

Designing in health

Dr Joe Langley
Daniel Wolstenholme

Mayo Innovation Centre 23rd April 2015



TRAMLIN
DEF LEPPARD
THE HUMAN LEAGUE
PULP • ABC
ARCTIC MONKEYS
JOE COCKER • HEAVEN 17
RICHARD HAWLEY



“build the infrastructure and capacity within the NHS to embed and sustain Design and Creative practice led innovation”



LAB 4 LIVING

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NIHR CLAHRC Yorkshire and Humber is one!

We are celebrating the 1st birthday of the National Institute for Health Research, Collaboration for Leadership in Applied Health Research and Care, Yorkshire and Humber (NIHR CLAHRC YH).

Over the last 12 months, since its launch, we have successfully delivered our objective of improving the health and wellbeing of the people of Yorkshire and Humber

We have 32 partners across our region, with 231 staff funded or match funded into the collaboration. We have brought in £11.2 million of funding to our region with £5 million coming in the form of a prestigious grant to our Healthy Children, Healthy Families Theme based in Bradford.

We have 100 ongoing projects with a huge range of methods and topics from nationally recognised areas of work around the impact of mental health on physical health and vice versa and the Health economic impact of air pollution on the people living in our cities.

The collaboration is building skills for the future of our region too with 28 PhD students working alongside leading researchers in their fields

Our work is not going unnoticed with the United Kingdom's Department of Trade and Industry coming to Sheffield to see our technology work done in collaboration with industrial colleagues from across the world

Welcome

As a CLAHRC, our success and impact over the last five years is evidenced both by external evaluations, and also by ongoing feedback from the National Institute for Health Research (NIHR), which has commended us on our partnerships with patients, the public and industry.

More importantly, we have generated commitments of over £14 million of match funding for CLAHRC Yorkshire and Humber - a significant amount, especially at a time of financial restraint in public services. Most of this commitment comes from NHS providers and commissioners, universities, charities and local authorities.

Our region has some of the highest levels of social deprivation and health inequalities in the



Tweets Follow

Dementia Centre
@dementiacentre

34m

Share ideas about the role of the Arts and Culture in #dementia at our IdeasLab dementia.stir.ac.uk/ideas/ideaslab...

Retweeted by NIHR CLAHRC YH

Expand

NIHR CLAHRC YH
@CLAHRCYH

39m

CLAHRCYH would like to thank the 27,802 individuals who have completed the online questionnaire for the SYCohort or YHStudy [@YorkshireCohort](#)

Expand



User-centred Healthcare Design

BOSOP **Better Outpatient Services for Older People**

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Royal Hallamshire Hospital
Glossop Road
Sheffield S10 2JF

Tel 0114 271 1900 Fax 0114 271 1901

22 DECEMBER 2009

Ref: AB####

NHS No: ### ## ####

MR P. ATIANT
24 SOME ROAD
WALKLEY
SHEFFIELD
S YORKSHIRE
S6 #AB

Dear P. ATIANT

Consultant : DR. A.B. FOOT
On : Thursday 04 March 2010 at 3.30 pm (Ref: ABC#D)
Clinic : GENERAL MED-E

An appointment has been made for you to be seen in the above clinic which is held in the Medical Out Patient Department, situated on A floor at the Royal Hallamshire Hospital.

If you are unable to keep this appointment, please contact the clinic on Sheffield (0114) 2712953 so that this appointment may be offered to another patient and an alternative date arranged for you.

N.B. Please bring your medication or prescription list to every appointment.

Please bring your appointment card with you when you attend.

Yours sincerely

Appointments Clerk



Chairman: David Stone OBE • Chief Executive: Andrew Cash OBE

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Medical Outpatients
Glossop Road
Sheffield
S10 2JF

0114 271 2953

Mr P Atient
101 Nice road
Sheffield
S12 357

Dear Mr Atient

Patient Number DW1452

Welcome to Medical Outpatients, we have arranged the following appointment for you.

Consultant: Dr A Anderson
Date: Wednesday 13 November
Time: 4.30pm
Where: Medical Outpatients (A Road)
Royal Hallamshire Hospital
Transport: An ambulance will arrive for you and your escort between 12 noon and 2.00pm



As this is your first visit to clinic you will need to bring:

- A sample of urine in a small labelled pot
- A list of medications and their doses (your prescription list)

Please allow a full morning or afternoon for your visit. After meeting with the doctor you may need to have an ECG, Blood tests or an X-Ray. The doctor will tell you if this is necessary during your appointment.

