

NHS X GLASGOW SCHOOL OF ART

NHS Scotland

Product Design

Official Presentation:
Product Design Year 3 / Glasgow School of Art

HELLO

GSA x NHS Lothian - 2017 collaborative project - follow up
Friday 24th March - Edinburgh Cancer Centre, Western General Hospital, Crewe Road S, Edinburgh, EH4 2XU

AGENDA

Who we are/What we do

The project: our approach

Our findings

Our responses

Questions



WHO WE ARE

DESIGN THINKING | COMPLEX PROBLEMS

WHAT WE DO

HUMAN NEEDS

PRODUCT DESIGN

human centred

PRODUCT DESIGN

5 weeks - January to February 2017

Two hospitals: Western General & Crosshouse(Kilmarnock)

Chemotherapy Outpatient services

Outpatient Assessment/Treatment & Pharmacy

Collaborative between NHS & Product Design

THE PROJECT

Explore and understand the terrain of chemotherapy out-patient services

Communicate the surrounding services via a '*user journey map*'

Outline a set of 'friction points' or 'issues' from our understanding

Develop new design opportunities and design strategies relating to these friction points.

OUR CHALLENGES




OUR APPROACH

CRITICAL PATIENT Ⓞ
She's a bit worried
and the nurse
try to distract
her talking about
the her extremely
long shift of the
previous day.

"It's a day
off"
-served food
-friend visit

Tougher for
his wife

It looks ~~like~~ annoying
for patients to go to
toilet with equipment


Patient's needs
visibility
this training is
made of using words
because there are
many ambulations
and medicine to
be presented

Patient: Norma (2nd app.)
She's arrived late due
to the traffic, however
she called to ~~advise~~
the reception
and all went ok.

Wishes
for a TV
in the ward

the space is
like
"old folks
home a bit"


40 ~ 50 age patients
tend to spend
their treatment
time using smart
phones

Waiting so much
means that I can
see all the patients
having their
chemistry

Spends
the whole
day in the
ward

Distracting
herself by
chatting


"like a car
MOT every
week"

50 ~ 70 age
Reading book or
newspaper


Normally patient
are asked before
an appointment
to know their
general health
state (superior etc)
more on NURSE
charge just for THAT

The nurses
are the best
part
-work hard
#tude

Patient spends
his time by
reading a
magazine


PATIENTS HAVE TO
PULL OUT INFUSION'S
PLUG THEMSELVES
WHEN THEY WANT
TO TOILET


80 ~ age
Just relaxing
or talking with
someone

Patient feel
concerned cause
nurses have to ask
really personal
health question
mean many
other people

Some patients
not frustrated

management
of the ward
- nurse
- patient
- equipment
- medication
- treatment
- patient's needs
- patient's wishes
- patient's preferences
- patient's expectations
- patient's requirements
- patient's needs
- patient's wishes
- patient's preferences
- patient's expectations
- patient's requirements

Some nurses take
are not taking the
patient's time
making time


I think we
are not taking
the patient's
time
- nurse
- patient
- equipment
- medication
- treatment
- patient's needs
- patient's wishes
- patient's preferences
- patient's expectations
- patient's requirements

Two nurses
always give
drug to patient

Two nurses
always give
drug to patient

Each
nurse has
designated
patients

Two nurses
always
check drug
before treat-
ment

Fantastic
place to work
- happy people
- supportive

Seeing people
at their
worst & help
less

CRITICAL PATIENT Ⓞ
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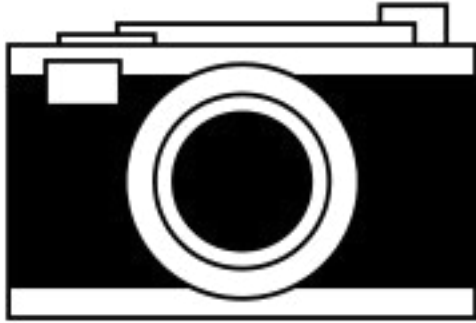
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HOSPITAL VISITS





VISUAL RESEARCH

Photography
Videography
Sketching



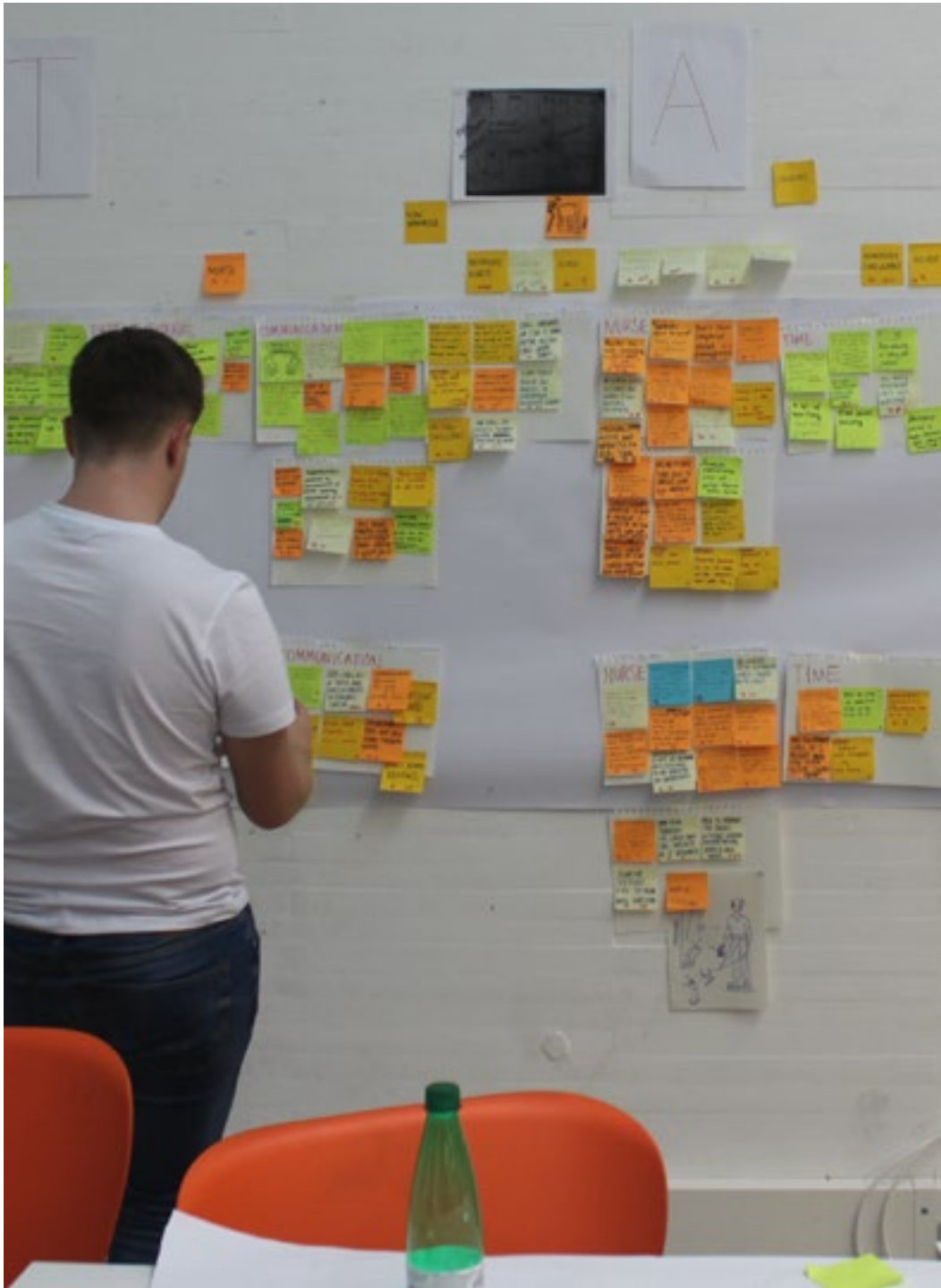
NOTE-TAKING

Interesting observations
Inter-personal interactions
pertinent quotes



INTERVIEWS

Informal interviews
Formal interviews
open/closed questioning



DATA COLLATION

JOURNEY MAPPING



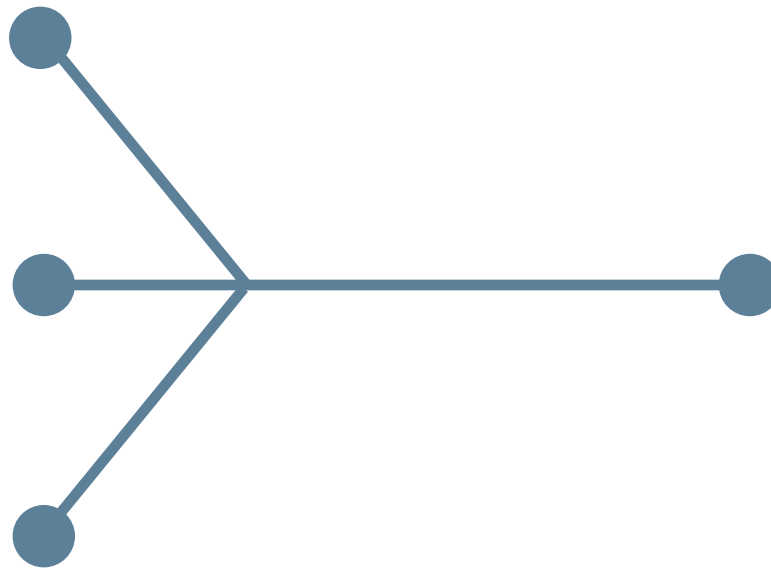
A top-down view of a collaborative workspace. Several people are gathered around a white table, working together. There are laptops, a cup of coffee, a container of pens, and numerous sticky notes with handwritten text. The scene is brightly lit, suggesting an indoor office or meeting environment. The text 'OUR FINDINGS' is overlaid in the center of the image.

OUR FINDINGS

Research

Journey Map

Raw data



INSIGHTS

STORAGE

Many patients complain of conflicting information, often from varying sources.

Hospital staff sometimes find it difficult to communicate vital information to some patients, including those with learning difficulties, hearing loss, dementia etc..



DIGITAL/ANALOGUE

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COMMUNICATION WITH PATIENTS

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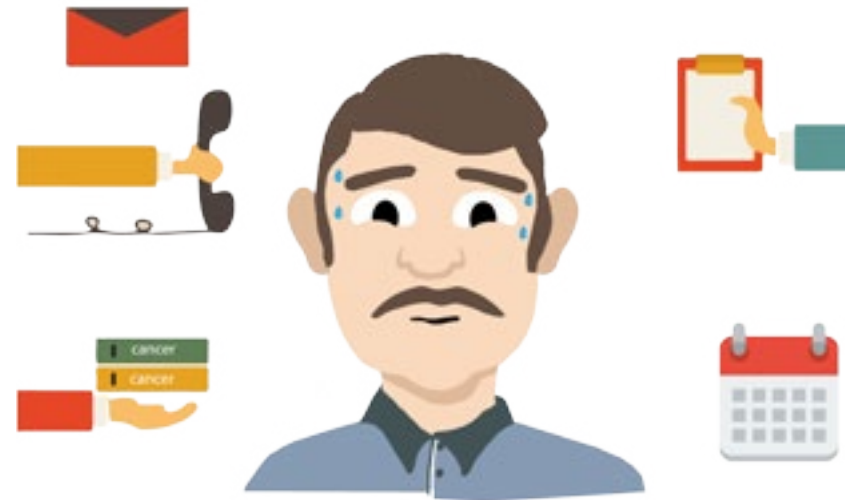
CANCER, CANCER, CANCER

Informative literature not only constantly reminds patients that they have cancer, but also as booklets, they are slightly overwhelming in terms of information and on some occasions generally unhelpful.



