://www.creativityatwork.com/2014/02/17/what-is-creativity/

# **Generating Ideas**



















**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.





**NHS** National Institute for Health Research







Bathroom Culture

### future bathroom & loo lab





China Germany Netherlands Switzerland







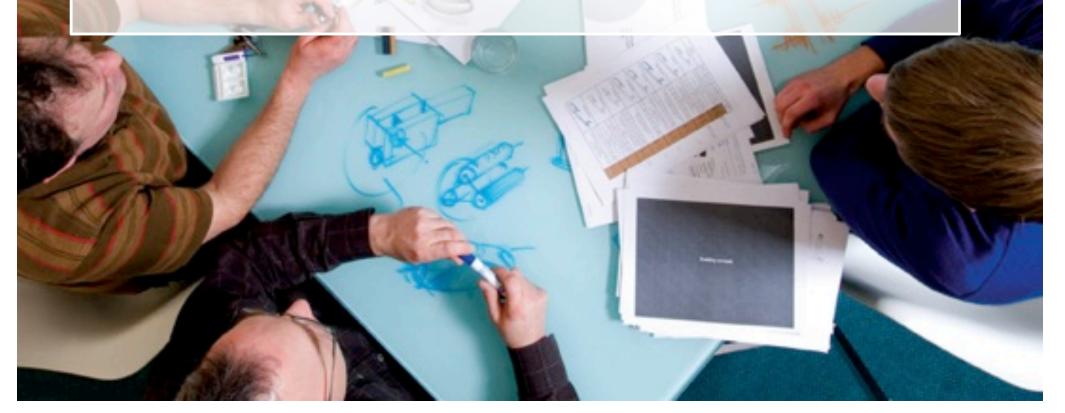
NHS National Institute for Health Research