Please contact us as soon as possible if you are unable to attend your appointment as this will allow us to offer the appointment to someone else. We can be contacted on the number at the top of this letter between 8.00am and 5.00pm Monday to Friday. You can also use this number to contact us if you have queries regarding your transport arrangements.

We look forward to seeing you at your appointment

Yours sincerely

Darren Woodward,
Appointments Clerk

****Please bring this letter with you to your appointment****

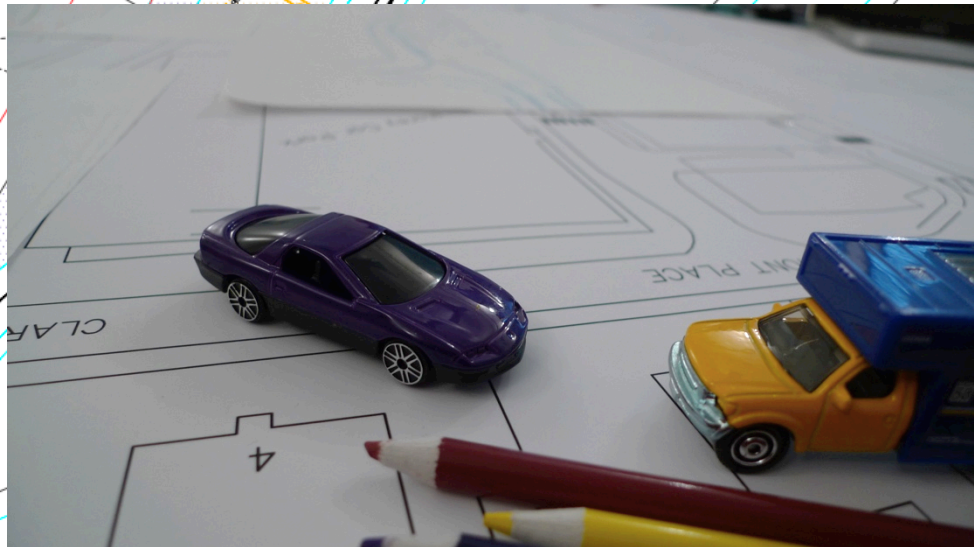
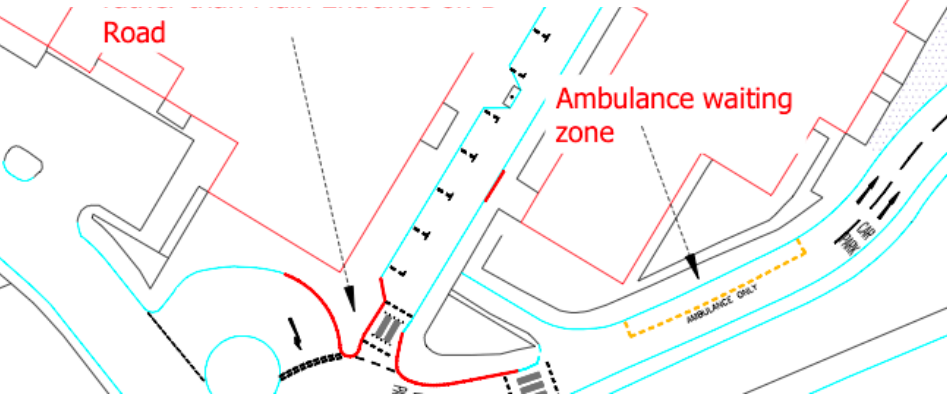
Chairman: David Stone OBE • Chief Executive: Andrew Cash OBE