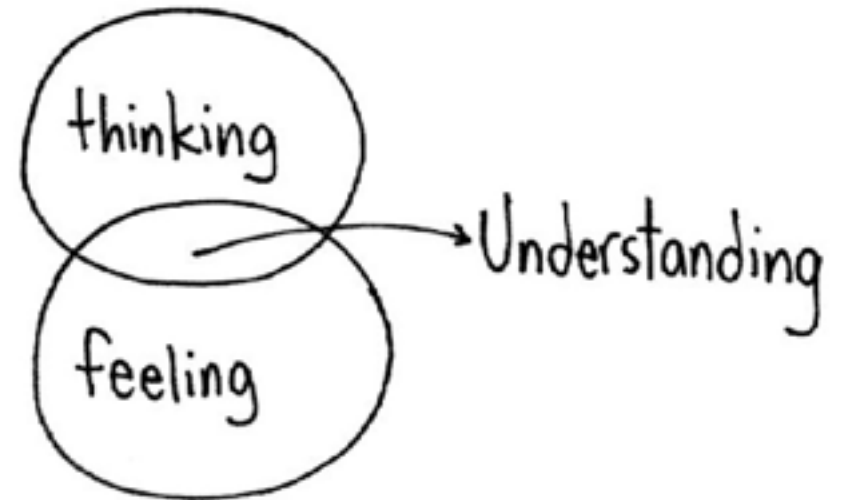
CHAOTIC CARE

With many treatment, assessment, scan dates, GP visits, patients often find it difficult to organize their own care 'journey'



PUPS

Patients rarely engage with the 'background' process of chemotherapy, meaning they are entering the process 'blind'.



LACK OF PRIVACY

Nurses need to ask private and confidential questions to patients on ward. The lack of privacy on ward can lead to discomfort and stress for the patients



EFFICIENCIES

Advanced orders from pharmacy can create delays, wastage of medicine & money and potentially creates more delays than it prevents.



RELATIONSHIPS

Patients sometimes feel like they need more attention or answers to some questions while in the ward, but the nurses and hospital staff only have limited time for interaction with each patient.





OUR RESPONSES

INSIGHTS



DESIGN
CHALLENGES



TEAM ONE



Daniel



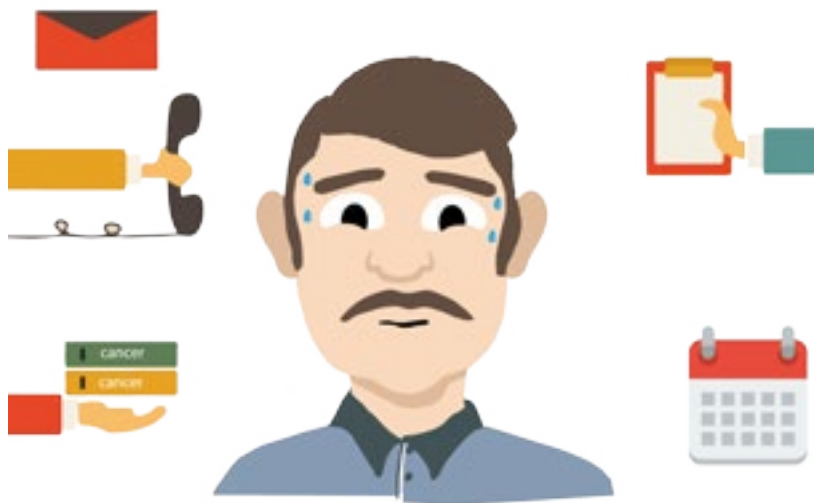
Johnathan



Edward

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CHAOTIC CARE

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Literature overhaul

To engage the patient with important information in a much clearer and more concise manner.

To give a much friendlier and caring aesthetic to existing information.

To assist the patient in organising their own journey and ultimately giving them more control of their care

OPPORTUNITY

Journey+

* **A Binder/ Day Planner** – I like to say this is a time where, “the one thing you can count on is that you can’t count on anything” – that’s the “new normal”. I don’t say it to discourage you but rather to empower you. Forget planning....but by all means **empower yourself to organize the chaos.** A combination binder/day planner is fantastic for storing hospital copay receipts, blood work, as well as writing down upcoming appointments. Do your best to keep up with the mess. Decorate it with pictures of fun times and people you love.



Preparation



Clean house
& do laundry



Grocery
shop before
appointment



Prepare 1-2
meals &
freeze for later

In Advance



Plan how to get
to the hospital.



Plan work and
diary beforehand

On The Day



Wear warm
comfy clothing



Bring along
books, tablet
etc..



Pack healthy
snacks for
appointment

Phone Book

Ward 1, Western General

Monday to Friday 9am - 5pm
0131 537 1878

Treatment Helpline

0800 9177711

St John's Hospital

Monday to Friday 9am - 5pm
01506522119

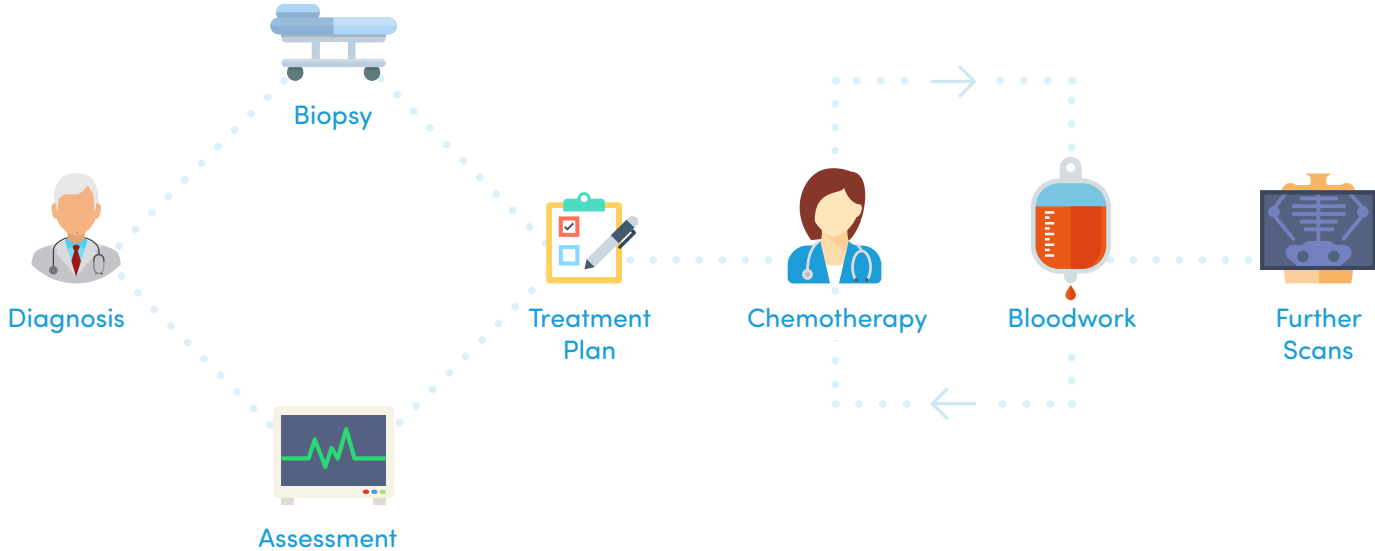
Macmillan

www.macmillan.org.uk
0808 808 0000



Notes

My Journey



Diagnosis	Treatment	Follow Up
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Key Dates

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Ask GP about
my headaches

My Journey



Biopsy



Patient



Chemotherapy



Diagnosis



Assessment

Diagnosis

08/01/17

15/02/17

28/02/17

16/02/17

16/02/17

16/02/17

Key Dates



Chemotherapy
in the Edinburgh Cancer Centre



**A guide for patients
and their carers**

Attending for oncology out-patient chemotherapy in Edinburgh

Your consultant will have referred you to start your treatment. The appointment system for booking your treatment is quite complicated. It needs to have a doctor, nurse and several pharmacy staff available to organise your treatment. Because of this it can take several days to arrange your appointment. Once an appointment has been made for you, a member of staff will phone you with the time and date. It is very important that we have reliable contact telephone numbers for you. These can be your landline and mobile numbers. If you have an answering machine or voicemail **which clearly confirms your identity** we will leave a message. If you do not hear from us within 10 working days after your clinic appointment please phone us. You will find contact details at the back of this booklet.

The length of your appointment depends on the type of treatment that you are having. Treatments that take over 5 hours are given morning appointments. Treatments which take 3 hours or less are often given afternoon appointments. It is helpful if you can accept the first appointment that we offer you.

Your first visit

We recommend that you allow yourself a full day for your first visit and that you bring a friend or relative. They can stay with you for the chat we have with you before starting chemotherapy. After that they can wait in the reception area, use the cafe across the road or return later to collect you after you have had your treatment.

At this visit some of the things we may do are:

- Introduce you to the team who will look after you
- Take some blood samples
- Check your height and weight
- Discuss your treatment with you and answer any questions that you may have
- Check that you are happy for the treatment to go ahead and that you have signed a consent form
- If you are having chemotherapy given into a vein, we will have a look at the veins on your hands and forearms. If we have any concerns about your veins we will discuss this with you and possibly suggest ways to make it easier for you to have treatment
- Give you your future appointment times
- Check that you have transport to and from the hospital
- Give you 24 hour contact numbers
- Check your other medication – please bring all the tablets you currently take including over-the counter and alternative remedies

How can I prepare myself before starting my treatment?

The following is some general advice to make it easier for you to receive your chemotherapy comfortably.

- Try and eat breakfast and/or lunch before you attend
- Drink plenty of fluids and keep your hands and arms warm. This 'plumps' up your veins and can make it easier to put the cannula (small plastic tube) into your vein that will be used to give your chemotherapy
- Buy a thermometer to use at home. If you are unsure how to use this bring it with you to your first appointment and ask your nurse to show you how it works

How does chemotherapy work?

Cytotoxic means toxic to cells. Chemotherapy works by stopping or slowing the growth of cells. It affects the growth of all cells in your body and not just cancer cells. It is given in blocks, called cycles, to allow your healthy cells to recover. Your doctor will explain your treatment plan and you can find more information in the leaflet at the back of this booklet.

When is chemotherapy used?

Chemotherapy can be used in the following ways:

- **Neo-adjuvant treatment** – this is when chemotherapy is given prior to surgery or radiotherapy to try to shrink the tumour
- **Adjuvant treatment** – this is when chemotherapy is given after surgery or radiotherapy when there are no visible signs of cancer. It aims to reduce the risk of cancer coming back

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Chemotherapy can be given in different ways, depending on the type of cancer you have and the drugs used. The most common ways to get chemotherapy are:

- into a vein through a cannula, a small plastic tube. This is known as intravenous chemotherapy
- as tablets and capsules called oral chemotherapy

You will find information about your treatment and how it is given in the information leaflet at the back of this booklet.

