



SACCS

Service Redesign Project

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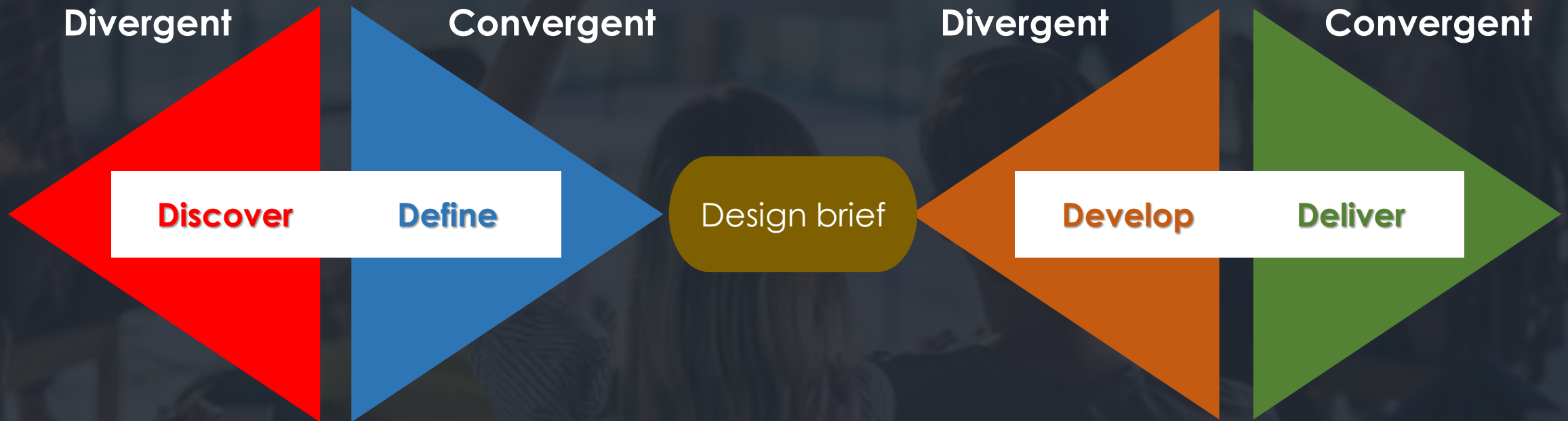
Contents

- Why are we doing this?
- How are we going to do it?
- Questions and answers

Aims and Objectives

- Engage with Service users using coproduction methodologies
- Build on the current model of care to design a service that meets the needs of the diverse population of Scotland
- Create a service that is safe, effective and person centred

Introducing the Double Diamond approach



Discover

To develop our understanding of the service our patients want

- Survey
- Interviews
- Focus groups
- What Matters to You? conversations
- Appreciative Inquiry

Q1. What matters to you?

- Please can you describe what is **most important** to you about the service you receive for your heart condition?

Q2. What does 'Good' look like?

- Can you give some examples of times when you had a **positive experience** with the service?
- What made these experiences positive?

Q3. What about the service could be improved?

- Can you give some examples of times you had a **negative experience** with the service?
- What made these experiences negative?

Q4. What opportunities for improvement exist?

- If you were designing your **ideal** congenital cardiac service from scratch, what would it look like?

Stakeholder selection criteria



- Age
- Sex at birth
- Cardiac diagnosis (Complex / non-complex)
- Geography
- Presence of learning disability

Interview participant selection criteria

Interview

1
2
3
4
5
6
7
8
9
10
11
12
13
14
15
16

Criterion 1

Age 16 - 24
Age 16 - 24
Age 25 – 39
Age 25 - 39
Age 40 – 59
Age 40 - 59
Age 60+
Age 60+
Cardiac diagnosis: Complex
Cardiac diagnosis: Non-complex
Geography: West Scotland
Geography: East Scotland
Geography: Highland
Geography: West Scotland
Geography: East Scotland
Geography: Highland

Criterion 2

Gender: Male
Gender: Female
Gender: Male
Gender: Female
Gender: Male
Gender: Female
Gender: Male
Gender: Female
-
-
Learning Disability: Yes
Learning Disability: Yes
Learning Disability: Yes
Learning Disability: No
Learning Disability: No
Learning Disability: No

Data Management

Template Thematic
Analysis

- Surveys
- Interviews
- Focus groups
- Stratified by demographic cohorts

Define

To check that we have accurately understood the wishes of our patient group

- Questionnaire
- To what extent do you agree that...

Design Brief

A blurred background image of a workshop or meeting. A man in a light-colored shirt is standing and gesturing with his hands, possibly presenting. Several people are seated in the foreground, with one person's hand raised, suggesting an interactive session.

To clarify the aim and objectives for the work ahead; what needs to change and what needs to remain.

Write up findings in a summary report and circulate to stakeholders booked to attend the development workshop.

Develop

To develop ideas for how the desired change could be delivered.

- Collaborative design workshops with participation from service users, SACCS team, external stakeholders
- Appreciative Inquiry

Deliver

To test ideas in practice and implement new service model.

- Model for improvement
- PDSA cycles

Promotion of SACCS User Engagement Project

- Letters sent to all service users in last 3 years
- Webinars
- Project [Website](#)
- Poster with QR code link to web page and sign up form
- Facebook and Twitter (launch of each stage and regularly throughout – using relevant hashtags)
- Third sector partners



Engaging with other Health Bords

Taking a collaborative approach to build and maintain cohesive and robust relationships to streamline patient pathways.

