Positioning patients and staff at the heart of service design and delivery.

Gill Faley
Macmillan Project Lead (Sept 2013-15)
Acting Head of Adult SALT
Experience Based Design Video – 6 mins
The experience based design approach

- Measure
- Capture
- Understand
- Improve

Dorset County Hospital
NHS Foundation Trust

The Macmillan Patient Experience Project
What we did

- Worked with 15 Cancer Sites and Support Services
- Ran 3 Listening Events
- Received approx. 300 experience questionnaires
- Listened to 40 patient stories
- Ran 2 process mapping sessions
- Introduced Values Based Standards®
- Emotional mapping teaching sessions
- Listened to lots of positive feedback about services at DCH
- Conversation cards
experience based design (ebd) questionnaire?

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<thead>
<tr>
<th>Pre – Diagnosis /Diagnosis</th>
<th>At Home</th>
<th>Family/Carer</th>
<th>Treatment</th>
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<tbody>
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<td>Supported – Practically</td>
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<td>Emotionally – Supported</td>
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<td>Choices</td>
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Write your own words here

Write your own words here

Write your own words here

Write your own words here
What we know

Finalist in the
PEN National Awards 2014
Rethinking the experience
Co-Design Questions?

• 1 positive
• 1 negative
• Your ‘Gold Standard’
The experience based design approach

- **Measure**
- **Capture**
- **Understand**
- **Improve**
Improve

Contact your CNS! Cards
Symptom questionnaires pre-consultation
Moving weighing scales from public view

Macmillan Values-Based Standards®
Volunteer Meet and Greet
Handover sheets between care providers

Grand Round teaching session

Reflected in Trust and Cancer Network Strategy

Peer Support
Separating cancer and maternity patient seating

Waiting times for clinics

Lung Cancer Patient Information Website

Routinized in Audit and Peer Review

The Macmillan Patient Experience Project
Co-designing better services

• Empowering staff to recognise the value of patient experience.... the staff and patients who interact with a service are the experts to identify improvements?
• Quick-wins
• Enabling staff to re-engage with their work,
• The small things that will make a big difference to staff and patients
Thank you for listening

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