Where is chemotherapy given?

Where you receive your treatment will depend on the treatment you need. Most treatments can be given as an out patient but for some you will need to come into hospital and stay for a few days. Your doctor will tell you where you will

Hello

NAME

DESCRIBE YOURSELF.
TELL US ABOUT YOU

We want this booklet to be a helpful tool that will give you information about your treatment. We also want you to make the book yours, write thoughts and doodle anywhere you like, don't be shy! Use it, take control of **your journey.**



WHAT DO YOU WANT TO
KNOW ABOUT TREATMENT?

Inpatient Treatment

How long will it last?

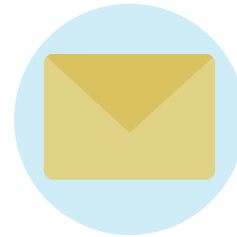
The length of your stay depends on the type of treatment that you are having. Patients may stay in hospital overnight or up to 7 days.

Friends and relatives

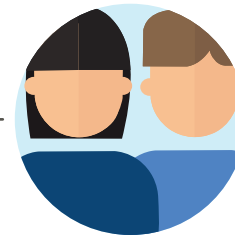
Please bring only one friend or family member with you to your first treatment as ward space is limited. There is a dayroom and a cafe where other friends and relatives may wait.

Your Day

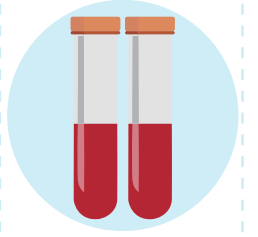
Your appointment is scheduled.



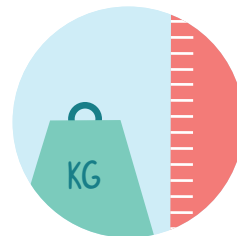
You arrive at reception and meet the team.



You may have blood samples taken.



Your height and weight are measured.



A nurse will discuss your treatment.



Information will be checked to aid your stay.



If you are happy, treatment will begin.



You will stay in hospital for the duration.



Finishing treatment, you can go home.



Hello

NAME

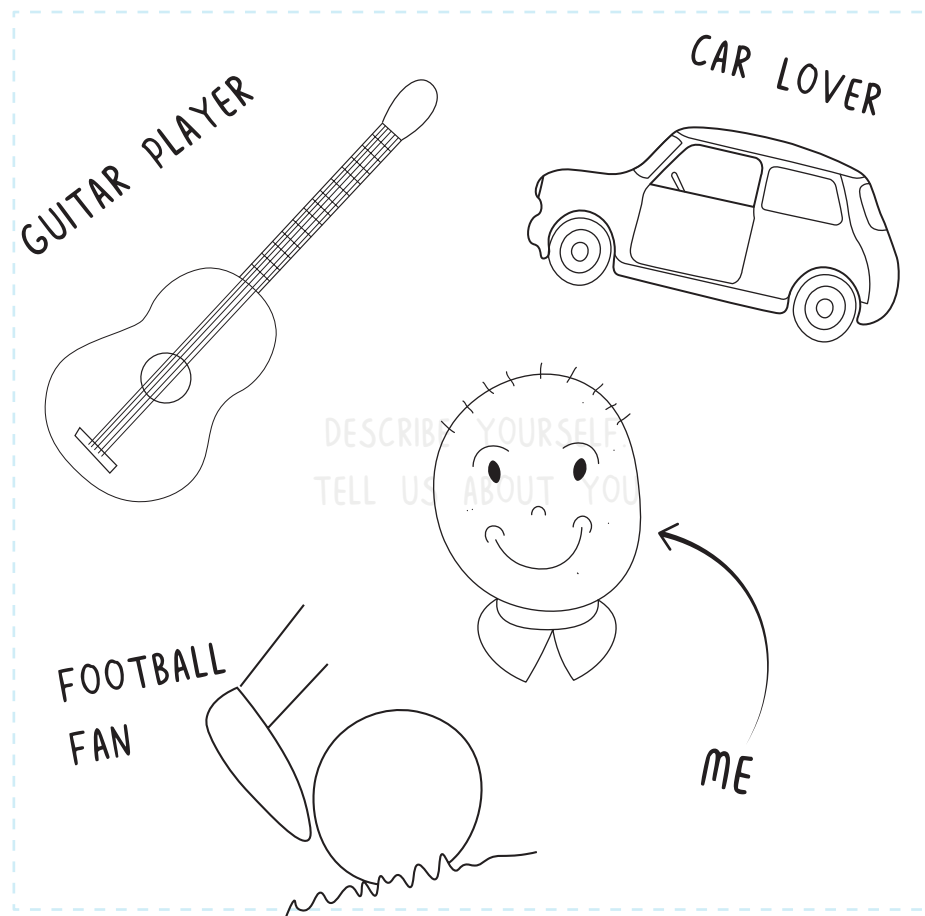
DESCRIBE YOURSELF.
TELL US ABOUT YOU

We want this booklet to be a helpful tool that will give you information about your treatment. We also want you to make the book yours, write thoughts and doodle anywhere you like, don't be shy! Use it, take control of your journey.



Hello

JOHN



We want this booklet to be a helpful tool that will give you information about your treatment. We also want you to make the book yours, write thoughts and doodle anywhere you like, don't be shy! Use it, take control of **your journey.**



Starting Treatment

What is chemotherapy?

Chemotherapy, is a treatment used to battle cancerous cells and help stop or slow their growth. It affects your healthy cells too, therefore treatments need to be given in cycles. This allows them to recover.

How is it given?

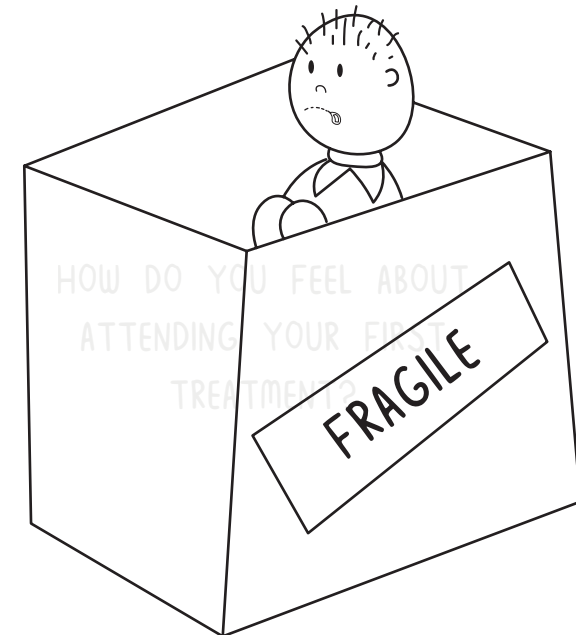
The most common ways of receiving treatment are either through a drip or as a series of tablets. Your method of treatment depends on your diagnosis and will be explained by your doctor.

Where is it given?

Most treatments are given as an out patient, where you can leave following your appointment. Some patients however, need to stay for a few days. Your doctor will advise you where to go for treatment.

Your first visit

It is important that you provide us with reliable contact numbers and is helpful to accept the first appointment offered. If you have not received an appointment in 10 working days, please contact us.



Staff uniforms:

- Charge nurse: dark navy blue
- Senior staff and staff nurse: medium cornflower blue
- Unregistered staff and support worker: light sky blue
- Student nurses: grey
- Allied health professionals e.g. physiotherapist, dietician, speech and language therapist: mediterranean blue
- Catering and domestic supervisors: dark green
- Domestic staff: green
- Porter staff: pale green t-shirt and navy trousers

WHAT ARE YOUR TEAM LIKE?
WHAT CAN THEY DO FOR YOU?

Staff Information

Staff Uniforms

You may meet a number of different staff members wearing coloured uniforms depending on their roles. To recognise their different roles, please refer to the staff uniform key located beside.

Senior charge nurse



Allied health professionals



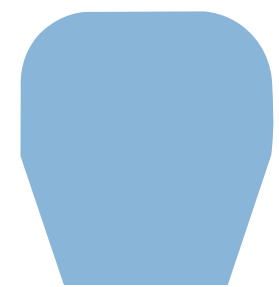
Senior staff and nurse



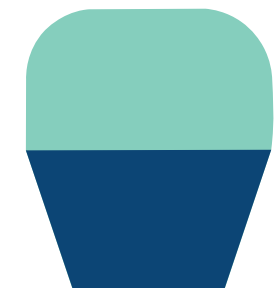
Catering/
Domestic staff



Clinical support staff



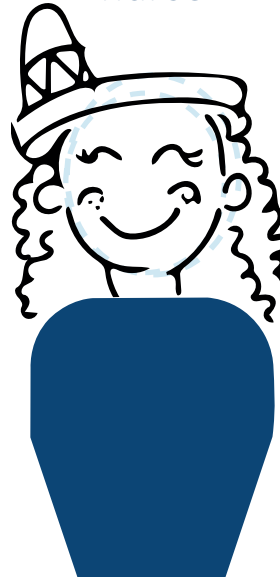
Non-clinical staff (Porters)



WHAT ARE YOUR TEAM LIKE?
WHAT CAN THEY DO FOR YOU?