# Prototyping



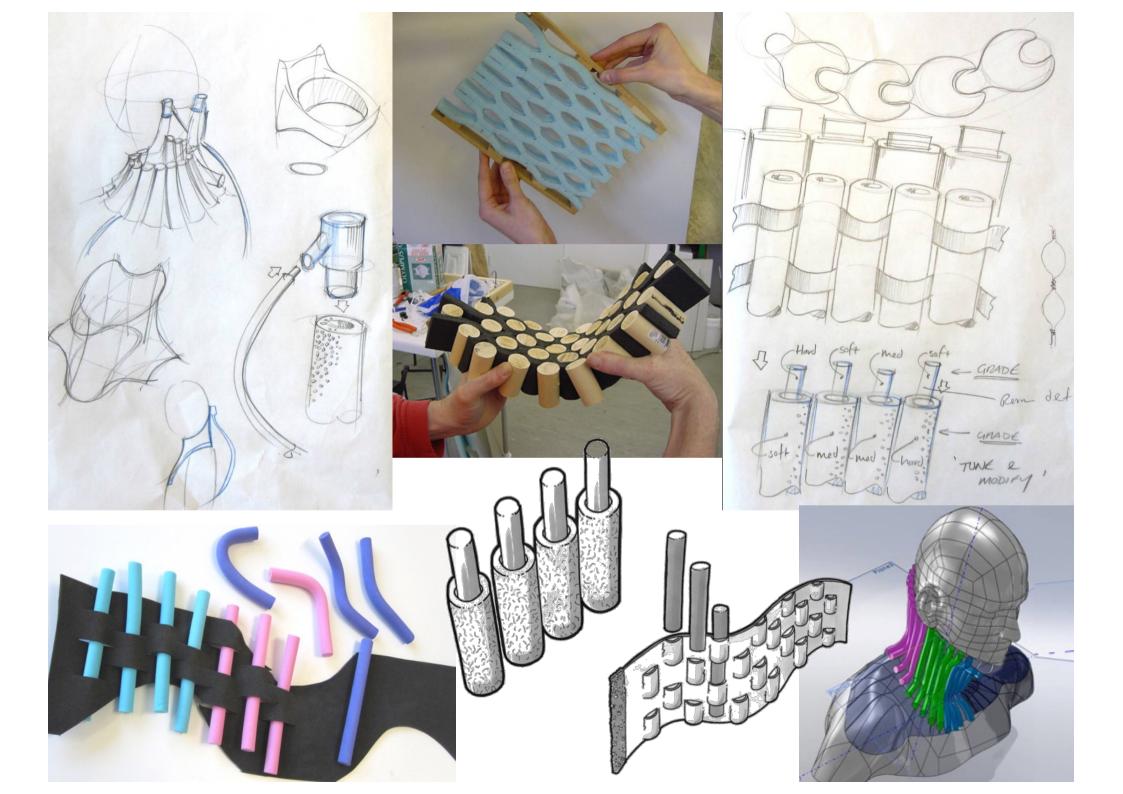






# "I have not failed I have just found 10,000 ways which wont work"

**Thomas A Edison** 



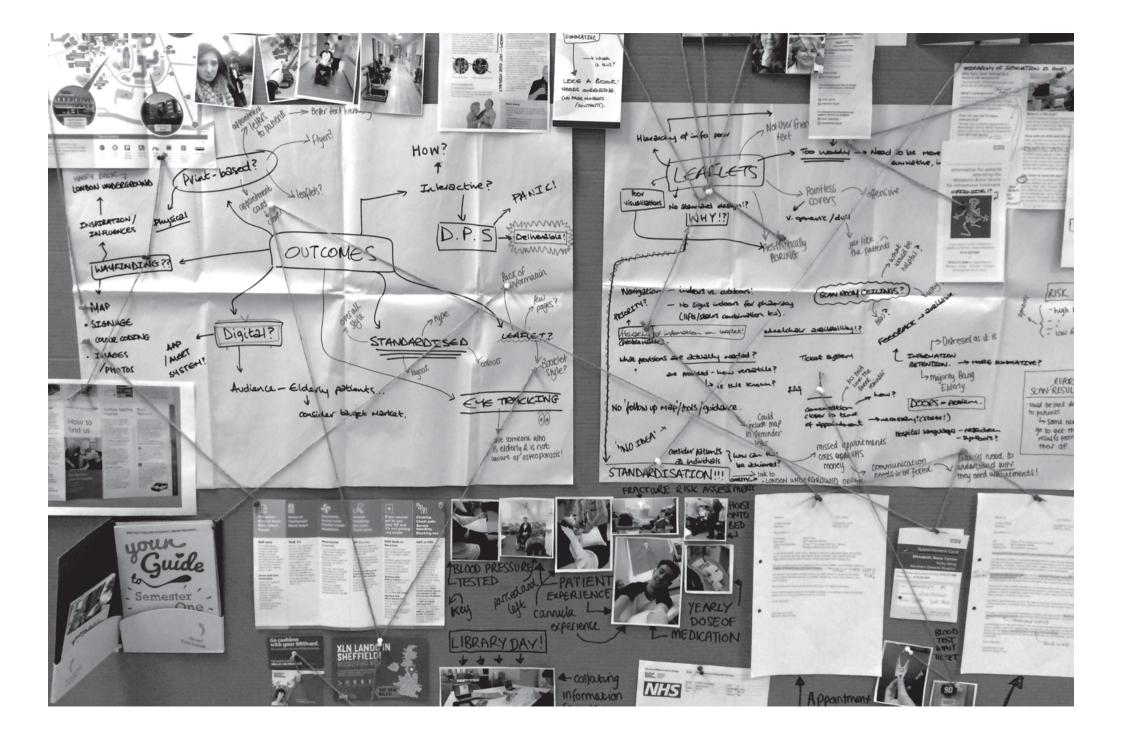


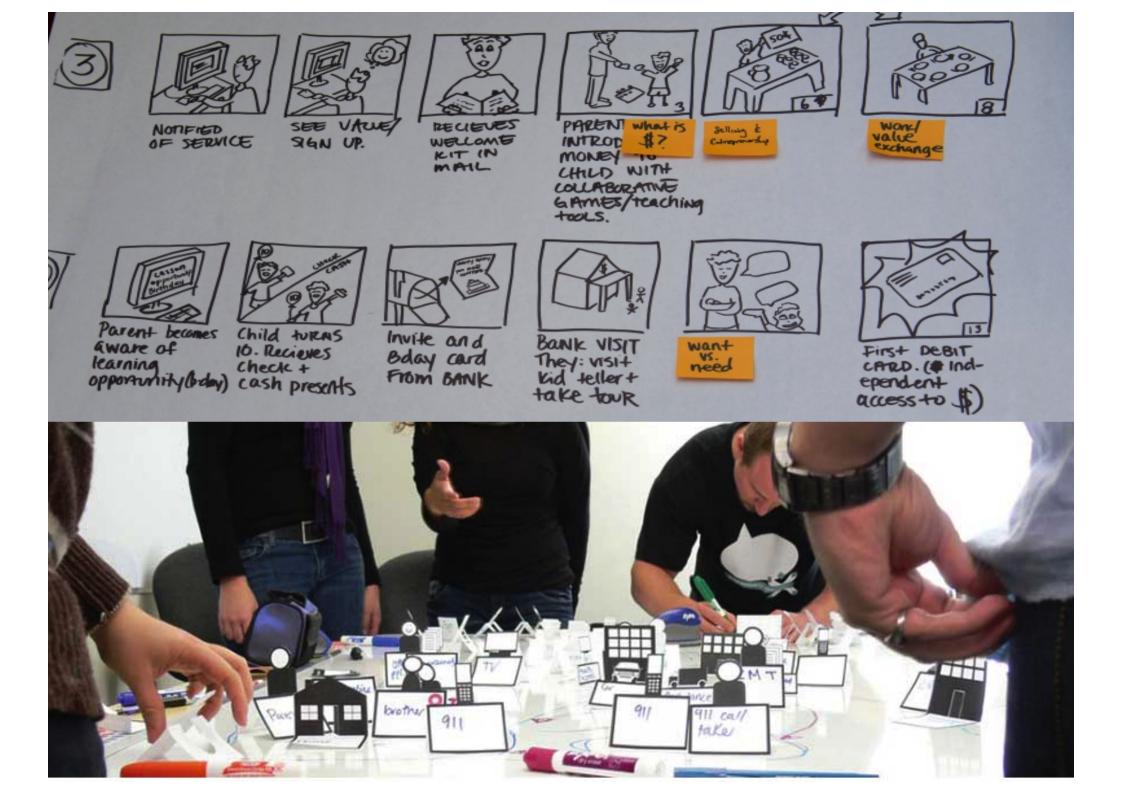
# **Service Prototyping**











## EYE TRACKING RESEARCH

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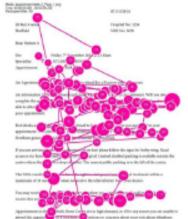
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Appointments at the Metabolic Bone Centre are in high demand, so iffer any nearest you are another to attend this appointment, or if you have any questions or