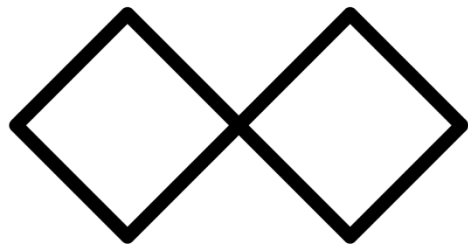


- List of suggestions not problems
- Real public engagement
- Legacy of impacts

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Better Services by Design

<http://www.bsbd.org.uk>

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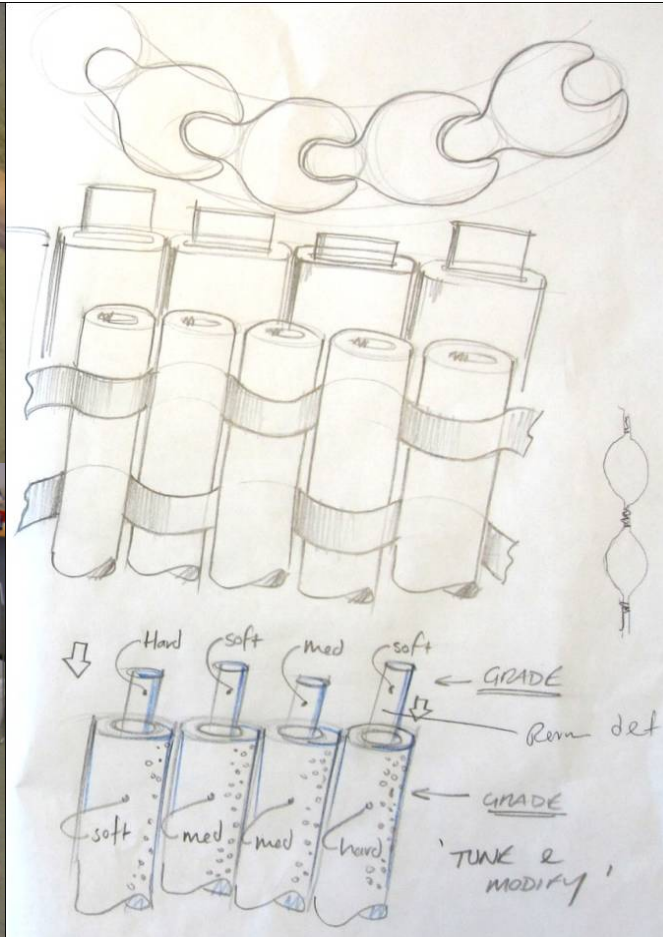