Julie
My favourite

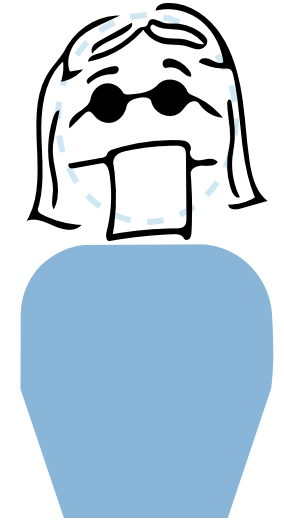
Senior charge nurse



Senior staff and nurse



Clinical support staff



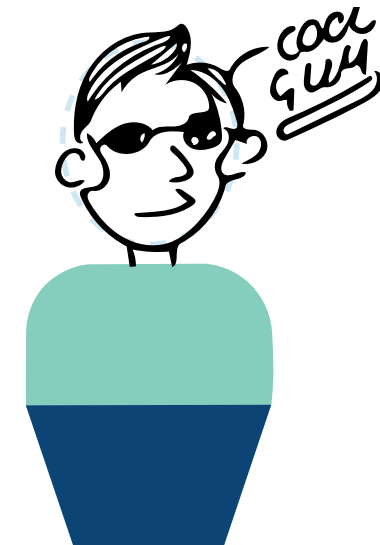
Allied health professionals



Catering/
Domestic staff



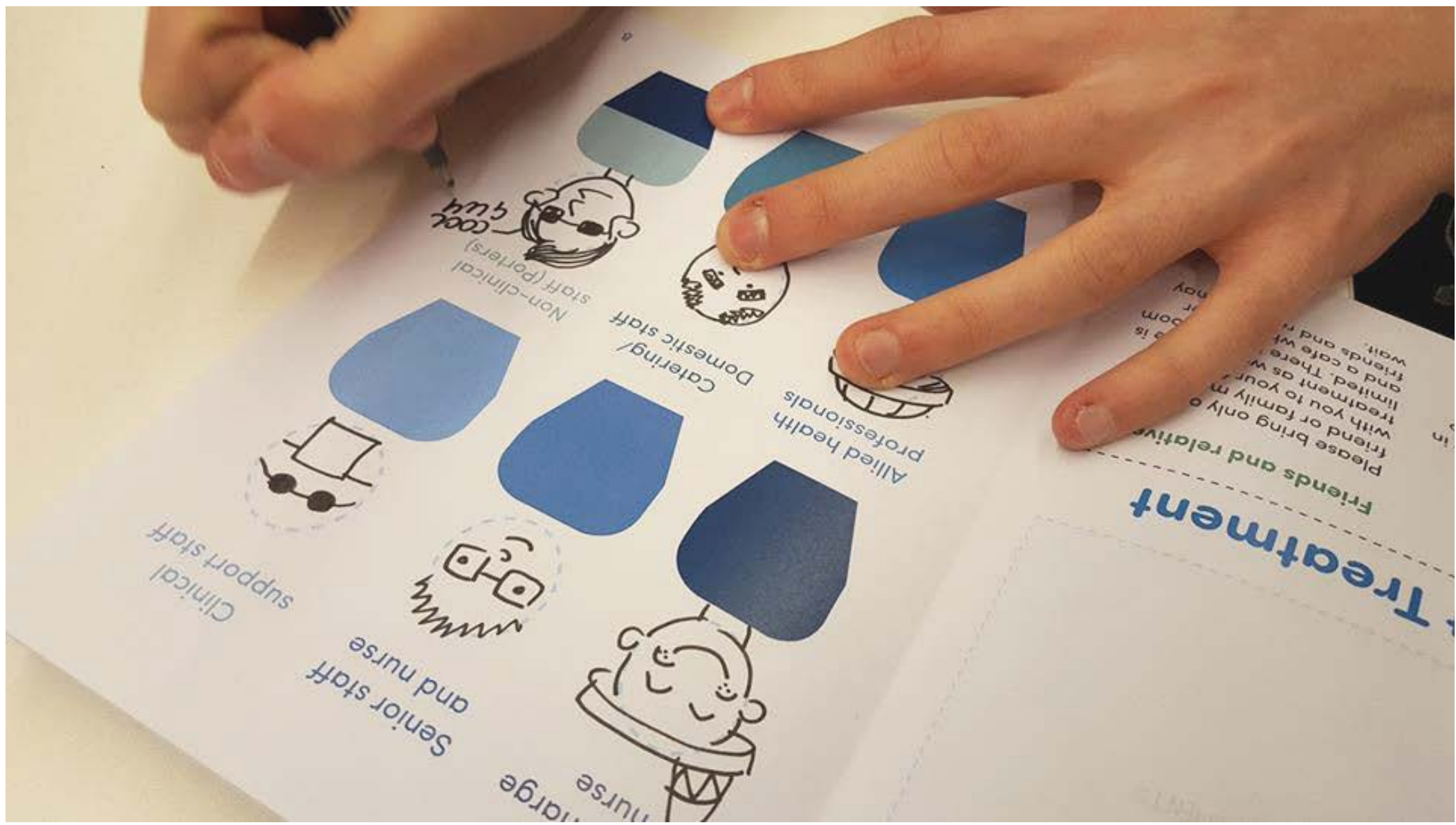
Non-clinical staff (Porters)



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Clinical support staff

Senior staff and nurse

Charge nurse

Allied health professionals

Catering/Domestic staff

Non-clinical staff (porters)

Treatment

Friends and relatives

Please bring only a friend or family member with you to your treatment as space is limited. There is no waiting area and a cafe will be available. Friends and relatives are not allowed to wait.

TEAM TWO



Ash



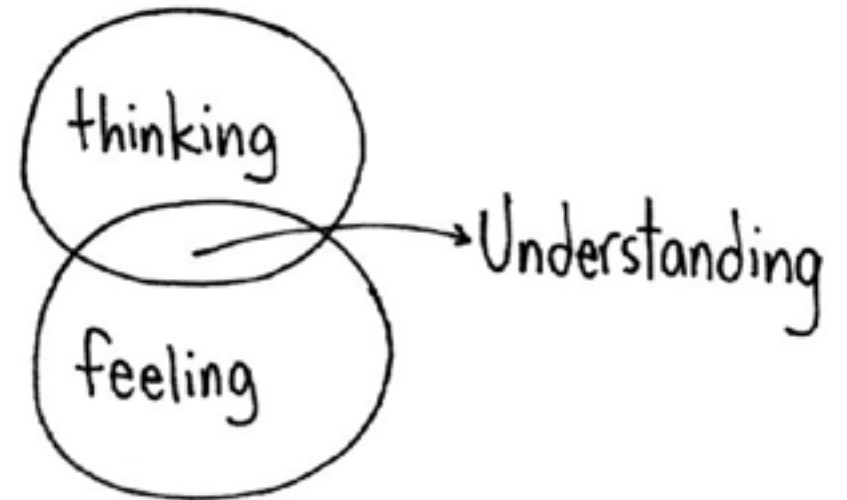
David



Serena

PUPS

Patients rarely engage with the 'background' process of chemotherapy, meaning they are entering the process 'blind'.



Improve consistency of information processing & patient understanding of process.

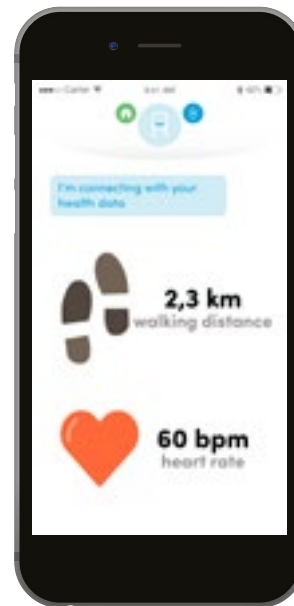
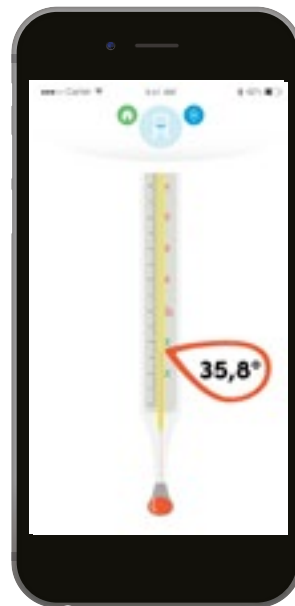
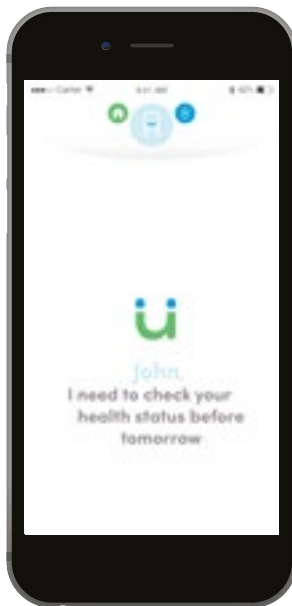
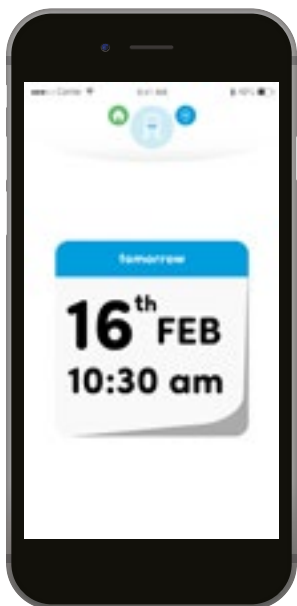
Giving the patient a more holistic view of their journey, keeping them in the “loop”. Help them in organizing and managing their time whilst in the ward.

OPPORTUNITY

nurse+

Appointment reminder

Before care health check up

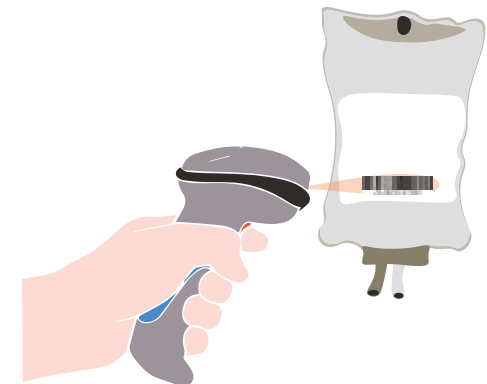
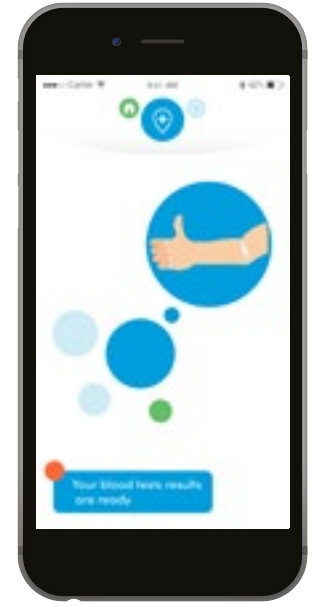
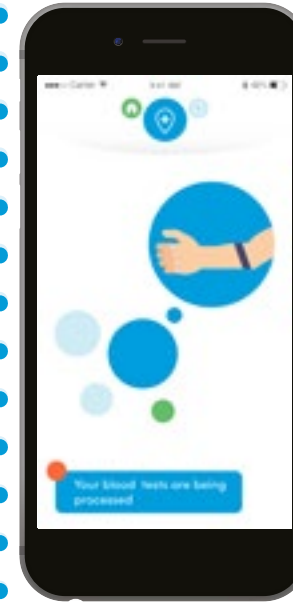
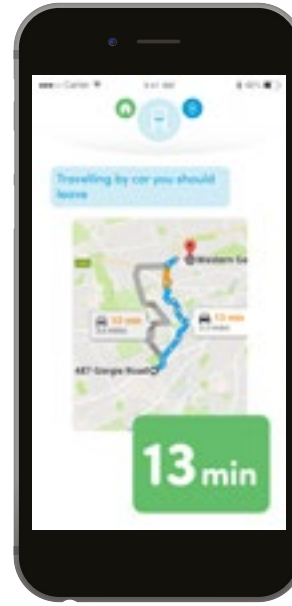
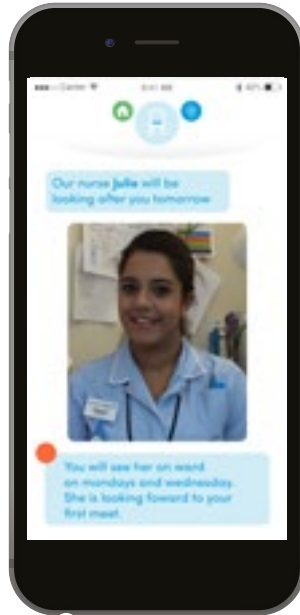
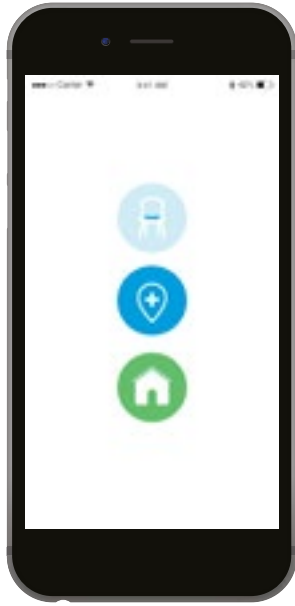


home
screen

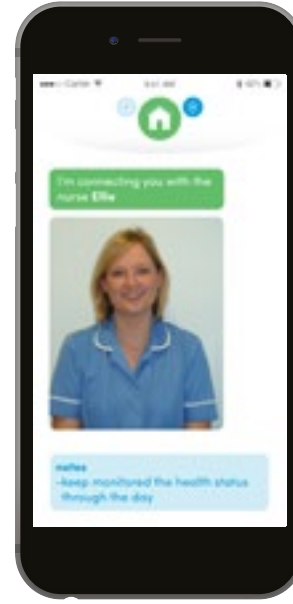
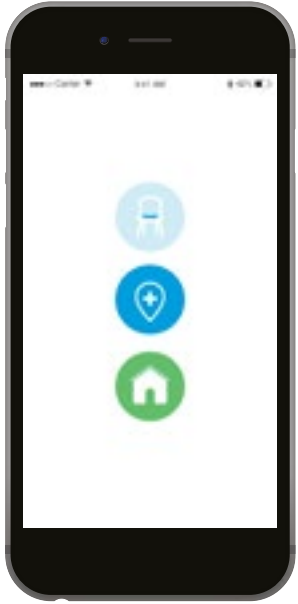
nurse
intro

