



WHAT IF?

Complete  
tasks right  
at point of  
care to  
improve  
patient  
experience

to discuss  
in separate  
focus groups

Friendly  
staff,  
short  
waiting  
time,  
local

share your ideas  
for improving  
Outpatient care

longer  
appointments

# Creatively Engaging Citizens in Health and Care Innovation

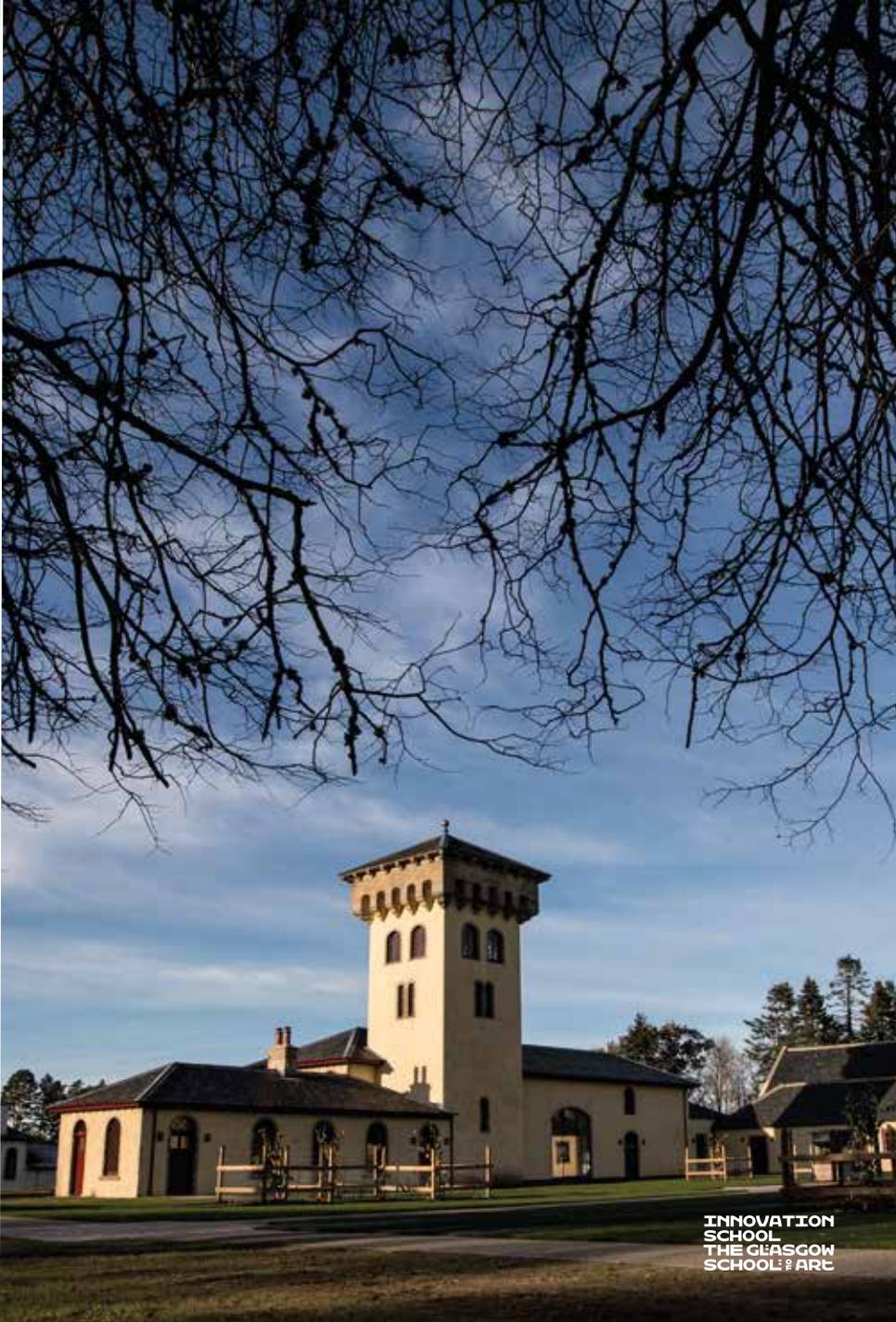
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Digital Health and Care Institute