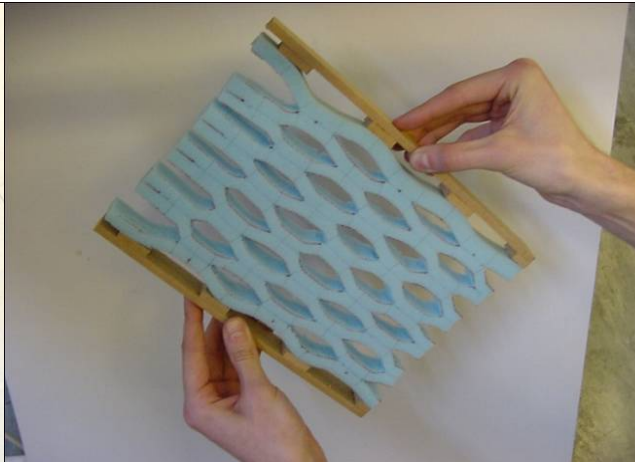
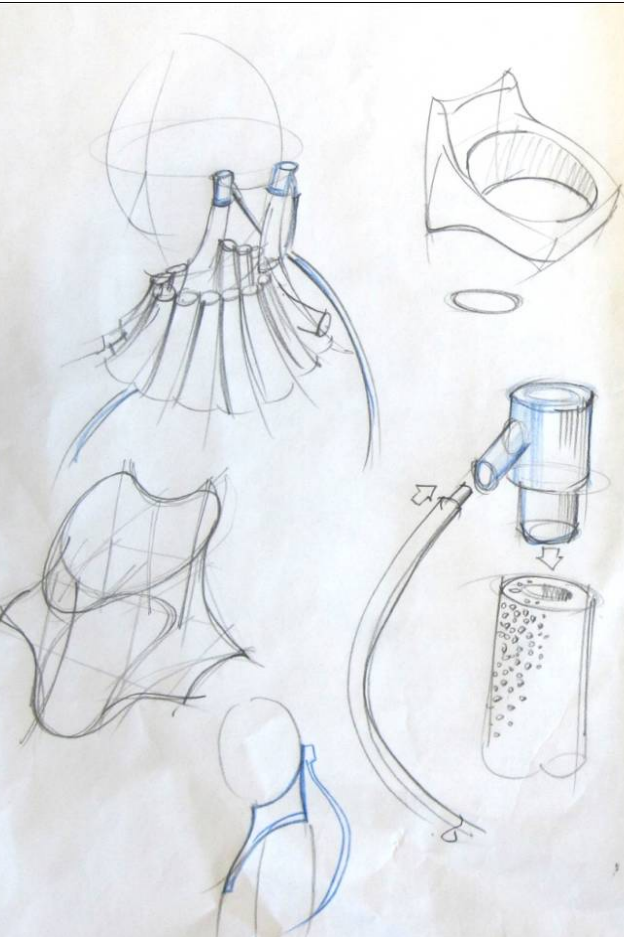
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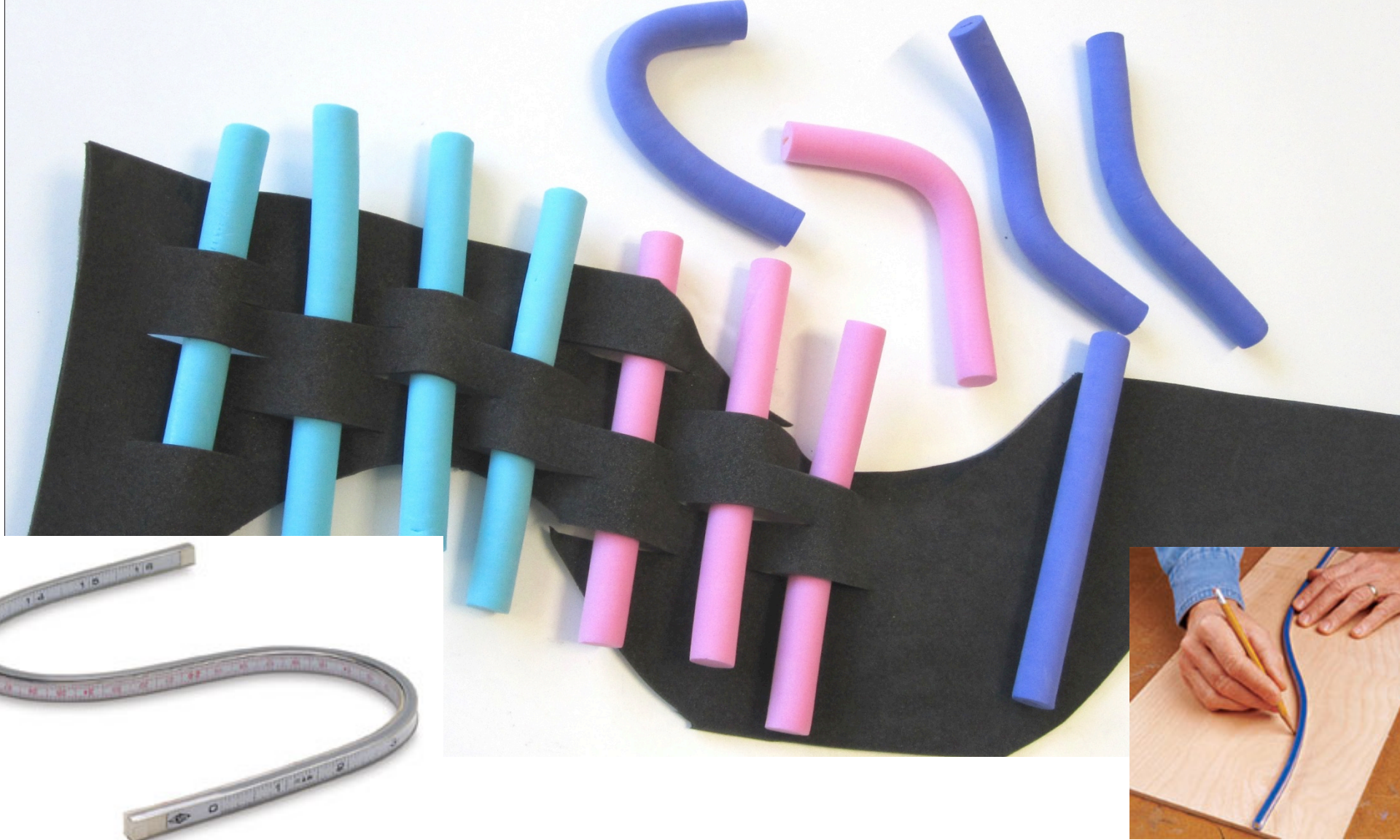
Nothing currently available offers support with movement. Collars currently prescribed were developed for trauma (immobilisation) or short term head support