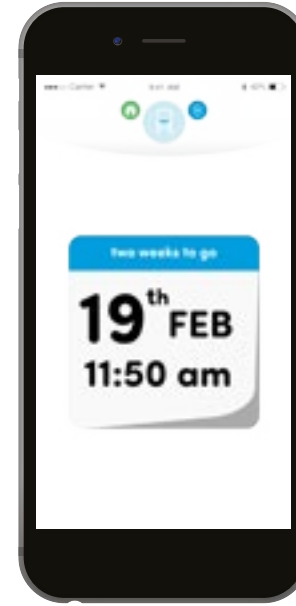
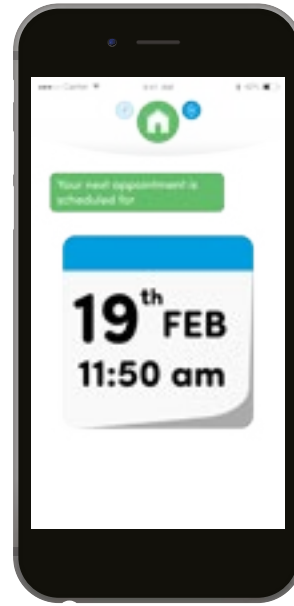
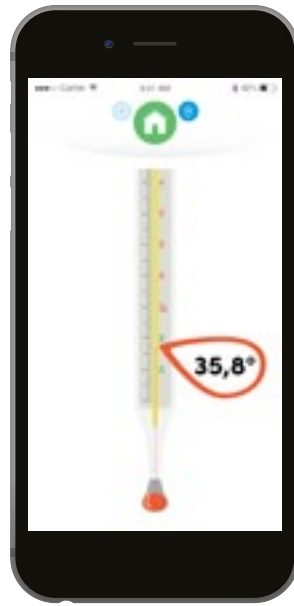
eat maps

treatment

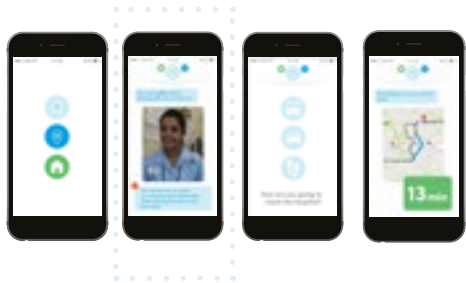


after care lifestyle prompts

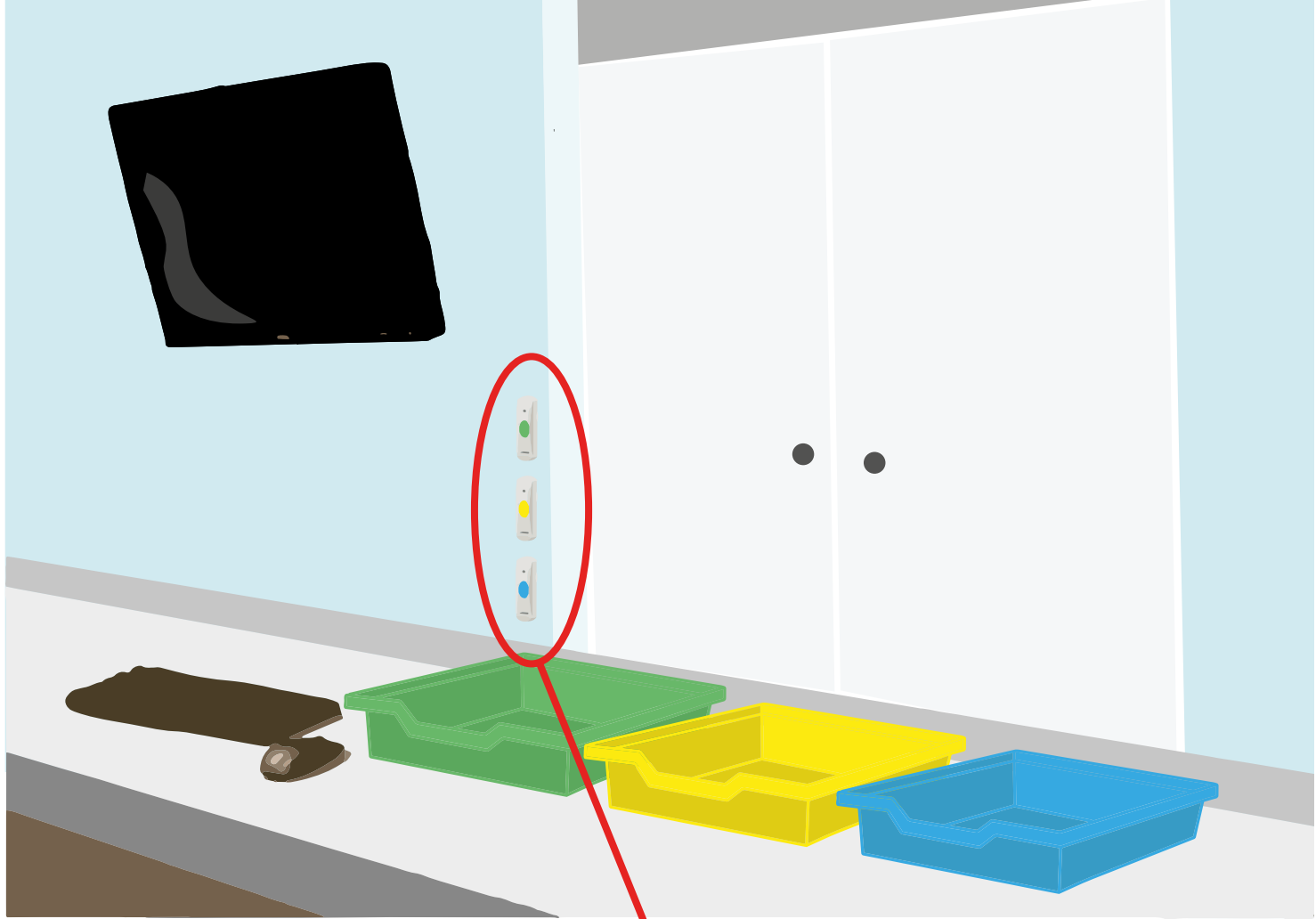


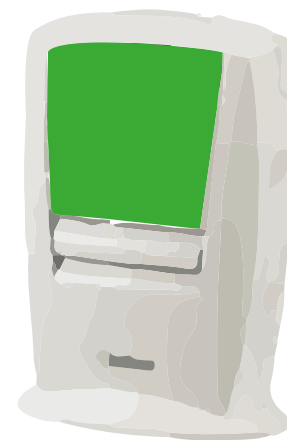
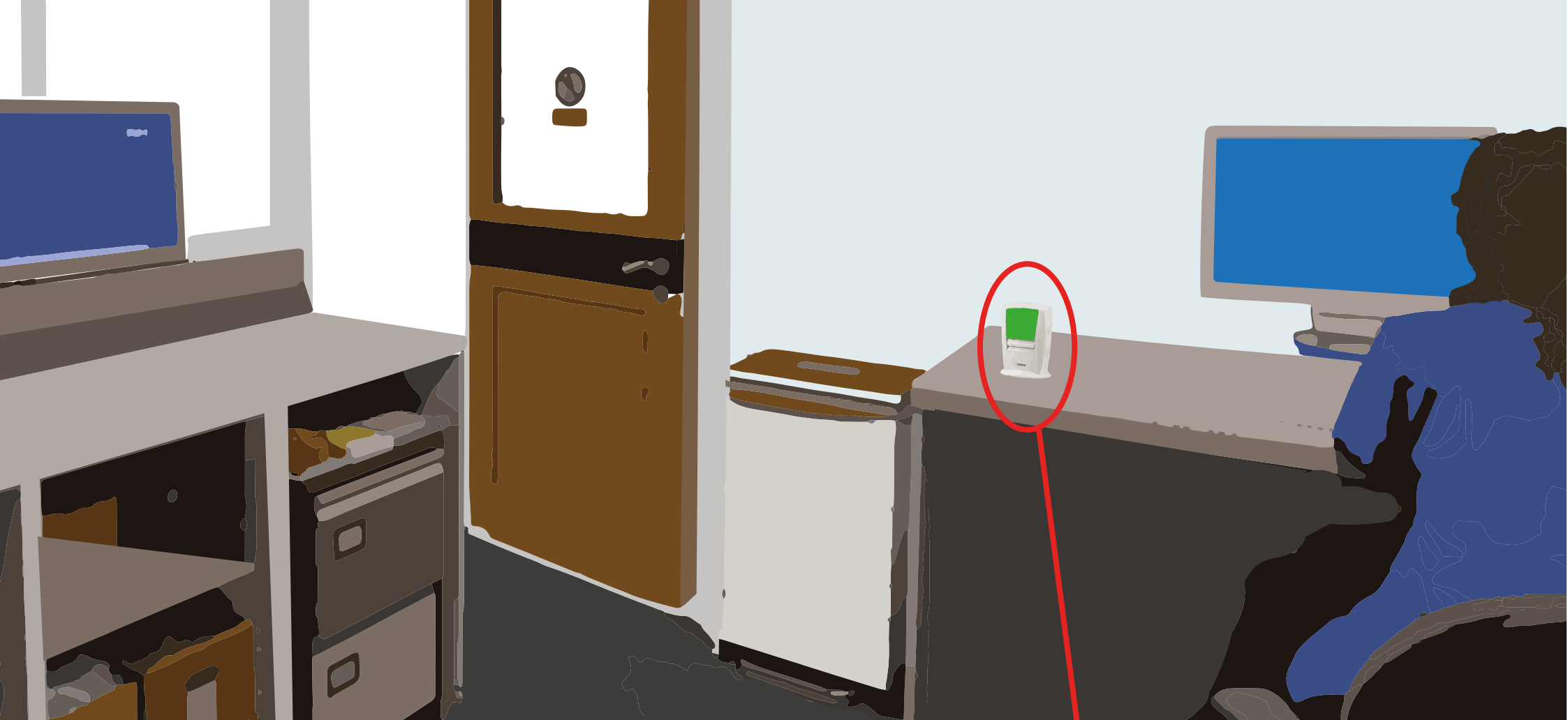


nurse intro



treatment





TEAM THREE



Salla



Barbara

RELATIONSHIPS

Patients sometimes feel like they need more attention or answers to some questions while in the ward, but the nurses and hospital staff only have limited time for interaction with each patient.