DIGITAL  
HEALTH & CARE  
INSTITUTE

INNOVATION  
SCHOOL  
THE GLASGOW  
SCHOOL OF ART

# The Innovation School



INNOVATION  
SCHOOL  
THE GLASGOW  
SCHOOL OF ART

# Design for complex social challenges



# Participatory Design and Co-Design





# What do we mean by Participation?

# WHAT FOR

Complete  
tasks  
to give  
space to  
patients

to discuss  
in separate  
time

Friendly  
staff,  
short  
waiting  
time,  
load

share your ideas  
for improving  
Outpatient care

single  
appointments  
→ less waiting,  
more choices to  
see the person

change  
P  
holder  
time  
more  
about  
it

more staff  
with more  
direct  
better care

improving  
the  
digital  
+  
business



staff are  
great

# Ethics of Engagement



# Digital Health and Care Institute (DHI)





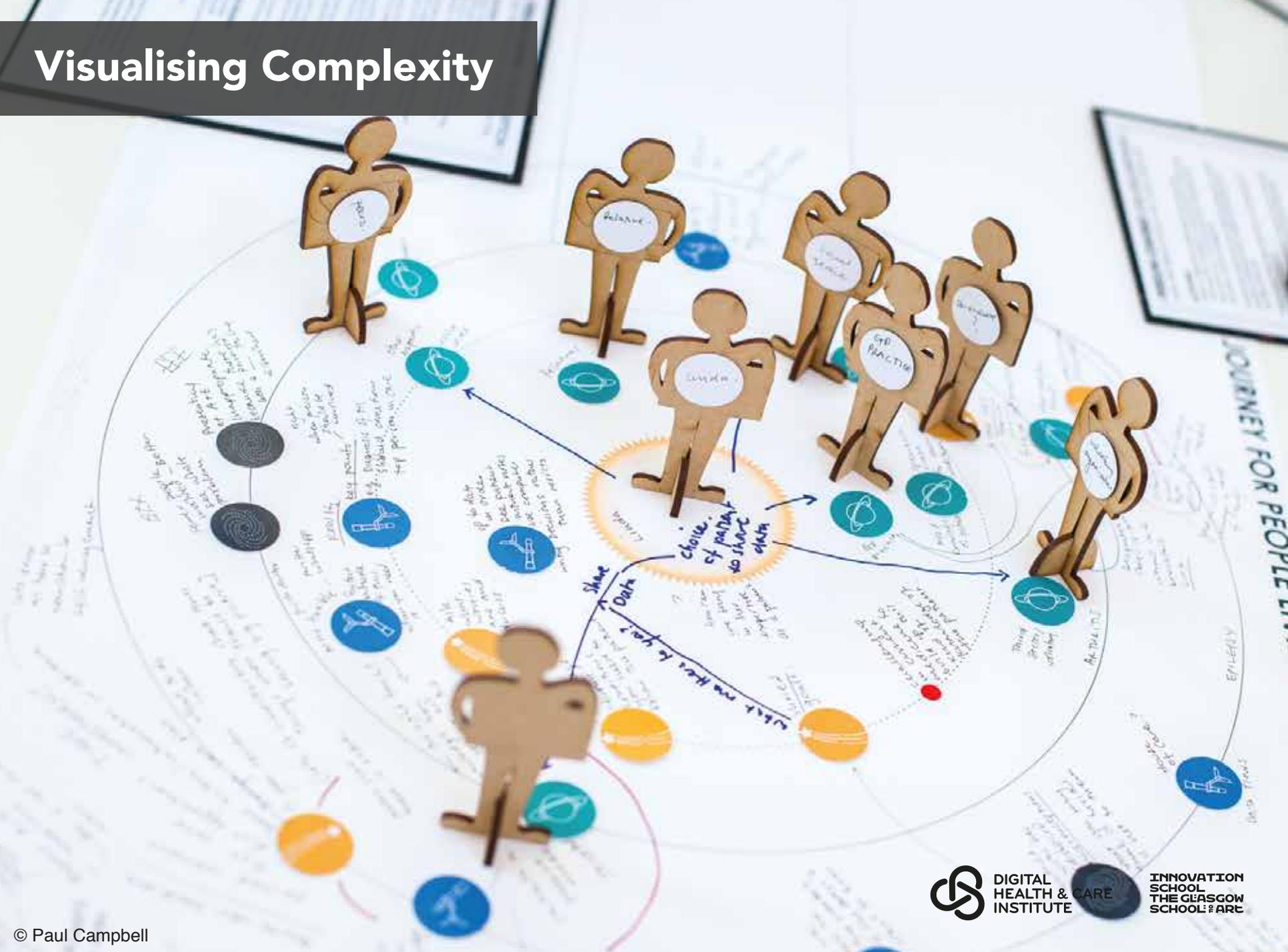
# Contexts



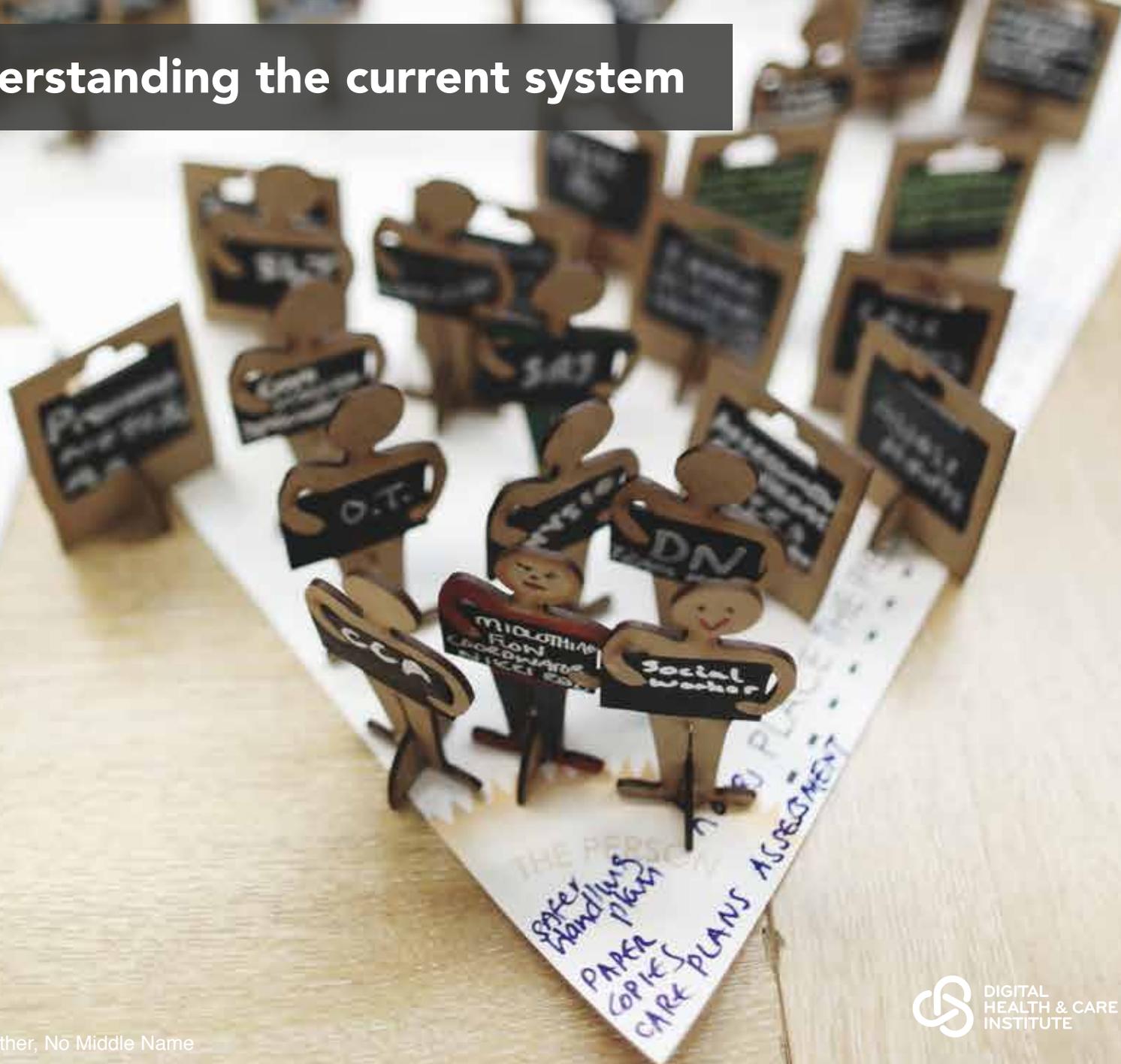
# Public Engagement



# Visualising Complexity



# Understanding the current system

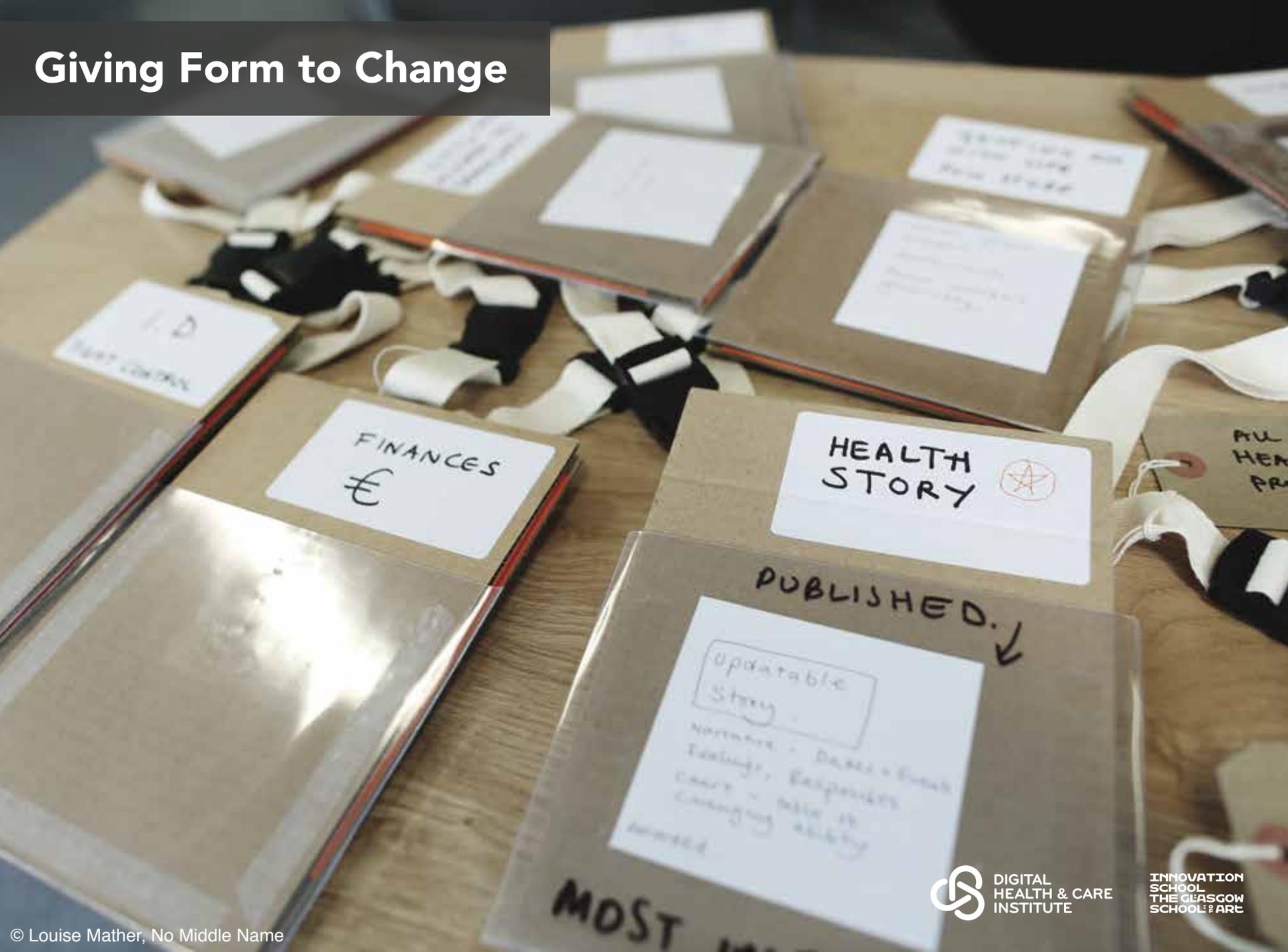




