The Importance of Service User Involvement
Stakeholders

I love it!

Users

Me too!
Table Activity
• On your table, you have been given a scenario.
• There is opportunity to redesign and improve customer experience.
• Then, in the envelope you will have all been given a role.
• With that role and the possible considerations in mind; Simply design what you think is the *best* checkout process.
Points to consider

• What Co-Production does not mean, is that every single individual's thoughts must be realised.

• What is important is that everyone is involved and considered, and whatever the output is, it is able to be agile and educated to adapt for all.
What we have learnt

• No matter what the service design or improvement, involving patients and carers is a must, always.
• Their grounding and insight is invaluable, and without fail raises other points to consider.
• The profound impact that it has on those individual's cannot be underestimated.
• Do what you can to break down barriers, it's worth it.
• One size does not fit all, be creative.