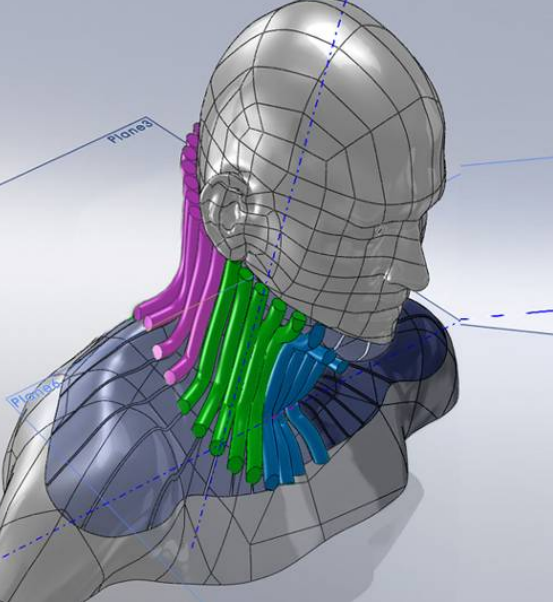


Free movement / limited support

Restricted movement / maximum support







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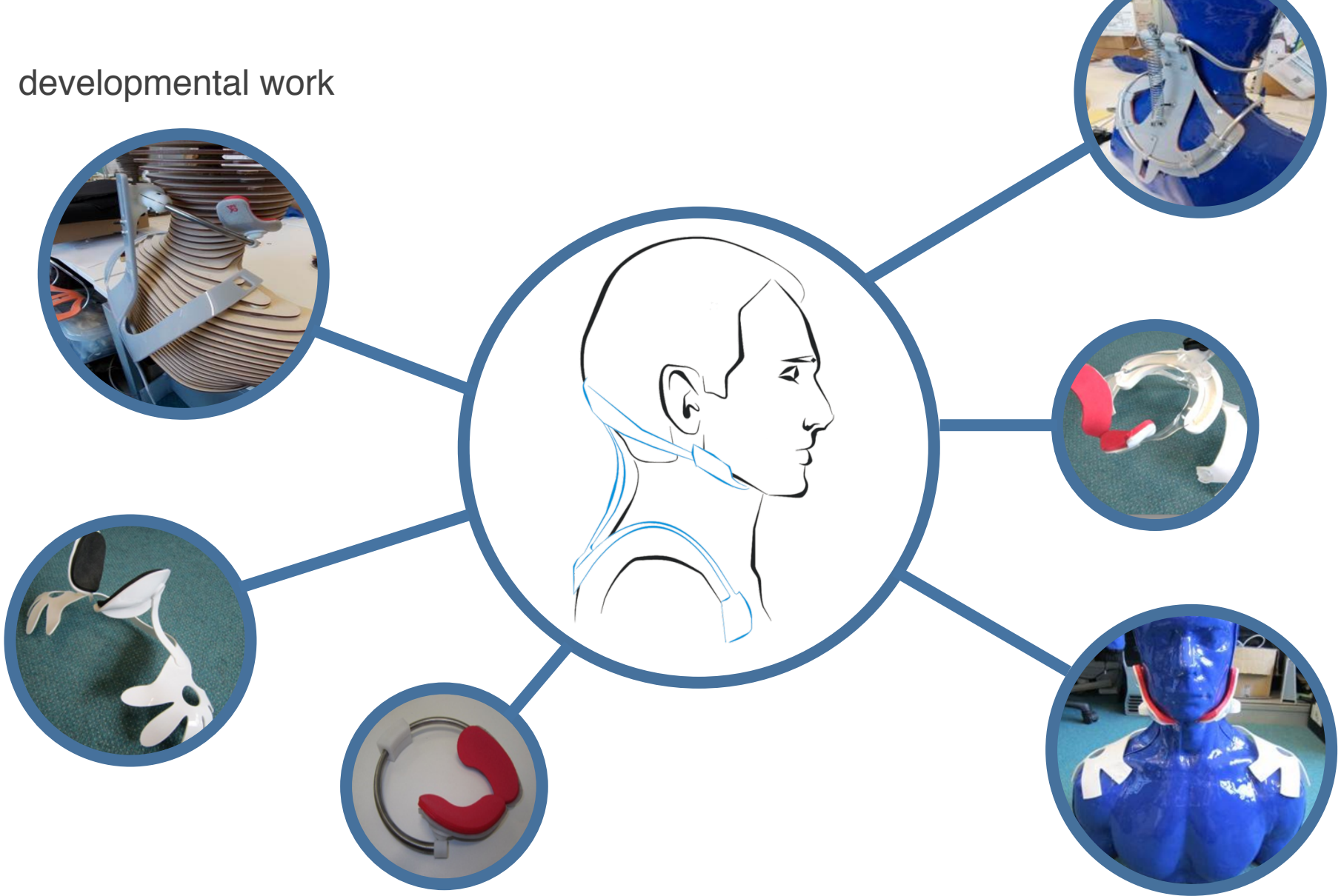
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developmental work