# Making concepts tangible



# Giving Form to Change



I.D.  
PART 1/2/3/4

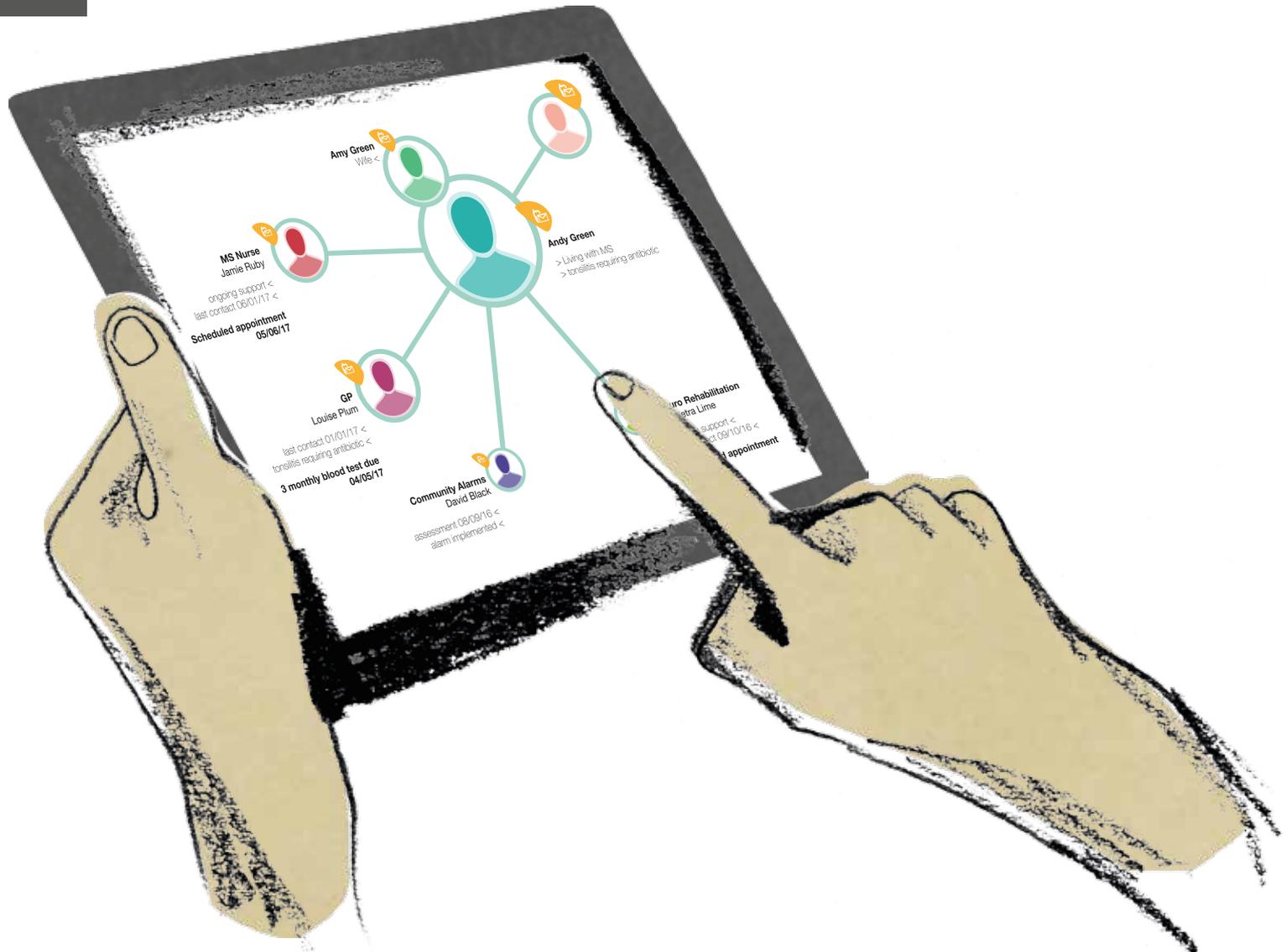
FINANCES  
€

HEALTH  
STORY 

PUBLISHED. ↓  
Updatable Story  
Narrative - Dates + Events  
Feelings, Responses  
Chart - able to  
changing ability  
Award