concerns about your task plane telephone (0110/2712040 as soon as possible 17 you-to not attend your appointment and do not inform us in advance we will deallarge you back to your GP.

Yours Sincertly

Appointment Clerk Wetabolic Bone Cambre

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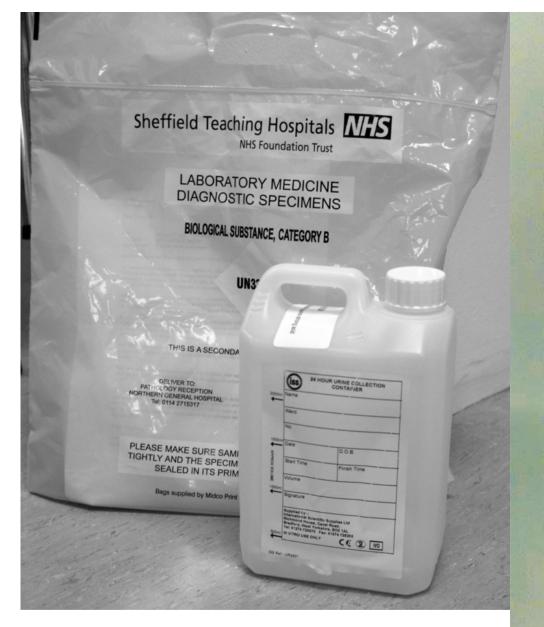






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### Metabolic Bone Centre

#### 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 battle. This should be approximately 24 hours from the start of your collection.

Write the finish time in the section provided.