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MyDangerousLoverboy Home About us Campaign The Issue News Contact Shop

My Dangerous Loverboy is a pioneering campaign from Eyes Open Creative aiming to raise awareness of the sexual exploitation and trafficking of young people. Using the acclaimed My Dangerous Loverboy short film alongside the Love or Lies Education Resource, this campaign aims to open up people's eyes to the harsh realities of sexual exploitation. You can help fight against this crime.

other videos... More >

- Me Jenny & Kate**
Animation based on a survivor's story
- MDL Trailer**
Excerpt from the film by Virginia Heath
- On the BBC**
BBC Crime reporter Ben Ando on the set in Sheffield

my dangerous loverboy news ...

- The Truth About My Dangerous Loverboy
- Things We Won't Say About Rape That Are
- National CSE Awareness Day 2015

Facebook YouTube Twitter MySpace Flickr

Lot's more...

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Designing for *people* not patients

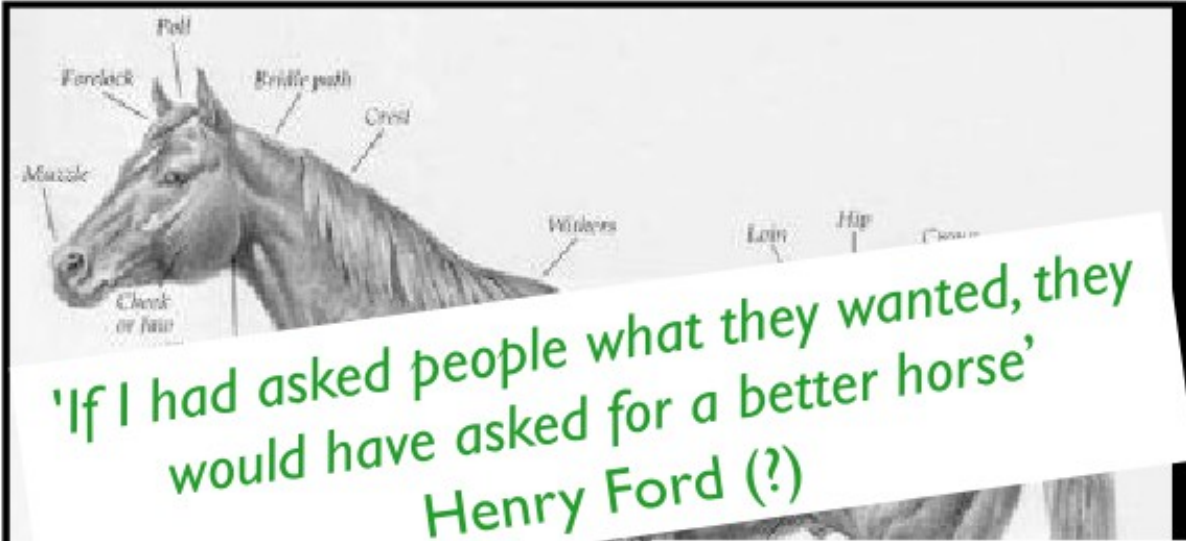


- Our approach begins with *lived experiences*;
- People not just as service-users but human beings with feelings and wider goals (such as maintaining independence and dignity).

