

Better Services by Design: The Research Study

Better Services by Design (BSBD) is an opportunity for you to learn the creative thinking techniques and design methods we have developed by applying them your own health and social care service improvement and innovation projects. But it is also a learning opportunity for us (User-centred Healthcare Design), as researchers in design and health. This document tells you more about BSBD as a research study, your involvement in it, and how what you contribute might be used.

Who are User-centred Healthcare Design?

We are a group of designers and researchers from Sheffield Hallam University and Sheffield Teaching Hospitals Foundation Trust in the United Kingdom.

What we want to do

We have developed our methods and tools by doing health service design ourselves, we now want to help others (you) use them to understand how they can be improved. We also want to understand the best way to share our methods and tools with people like you working in health and social care who might find them useful.

We need you to help us improve our methods and tools, and share what it is like learning and using them.

How can I help?

Mainly by using our methods and tools, sharing your experiences of using them, and working with us and other project partners to develop solutions to any obstacles that you encounter. For all this to help answer our research questions the mentoring activity will be conducted as Action Research, that is *researching* service design through *doing* service design. If you are unfamiliar with Action Research, don't worry, it just means that, together, we work out what we are interested in, think about what we are learning, and document what we do and discuss. This will be achieved through the regular mentoring meetings and a web-based note-taking tool, discussed further below and at the first mentoring meeting.

We would also like to interview you before and after the mentoring period to understand what it's like doing service improvement and innovation before and after you have worked with us.

The Design Group

The main forum for us to demonstrate our methods and tools, discuss your project, and share ideas is the Design Group. This group consists of all the UCHD mentors and representatives from all of the partner projects – including project leads and project participants (service users and service staff). The group will meet regularly (at least monthly) throughout the mentoring period, and meeting discussions will be summarized on a web-based Process Reflection Tool. This tool will also enable discussions to take place online between and outside of meetings.

Process Reflection Tool

A special website will allow members of the Design group to share text and images, ordered by project and by time. Together, we will use this tool to document activities, discussions and ideas. You will use a unique username and password to access the site, which will restrict viewing of the site's content so that it is private – only other

members of the Design Group will be able to see it. The website will not be visible to anyone else using the Internet. The website is simple to use and we will provide training and support in doing so, as required.

The interviews

We will interview you shortly before and shortly after the mentoring period. These interviews will last around 30 minutes and will be held at a venue convenient to you. We may choose to interview you along with another person involved in your project.

Travel expenses

If you have to travel anywhere to meet us, we can pay for any reasonable expenses.

Your right to withdraw and withhold information

You are free to stop participating in the Design Group (through meetings and the online Process Reflection Tool) at any time during the mentoring period. You can also decline to be interviewed before or afterwards. You do not need to give any reasons for this.

You can also choose not to answer particular interview questions or make particular contributions to the Design Group. We hope that a constructive atmosphere of shared learning and development will make this unnecessary.

If you decide to stop being involved you will have the option to have your contributions removed from Process Reflection Tool, if you ask us to do so.

How will your contributions be used?

The Design Group discussions and interviews will help us refine our methods and tools, and work out how they should be shared so that can be easily adopted and used by people working in health and social care. Later, we will want to write and talk about the design and research we have done together. When you first meet with us you will be given more information about how we might use your contributions and will be able to tell us where and how we can do so. We will also never use your contributions for profit.

What happens after this study?

At the end of the mentoring period we hope that you will have either completed or made significant progress in your service improvement or innovation project. You will still be able to access the design resources provided as part of the mentoring but regular contact with your BSBD mentor will cease unless a special extension of support has been agreed. Any new methods and tools, developed during the Design Group discussions, will be available along with updates on UCHD's wider research on our website.

Further questions?

The person who gave you this information will be happy to answer any further questions about this project and how you might be involved. Alternatively, you can contact:

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