Creating a new community

VIRTUAL

Connecting and motivating patients through an online community of blog writing.

PHYSICAL

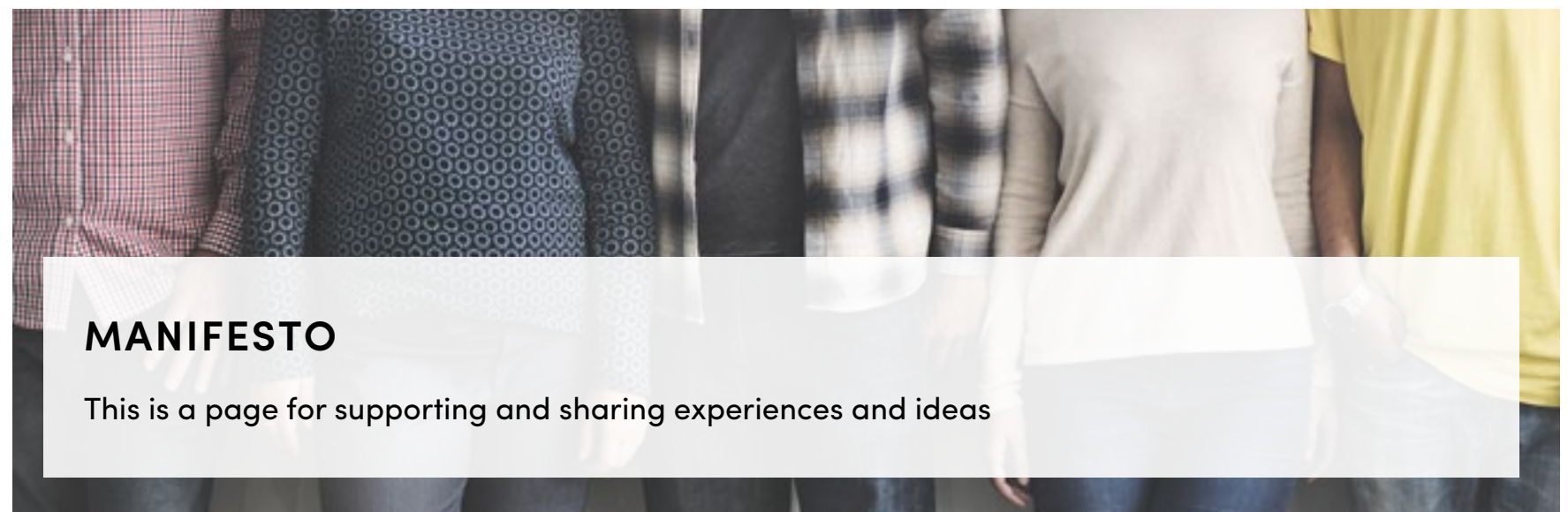
Encouraging interaction between patients within the treatment area through creating themed spaces.

OPPORTUNITY

community+



Community + Blog



MANIFESTO

This is a page for supporting and sharing experiences and ideas



RESPECT other users, there is no reason to be disrespectful or offensive to anyone.



EVERYONE IS DIFFERENT, not all medical advice you find useful for yourself is applicable to others. Don't share medical advice.

 **SHAPING** your personal

 **SHAPING** your personal



RESPECT other users, there is no reason to be disrespectful or offensive to anyone.



EVERYONE IS DIFFERENT, not all medical advice you find useful for yourself is applicable to others. Don't share medical advice.



SHARING your personal information and treatment schedule **IS NOT MANDATORY**. Share as much about yourself as you are comfortable with.



TAKE YOUR TIME to read comments and remember you can delete comments that might be inappropriate.

START CREATING

Begin by writing a post in your blog about your things you find interesting or enjoy.

[Write blog post](#)

Chat



COMMUNITY PLUS

HOME

TOPICS


BLOGS

MESSAGES

MY PROFILE

REGISTER

Log in



DIET
 "How I use Manuka Honey"
 Mary Jane 2/3/2017
[More about this topic...](#)



FAMILY
 "How I spoke to my teenage daughter..."
 John 12/2/2017
[More about this topic...](#)



HOBBIES
 "Anyone wanting to go cycling?"
 Charlie 5/3/2017
[More about this topic...](#)



GOING OUT



TECHNICAL QUESTIONS
 Click here for psychological or medical support

Chat



COMMUNITY PLUS

HOME

TOPICS

BLOGS

MESSAGES

MY PROFILE

REGISTER

Log in

DIET

FAMILY

HOBBIES

GOING OUT

SPORT

BODY CARE

DIET

"How I use Manuka Honey"
Mary Jane 2/3/2017

[More about this topic...](#)

FAMILY

"How I spoke to my teenage daughter..."
john 12/2/2017

[More about this topic...](#)

GOING OUT

Tuesday group chat

Hey!
I've seen we are all on Tuesday!
Will I meet you in the yellow room ?

"Anyone wanting to go cycling?"
Charlie

Hello guys, yes I'm in!

Hey there,
I'm not having a very good time in
the last few days so I might go to
have a rest in the green one. What
about a tea afterwards?

Hope you feel better soon,
meet you for a cup of tea then!

Type a message

Chat



Ingredients

- 6 potatoes
- Olive oil
- Garlic
- Rosemary
- Salt
- Pepper

Place the potatoes into a pan of boiling water and cook for about 5 minutes, drain and cool. Now insert a skewer through the middle of the potato. Using a small knife make little cuts through the potato until you hit the skewer. Place the potatoes into a small roasting dish, scatter over the rosemary, break the garlic up

Delete comment

•



It seems delicious!

Mary Anne



NEED TO TALK TO SOMEONE FACE-TO-FACE

Maggie's
The Gatehouse
10 Dumbarton Road
Glasgow
G11 6PA

Email
enquiries@maggiescentres.org

Tel
0300 123 1801

NEED MEDICAL SUGGESTION

Cancer Treatment
Helpline
Patients experiencing
toxicity symptoms following
systemic anti cancer
treatment (SACT) or radiotherapy

Website
www.nhsaaa.net

Tel
0800 917 77 11



FIND YOUR NEAREST MAGGIE'S CENTRE

[Go to the map](#)



February 2017						
30	31	1	2	3	4	5
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	1	2	3	4	5

Your treatment days
 Selected day

WEDNESDAY 15TH FEBRUARY

Your treatment

11.30 am

People treated this day

John W. 9:30 [Send a message](#)

Chat



20	21	22	23	24	25	26
27	28	1	2	3	4	5

Your treatment days

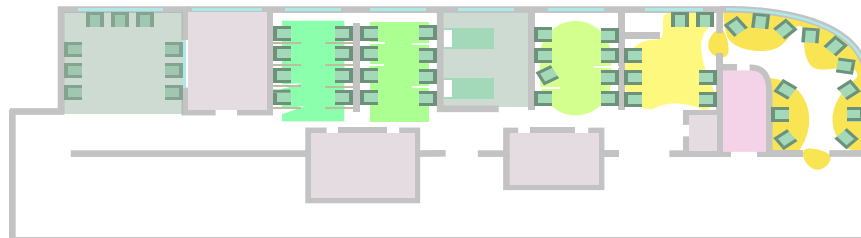
Selected day

WEDNESDAY 15TH FEBRUARY

Your treatment

11.30 am

Western General Ward 1



People treated this day

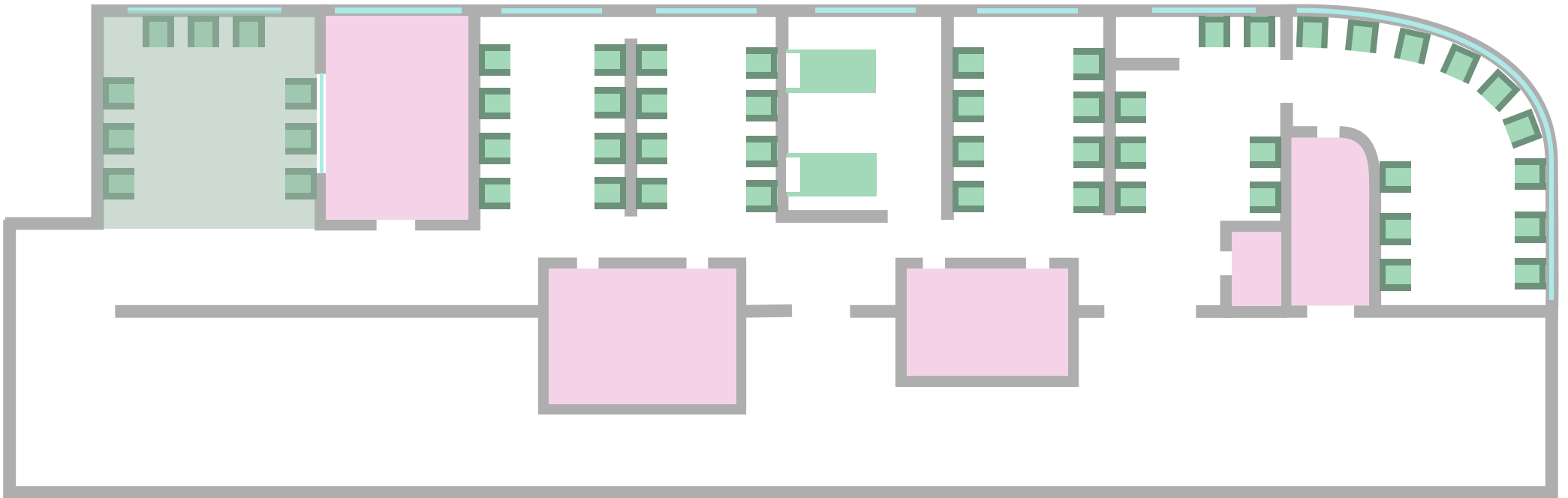
- John W. 9:30 Send a message
- Lucie T. 9:30 Send a message
- Amanda S. 12:00 Send a message
- Luca N. 15:00 Send a message
- Luis F. 15:30 Send a message




