

Participatory Design of Innovative Services in Moray

Introduction

The DHI and the RCE programme is committed to involving those who use and deliver services as participants in the design and development of innovative, digital health and care services.

For each of the RCE's five living labs the design activities engaged people with relevant experience to understand the current state of a service area; co-design a future, preferable, innovative service supported by digital technologies and; produce assets that would support the procurement activities of the RCE programme.



Participatory Design and Lived experience

People with pertinent lived experience should be supported to meaningfully contribute to the design of future services that they will use (or will have used on their behalf). A person's relevant expertise might be lived (e.g., a person living with a long-term health condition; an informal carer, etc.) or trained (e.g., a nurse; a third sector charity worker; etc.).

Participatory design supports the people who know most about what they need to co-design services and systems that they find preferable. A participatory design approach helps to ensure that Moray's citizens and health and care professionals co-design innovative services that should be more preferable to them and hence, more likely to be adopted as 'business as usual' in the near future.

Design Activities

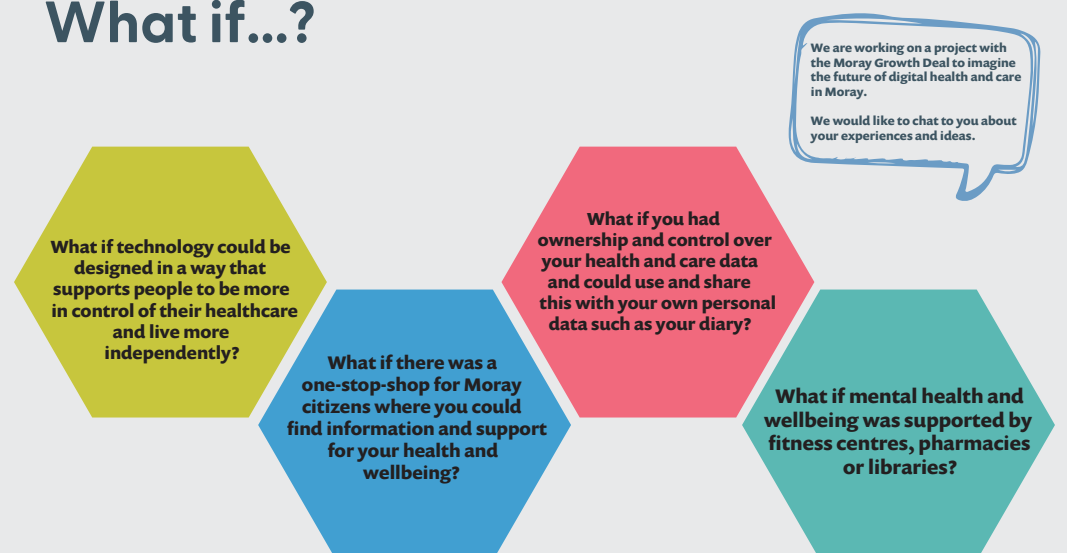
Interviews, focus groups and design-led workshops were held in Moray for each of the RCE's five Living Labs. Each activity was covered by a peer-reviewed research ethics approval process. 'Design-led' means that bespoke tools were made for each activity that supported people to discuss pertinent topics, record their experience and advice and decide upon designs.

Outputs

For each of the five RCE Living Labs the DHI supported people in Moray to co-design:

1. A current state capturing insights and perspectives, barriers and opportunities from multiple experienced perspectives. This helps the RCE and stakeholders to understand the current challenges and opportunities from a person-centred viewpoint
2. A future state design depicting preferable, innovative, futures that address challenges through the appropriate application of digital technologies. Co-designed innovations should be preferable to stakeholders involved in the design
3. Designs of innovative service changes that inform one or more calls for procurement of technologies that support service innovation and reflect the relevant current states and future state designs

What if...?



Further Information

Connect with DHI – scan the QR code to visit: linktr.ee/dhiscotland

Related, peer-reviewed, published research: Participatory design of service innovation to support people and their carers in Moray. Bradley, Jay, Joseph, Sonya Lizbeth, Shore, Linda and Harkis, Marlene. In: IASDR 2023 Life Changing Design, 9-13. Oct 2023, Milan, Italy.