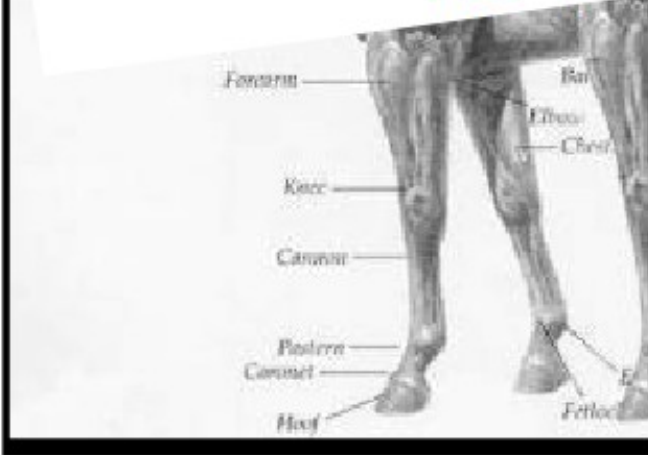
Designing *with* people



- Public and patient engagement is recognised as good practice in health and social care;
- Participation is about more than developing service it changes relationships
- Two benefits of Participatory Design
 - Better services closer fit
 - Democratic involvement = empowerment
- Need both for sustainable change



'If I had asked people what they wanted, they would have asked for a better horse'
Henry Ford (?)



Remember... anything's possible!



