Care City Test Bed Co-design Insights

Care City

Care City is an innovation centre for healthy ageing and regeneration, working as an innovation partner to the health and care system in East London. It is part of the Test Beds programme, run by NHS England and the Office for Life Sciences testing combinations of digital and pathway innovations in clinical settings with real patients, with a focus on digitally enhancing support roles and transforming care for people with long term conditions.
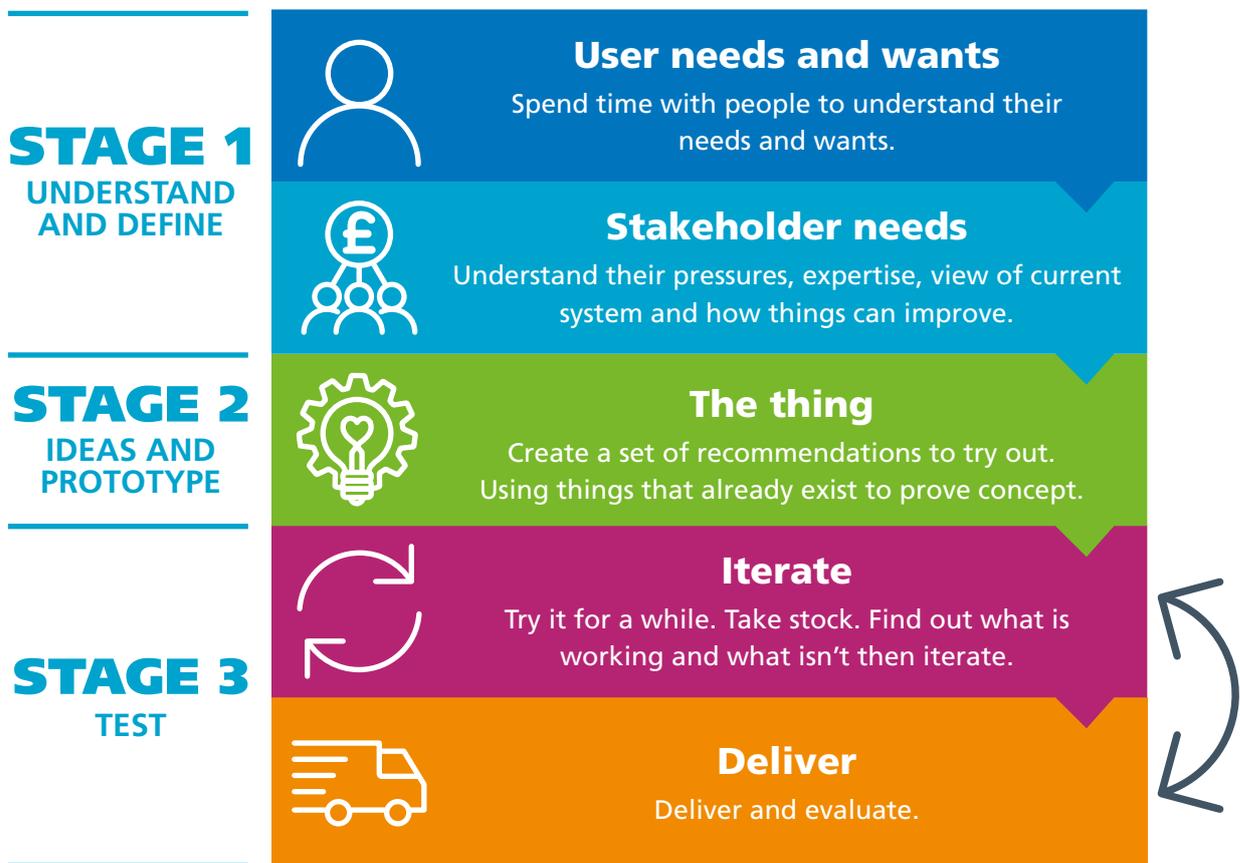
Collaborate to innovate

Co-design *adj.* – to design (something) by working with one or more others: to design (something) jointly.

The framework for innovation

Care City worked in collaboration with Good Things Foundation, experts in supporting citizens and partner organisations to overcome digital exclusion, to ensure co-design ran throughout the Test Bed programme. Care City also worked with representatives from three focus groups: Domiciliary Carers, Digital Prescribers, Cardiac Rehabilitation supporters and health and social care system-wide stakeholders to ensure the technologies being tested met the needs of our East London community and answered challenges set out in the NHS England Long Term Plan.