Interaction Gradient

From Private to Interactive

Ward 1 currently

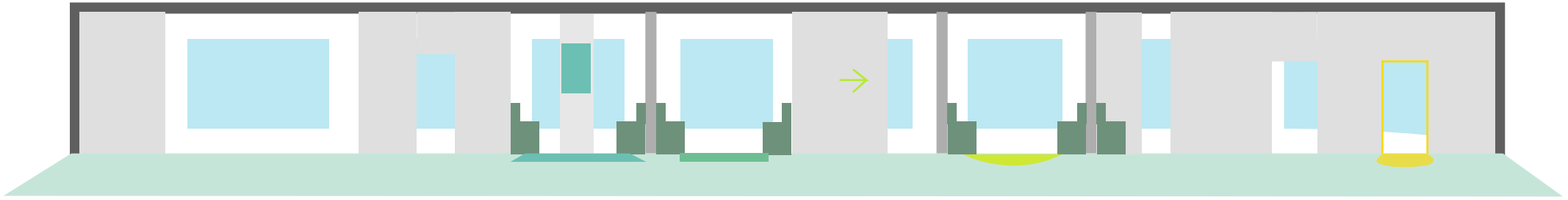


 Nurse's bays

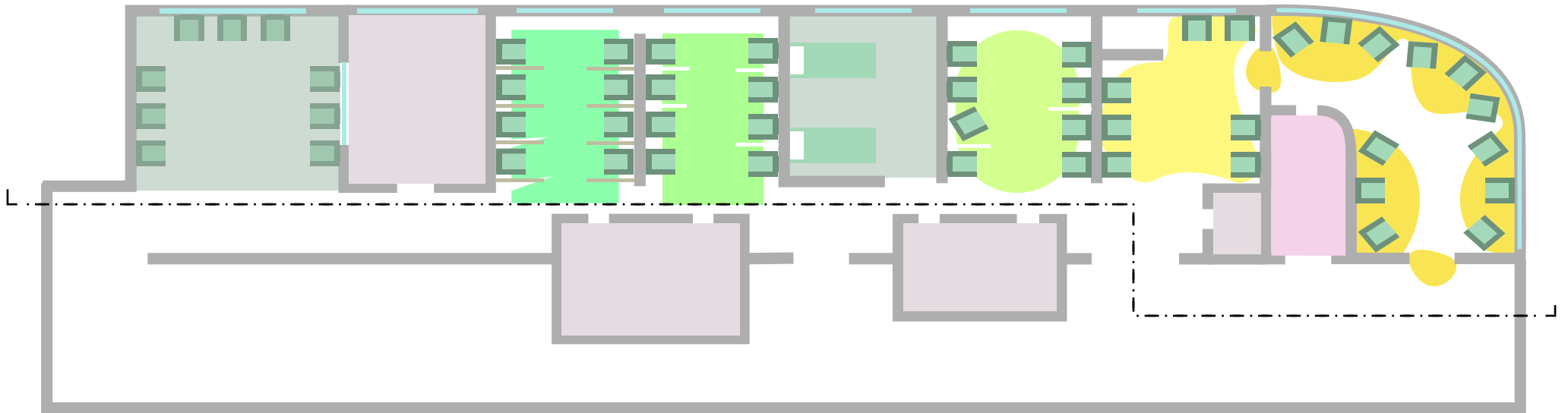
 Trial

 Armchair

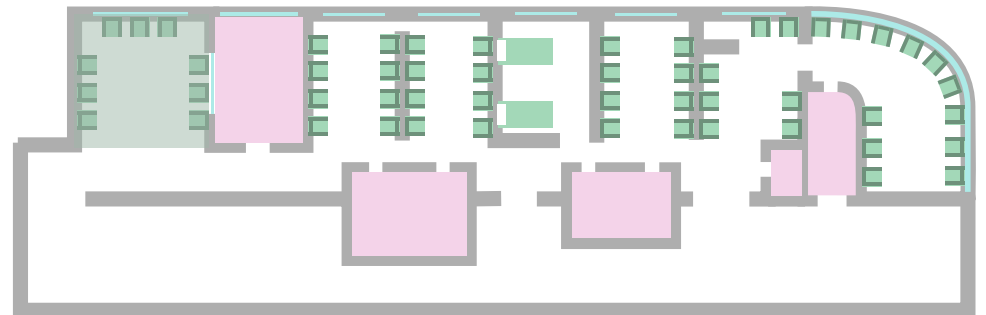
 Bed



Privacy space Sociable space



Ward 1
Interaction Gradient





10

09

08

07

SHARING IS CARING

To show you care for someone is
to lend a helping hand.
A need to be concerned for every
woman, child and man.

Share whatever you can to help
someone in need.
Then you will be happier and a
better person indeed.

Patricia Gianthorn





SOCIABLE

Encouraging interaction through inclusive vinyl decorations and re-arranging the existing layout



Mood Poster for Sociable Area

SHARING IS CARING

To show you care for someone is
to lend a helping hand
A need to be concerned for every
woman, child and man

Share whatever you can to help
someone in need
Then you will be happier and a
better person indeed

Patricia Grantham





CALMNESS *A space for the ones who like to keep to themselves*

Heat
Tropical disease incidence
The malarial burden
of the tropics has
been the subject of
research for
centuries.
The malarial
burden has
increased
through the
years, and
the burden
of the tropics
has increased
through the
years.

Creating a calm and private environment for those who prefer to keep to themselves



Mood Poster for Privacy Area

Heat

Tropical mid-day. Indolence.
The reddish nudity
of the plowed field
begs the coconut-tree
to wave its palmy fan.

The creaking wood
mimics the cicada.
Silence walks on tiptoe
through the house.
And the water in the ditch takes the pulse
of the languid heat.

Gilberto Gonzalez y Contreras

Interaction Gradient



Sociable space

Calm space

TEAM FOUR



Kaan



Graeme



Yuka

LACK OF PRIVACY

Nurses need to ask private and confidential questions to patients on ward. The lack of privacy on ward can lead to discomfort and stress for the patients



OPPORTUNITY

Sense of privacy

Respect patient privacy and their medical informations, by creating a space that can adapt to both to patients and nurses needs.

Creating Privacy Within Treatment Space



Conventional Fabric

Fabric Composition:

Polyester, double sided print

Fire Retardancy:

BS5867- 2: Type C 2008

Shading:

Suitable for hospital environments

Anti- Bacterial:

Incorporates



Care Instructions:

Machine washable to NHS standarts



Disposable Fabric

Fabric Composition:

100% recyclable polypropylene

Fire Retardancy:

BS5867- 2: Type C 2008

Shading:

Suitable for hospital environments

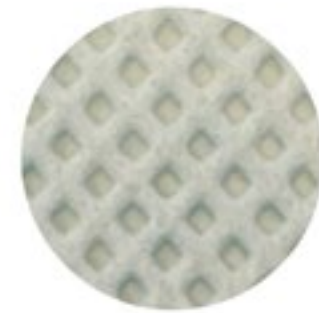
Anti- Bacterial:

Incorporates

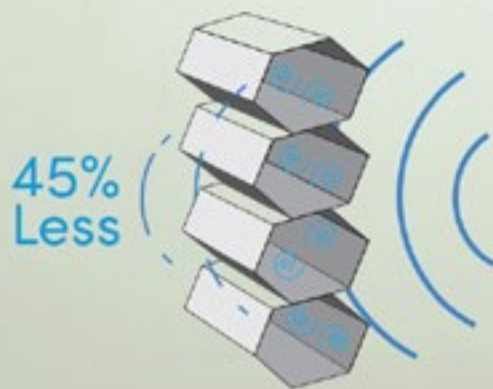


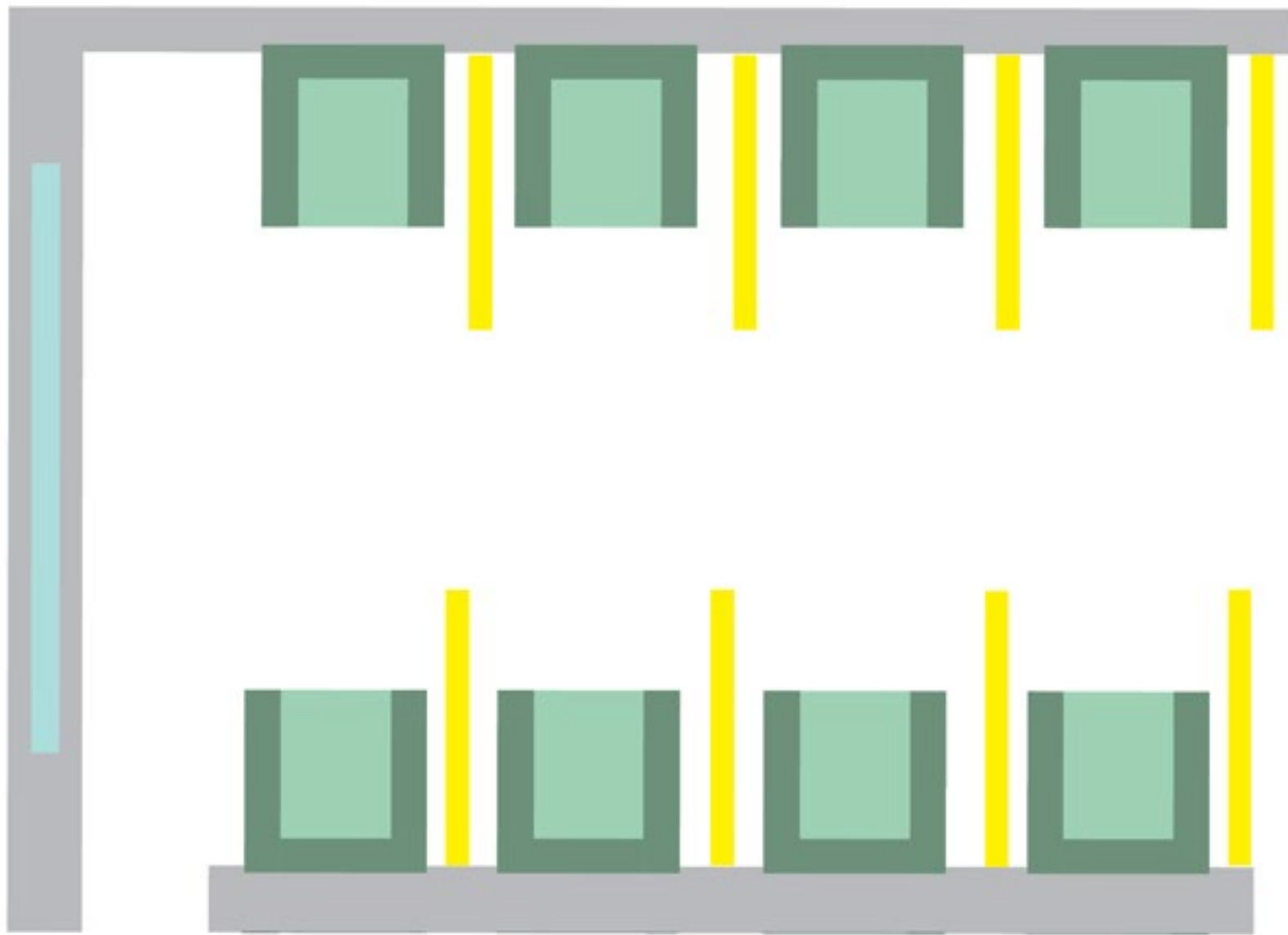
Options:

could be used as a shower curtain



- Patients do not answer fully personal questions asked
- Feel embarrassed that others overhear
- Nurse does not gain full information needed