Designing for Innovation

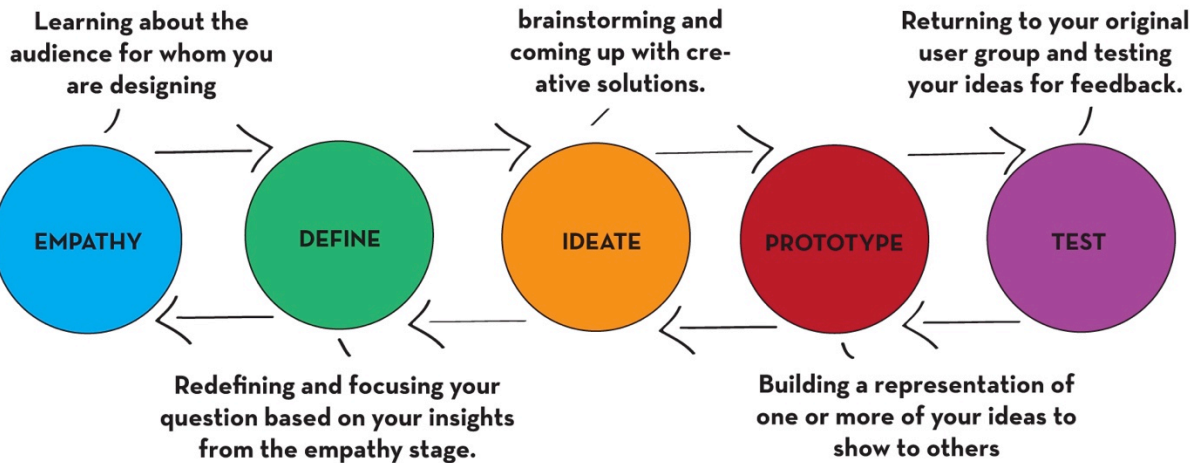


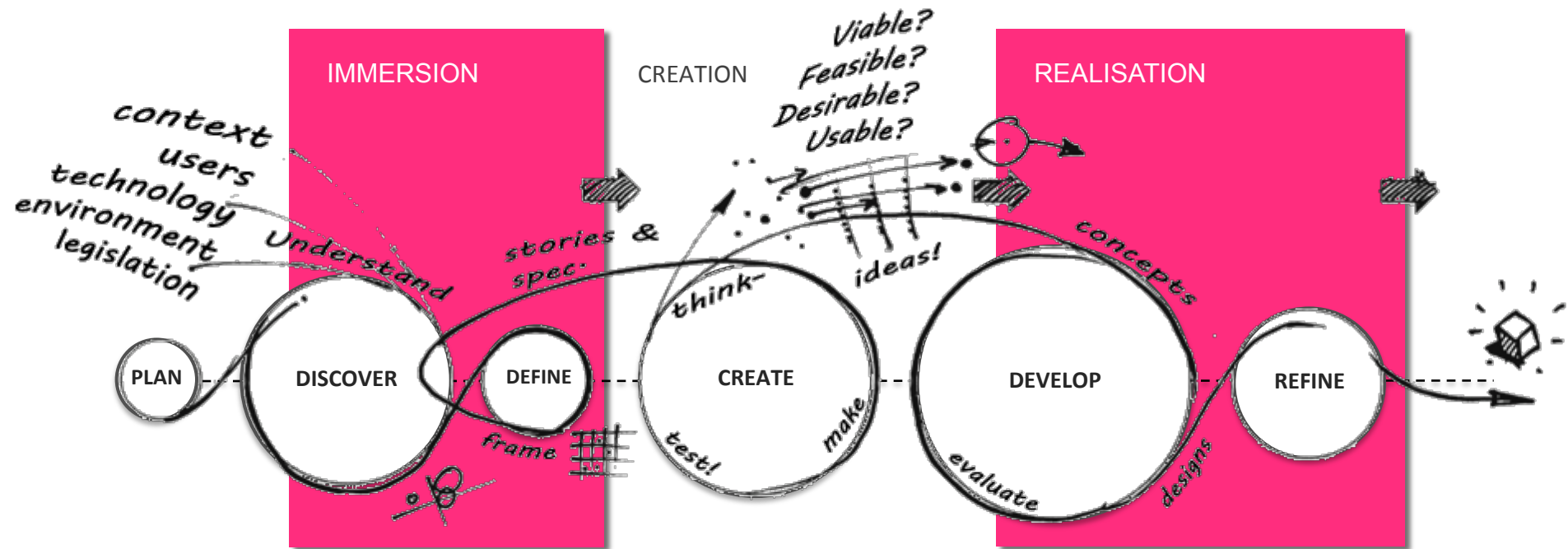
- Focus on solutions not problems, when situation is complex;
- Making is thinking
- Thinking through making

Having *something* to talk about and making that thing can help people explore what is important



So..... designing without Designers?





Deduction

What + How = ??

Induction

What + ?? = Result

Abduction 1

?? + How = Result

Abduction 2

?? + ?? = Result

Kees Dorst (2011) *'The core of design thinking and its application'*,

Design Studies, 32 (6) 521-532

think WITH YOUR HANDS

The concept of '*Cognitive Interaction*'
- from '**How designers work**' by Henrik Gedenryd

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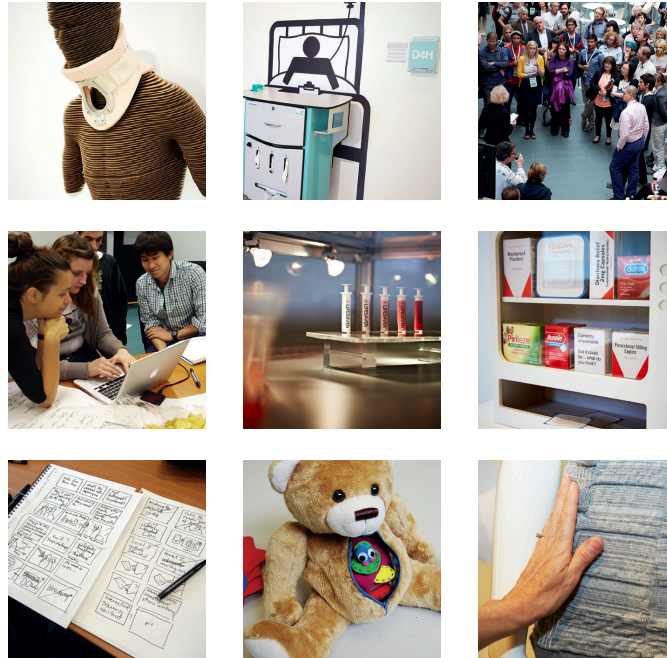


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3rd European Conference 13th - 16th July 2015 Sheffield UK

Lab4Living is pleased to announce the 3rd European conference on Design4Health. Our third biennial conference brings together designers and creative practitioners with researchers, clinicians, policy makers and service users to discuss, disseminate and test their approaches and methods. Our events provide an opportunity to reflect on how the disciplines of design and health might develop new ways of thinking and working, and how we might impact positively and sustainably on the social, economic and cultural factors within our communities and beyond.



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Thank you

www.lab4living.org.uk

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@JoeLangley_

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The Collaboration for Leadership in Applied Health Research and Care Yorkshire and Humber (CLAHRC YH) acknowledges funding from the National Institute for Health Research. The views and opinions expressed are those of the authors, and not necessarily those of the NHS, the NIHR or the Department of Health. CLAHRC YH would also like to acknowledge the participation and resources of our partner organisations. Further details can be found at www.clahrc-yh.nihr.ac.uk