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
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
How many uses can you think of?
What else could you use this object for?

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

What is the object for? How else could you achieve this?
00:02:00

Hours  Minutes  Seconds
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

Taipei, Taiwan

China
Germany
Netherlands
Switzerland

Istanbul, UK

Sheffield, UK
Birthday cake
(and candles)
"I have not failed I have just found 10,000 ways which wont work"

Thomas A Edison
Service Prototyping
NOTIFIED OF SERVICE
SEE VALUE/ SIGN UP.
RECEIVES WELCOME KIT IN MAIL
PARENT INTRODUCES MONEY TO CHILD WITH COLLABORATIVE GAMES/TEACHING TOOLS.
Parent becomes aware of learning opportunity (baby)
Child turns 10. Receives check & cash presents
Invite and send card from bank
Bank visit. They visit kid, teller & take tour
Want vs. need
First debit card. (£ independent access to $)
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 8am and 11am and fill the small bottle.

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

Name: .................................. Time: ..................................
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.
What design can do for you?