MOST

# Translation



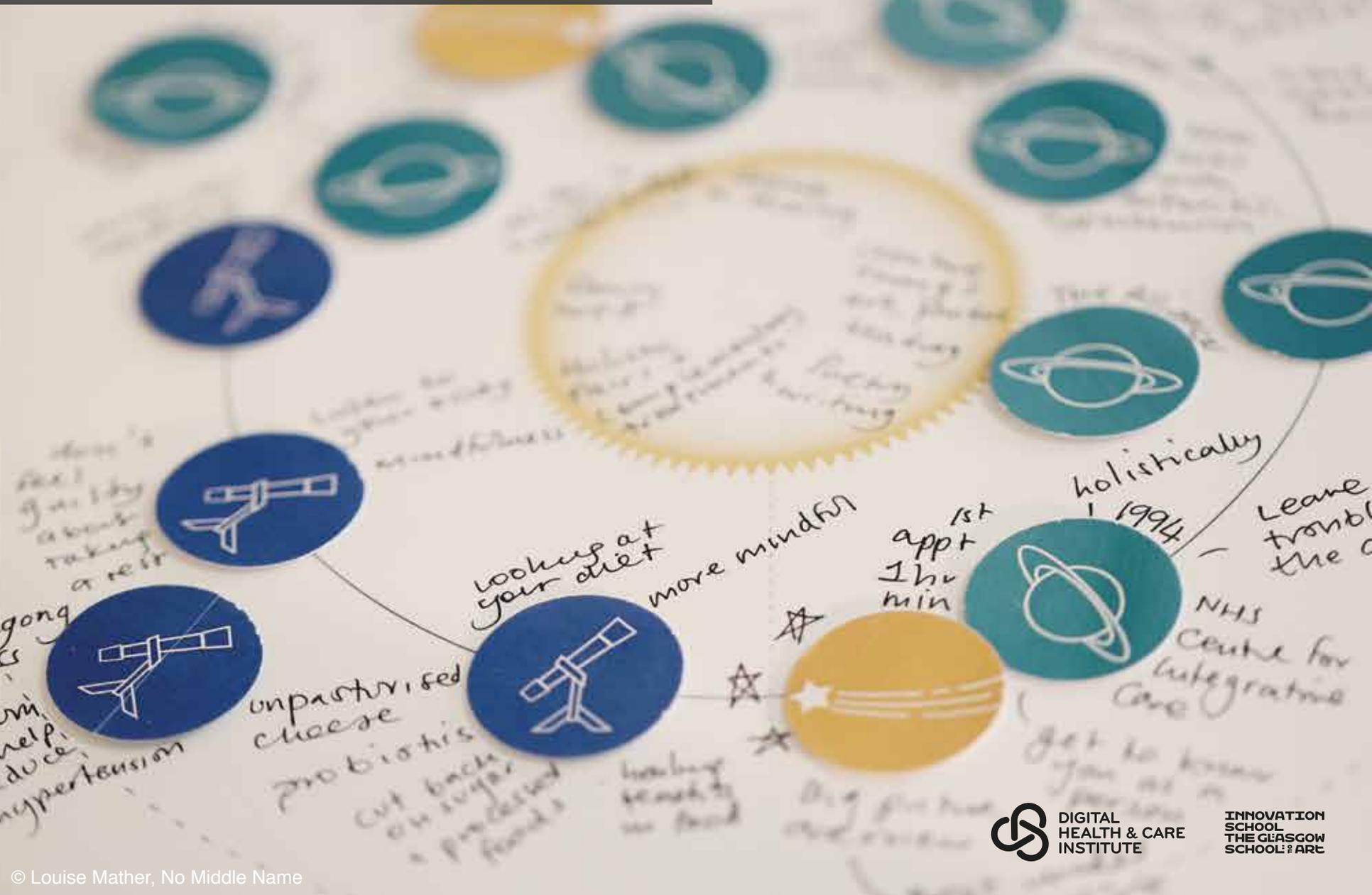
# Co-designing using role-play



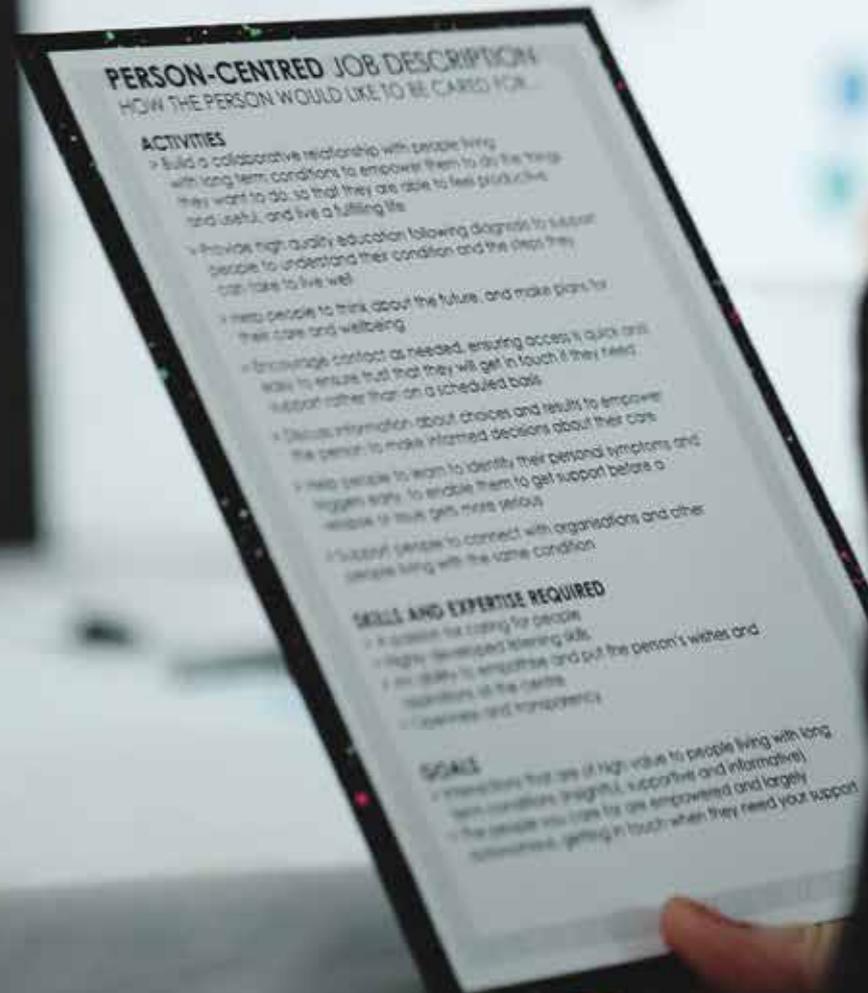
# Creative Direction



# Visualising Self Management



# Inspiring Person-Centred Service Innovation



## PERSON-CENTRED JOB DESCRIPTION HOW THE PERSON WOULD LIKE TO BE CARED FOR...

### ACTIVITIES

- Build a collaborative relationship with people living with long term conditions to empower them to do the things they want to do, so that they are able to feel productive and useful, and live a fulfilling life
- Provide high quality education following diagnosis to assist people to understand their condition and the steps they can take to live well
- Help people to think about the future, and make plans for their care and wellbeing
- Encourage contact as needed, ensuring access is quick and easy to ensure that they will get in touch if they need support rather than on a scheduled basis
- Discuss information about choices and results to empower the person to make informed decisions about their care
- Help people to want to identify their personal symptoms and trigger signs to enable them to get support before a crisis or issue gets more serious
- Support people to connect with organisations and other people living with the same condition

### SKILLS AND EXPERTISE REQUIRED

- A passion for caring for people
- Highly developed listening skills
- An ability to empathise and put the person's wishes and priorities at the centre
- Openness and transparency