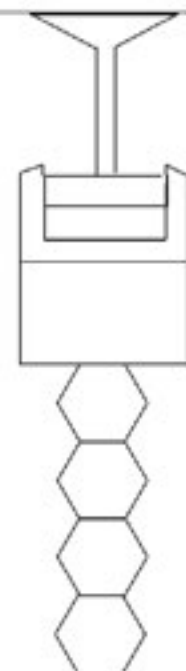
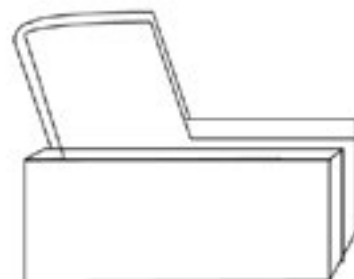
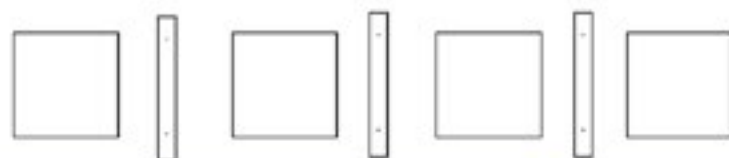
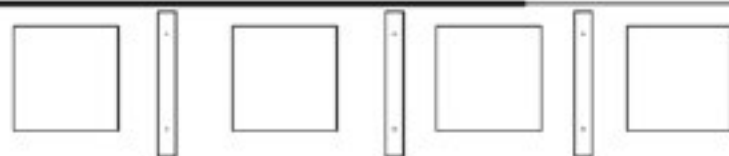
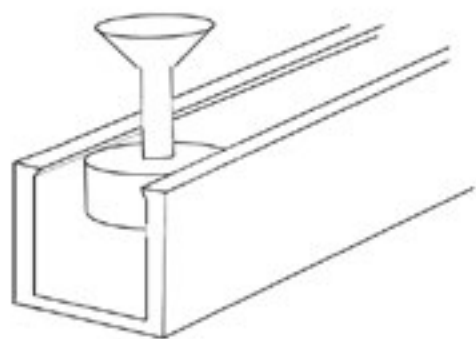
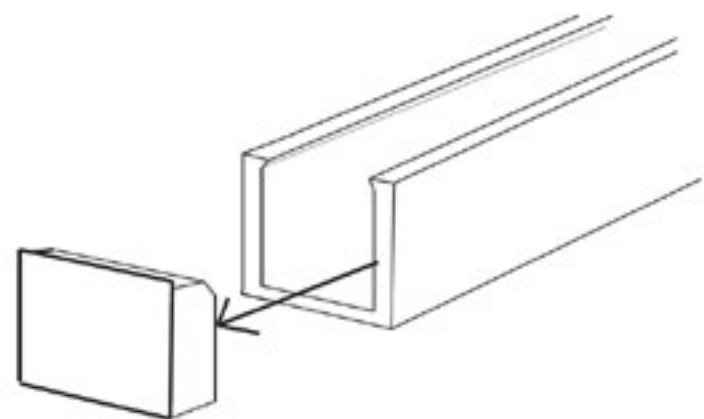
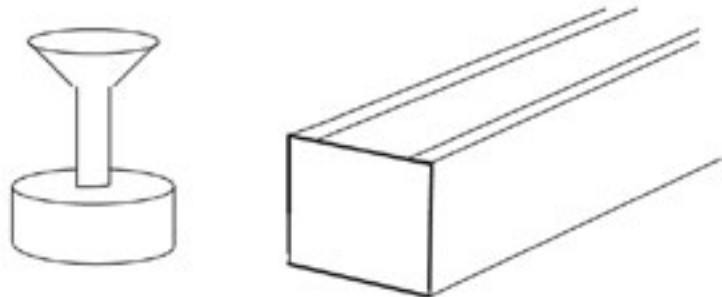
15 £→ 155 £

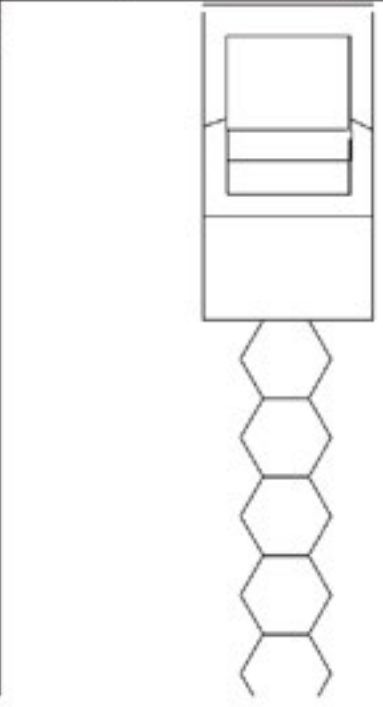
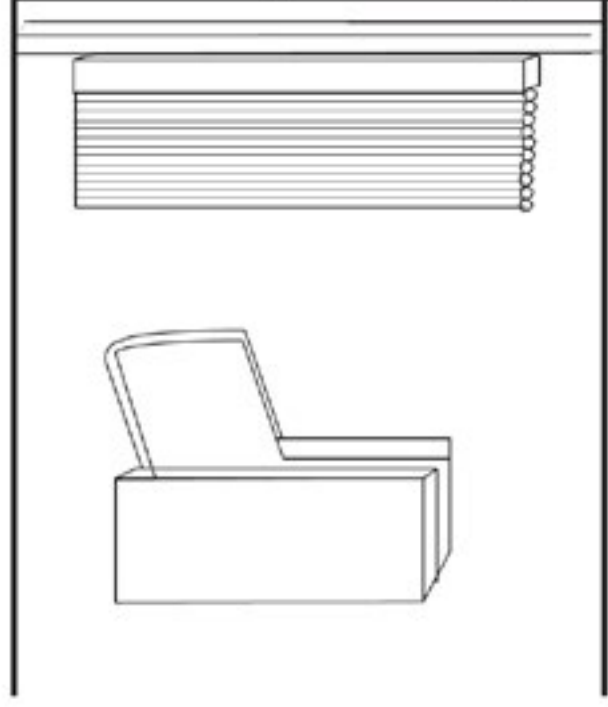
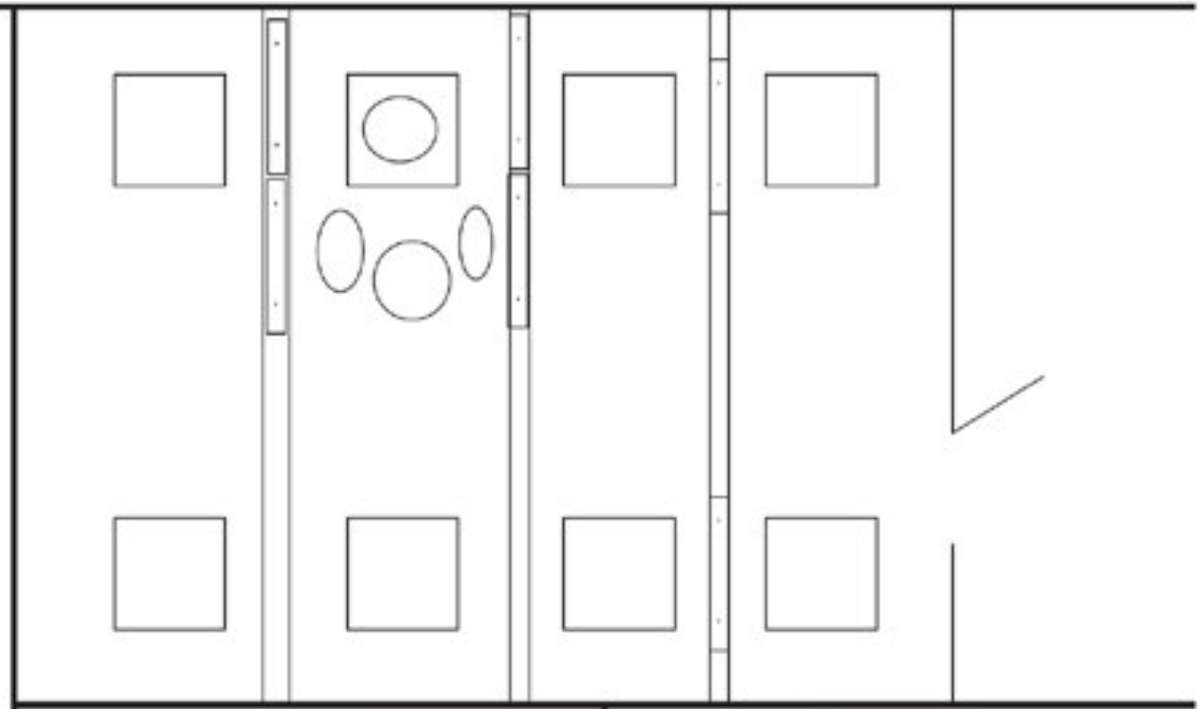
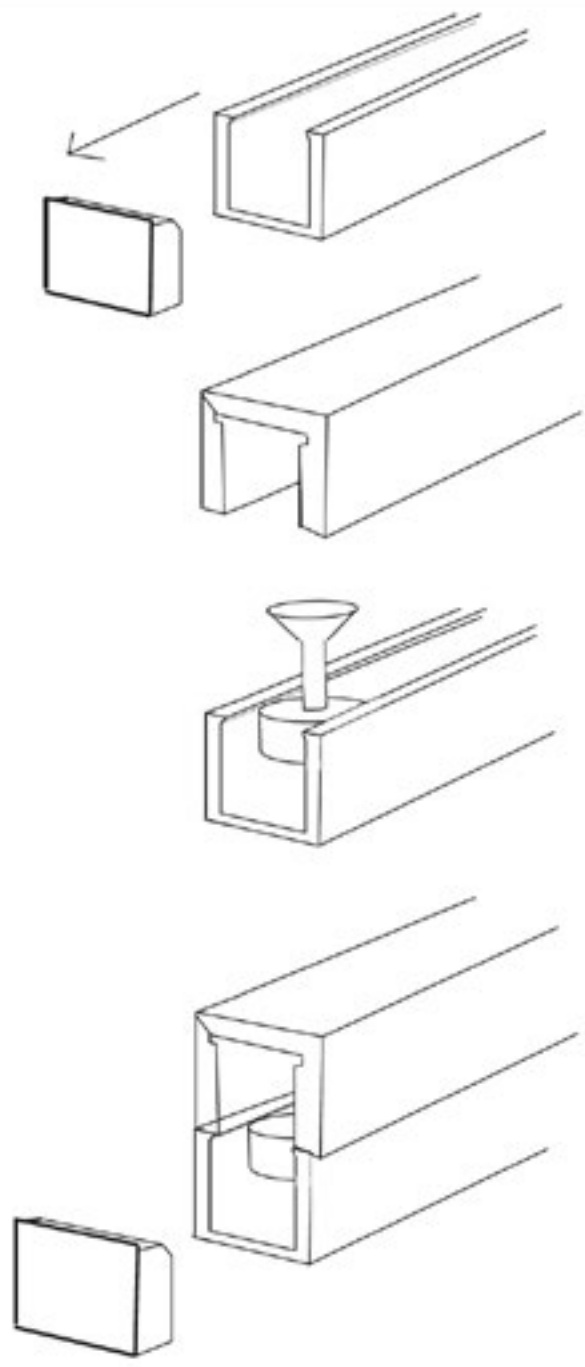
$$18 \times 8 = 144 \text{ £}$$













Attach the handle to the bottom of blind.

The line is easy to grab for the patients that are seated in therapy chairs



THANK YOU

QUESTIONS?