Co-design model

STAGE 1 UNDERSTAND AND DEFINE		**User needs and wants** Spend time with people to understand their needs and wants.
		Stakeholder needs Understand their pressures, expertise, view of current system and how things can improve.
STAGE 2 IDEAS AND PROTOTYPE		**The thing** Create a set of recommendations to try out. Using things that already exist to prove concept.
STAGE 3 TEST		**Iterate** Try it for a while. Take stock. Find out what is working and what isn't then iterate.
		Deliver Deliver and evaluate.

Courtesy of Good Things Foundation

Our co-design principles

Build rapport and be accessible to all

Establish a safe environment, where each others feelings and ideas are shared using simple language.

Go where the people are

Conversations are more open and honest when people feel comfortable and safe. Spend time where they spend time.

Leave your title at the door

Everyone is equal and all ideas and thoughts have the same value.

Be pathway not product

Focus on how to find the best pathway in the setting, not the innovation being tested.

Be solution focused

Look at finding ways to address the problem as a collective encouraging ideas from participants experiences.

Be open minded

Listen to everyone's ideas and avoid making assumptions.

Our recruitment guidelines

1 Go to established groups who are already using the service, listen to what their needs are and invite them to be part of the co-design panel.

2 Provide an environment that is comfortable, safe and accessible for all.

3 Build rapport with implementers and innovators throughout the project to ensure potential recruits continue to be identified.

4 Find times that suit both users and implementers for meetings.

5 NHS Implementers are known and are trusted by their patients, so ask them to encourage users of the innovations to:

- Attend co-design panels

- Talk to the Project team on a one to one basis

- Highlight that the Researchers would also like to talk to them for their evaluation.

6 Provide refreshments.

Our co-design approach

1 **Specific co-design workshops –**

Bringing the Care City team, clinicians, health and care staff and service users together to shape and continually review the work of the Test Bed.

2 **Talking to local resident patient representatives and carers –**

With the aim of getting a diverse range of contributors.

3 **Ongoing PDSA cycles –**

Continuously co-designing with clinical leads, front line delivery partners and users as part of the natural PDSA (Plan-Do-Study-Act) cycles of the test bed.

Lessons learned

Put people at the heart of everything you do and…

Understand motivations

Identifying what motivates people will help you understand whether people are likely to use the technology being tested.

Be fair

Having an external facilitator leading co-design sessions ensures that input from all stakeholders is valued equally and that there is confidence that the co-design was led with no bias.

Be inclusive

Make sure people with different physical, mental health, social, learning and language needs are involved to ensure innovation develops for everyone.

Stay curious

Co-designing an innovation pathway with front line staff from the beginning ensures that the solution fits with the current delivery models and that any risks can be mitigated before they develop into issues.

Be creative and test, test, test

Using a combination of formal and informal approaches to co-design ensures that key stakeholders are able to influence the design of the approach regularly throughout the testing process and the innovation can evolve to best meet these needs.

Understand context

To successfully enable the testing of innovation we need to create extra capacity in the system, paying for backfill of time may not be enough.

Assign roles and responsibilities

Ensure implementation roles and responsibilities are clearly established from the beginning and that all individuals involved can articulate the project objectives and explain the innovation being tested.

Develop trust

Staff working as part of the innovation pathway and clinicians advocating it need to understand, believe and trust in the innovation, and be confident about its use when introducing it to potential users and see it as a good alternative to traditional methods.

Design smart communications

Co-designing approaches to communicating with patients, utilising the first contact effectively, and ensuring staff have the tools to recommend the innovations confidently will ensure that the innovation 'lands' in the best way possible.

Ensure data integrity

Articulating the benefits of sharing data and giving reassurances around approaches to data collection are vital to engagement and ensure effective evaluation of testing.

Assign an information governance expert

Ensure information governance guidelines are understood and followed to prevent barriers to adoption.

Be patient

When embedding new services, whether involving technology or otherwise, it takes a long time to be successfully adopted.

We're happy to share more

If you would be interested in learning more about our Test Bed co-design journey and approach, please get in touch.

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