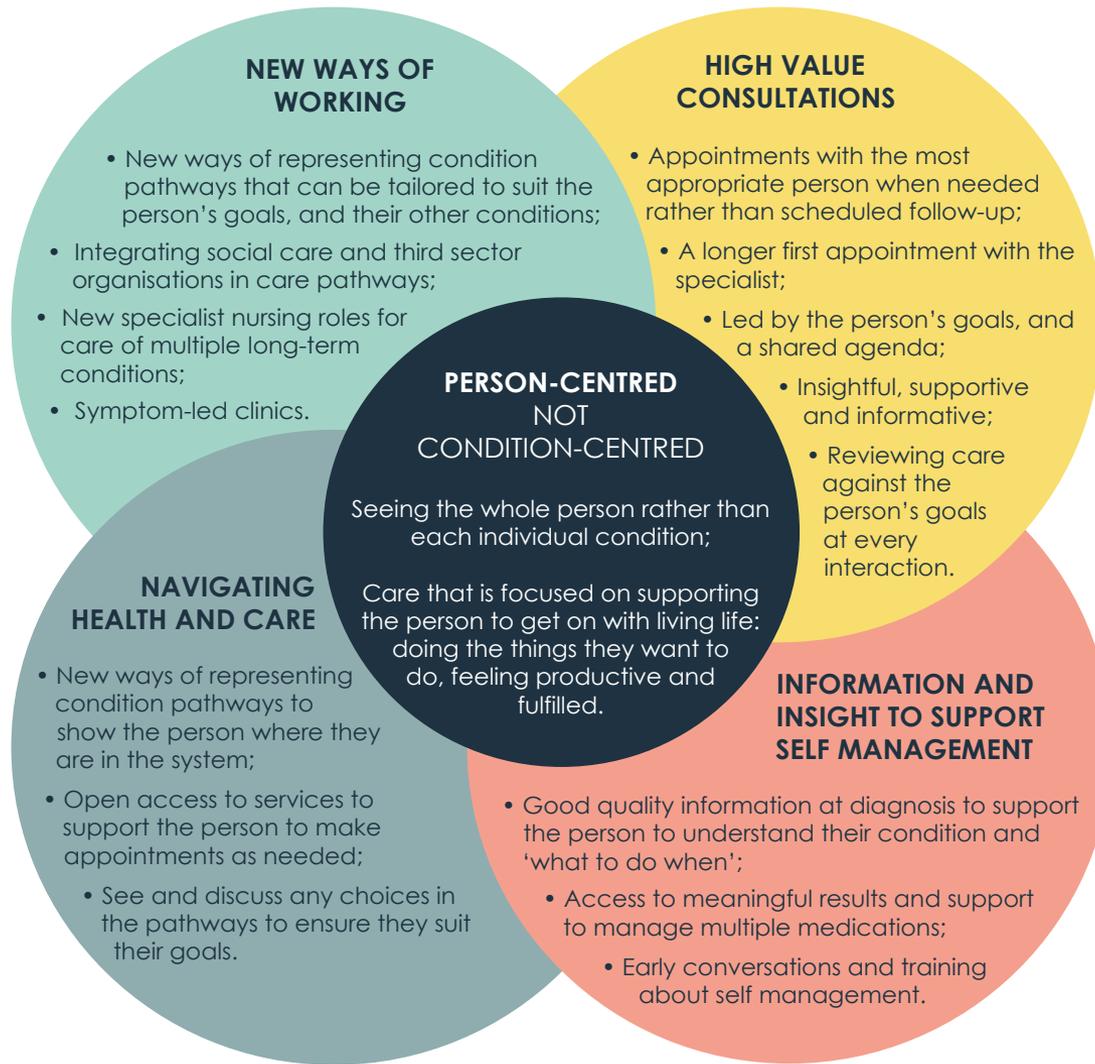
### GOALS

- Interactions that are of high value to people living with long term conditions (pragmatic, supportive and informative)
- The person you care for are empowered and largely autonomous, getting in touch when they need your support

# Using Lived Experience to Inspire Redesign



# Translation



# Lenses: Tell us about your perspectives

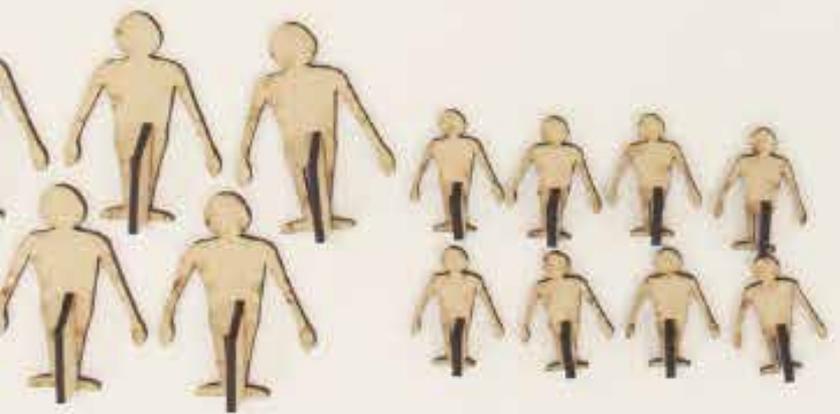
GS<sup>2</sup>A

**What is your perspective on participation in assessing services?**

**What new perspectives might support how you engage?**



Thanks



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