- Letters sent via professional networks (Cardiology, Nursing, Planning, QI, Service Design)
- Webinars



Proposed Timeline:

Dec:	Approvals from SACCS Leadership and SLG
Jan:	Launch / Information letters / Survey / Interviews
Feb:	Survey / Interviews / Focus groups
March:	Launch questionnaire
April:	Publish Design Brief
May:	Development workshops start

Project Assurance Group

The purpose of this group is to **oversee the project** and provide a **sense-check** on all decisions that are made about how the project is run

Project Assurance Group

Service Users

- Randomly selected from within demographic pools
- 6 service users
- 2 Friends / Family Members

Third Sector

- Cardiac / Congenital Cardiac charities
- Learning Disability charities

Assurance Group Meeting Dates

- Approximately **every 2 months** aligned with significant milestones throughout the project

Questions for the Project Assurance Group

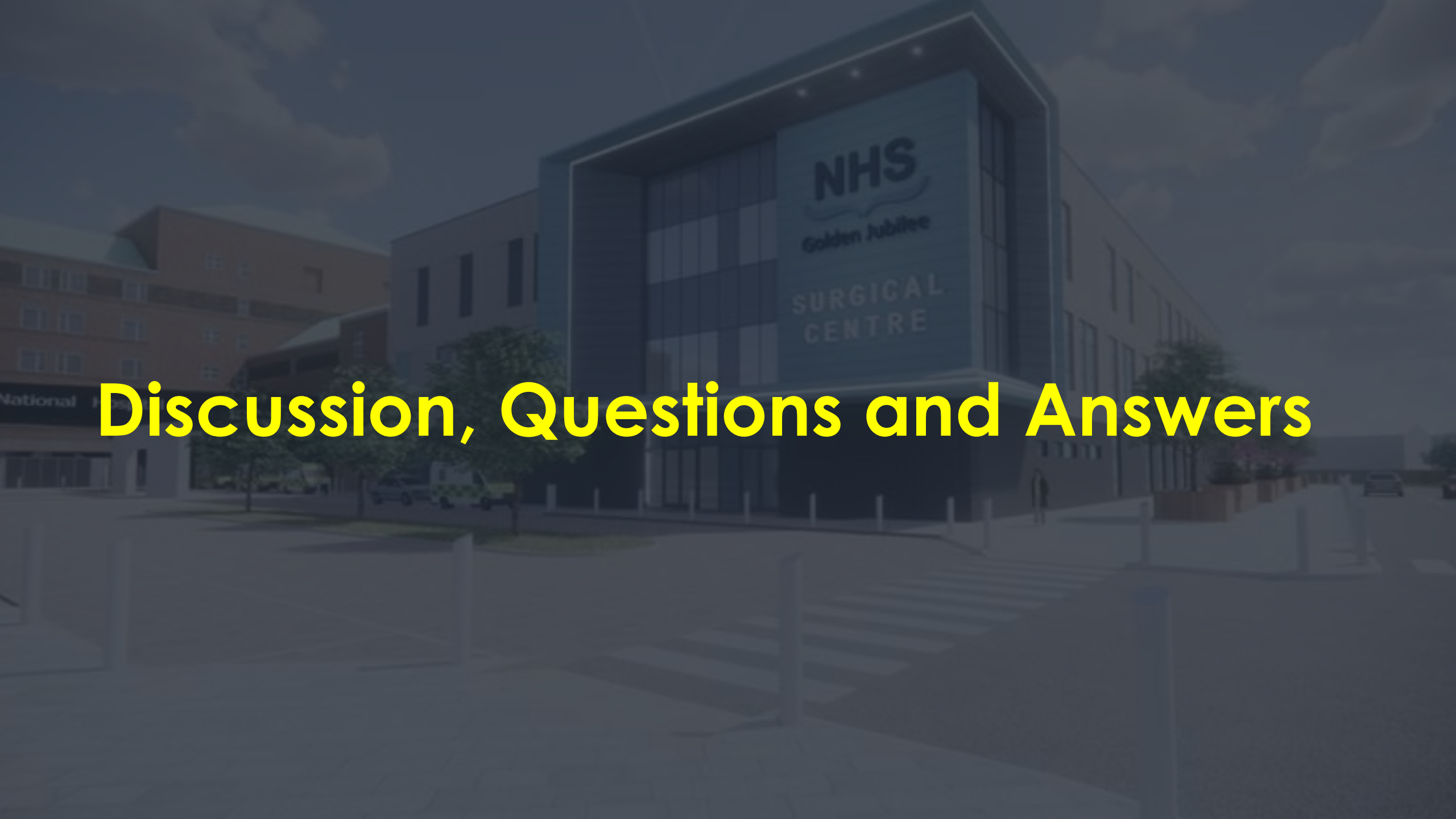
- Are you happy with the plan for the project?
- Do you agree that the project is asking the right questions?
- Do you agree with the plan for managing the data?
- Has anything been missed out that you feel is important?
- Are all of the right people involved?
- Do you think anything different needs to be done to improve communication with everybody involved?

Governance Gateways

Internal Governance Group:
External Governance Group:

NHS GJ Senior Leadership Team
Project Assurance Group





Discussion, Questions and Answers