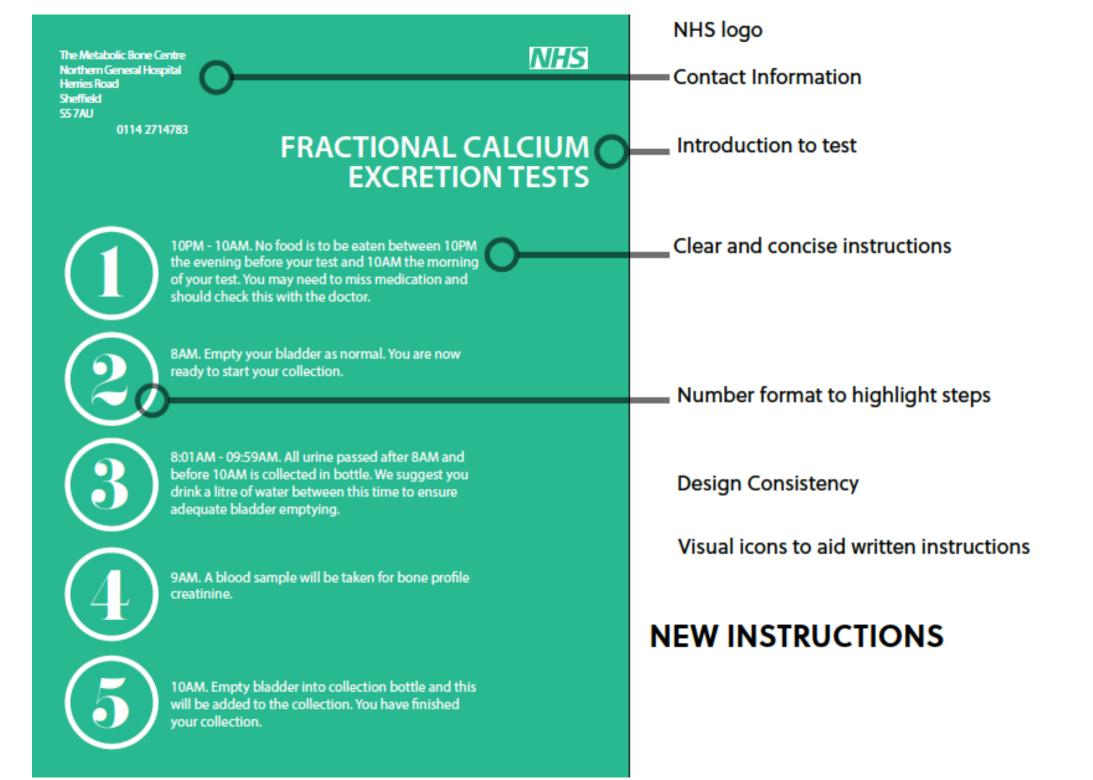
Your 24 hour urine collection is now complete, thank you for your co-operation.

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

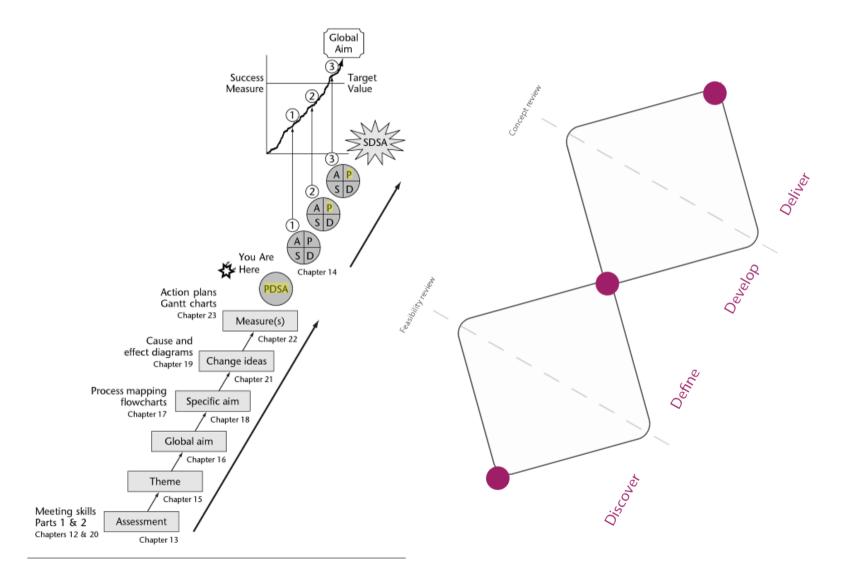
Name\_\_\_\_\_Time\_\_\_\_

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## What design can do for you?





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