

Background

The concept of co-production (the umbrella term that covers co-design) is embedded in Scottish public policy. Bate and Robert¹ proposed a continuum of patient influence from complaining to giving information to listening and responding to consulting and advising. Co-design is considered a more comprehensive service user engagement paradigm¹ (Figure 1).

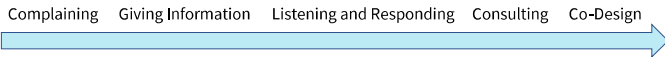


Figure 1: Continuum of Patient Influence (adapted from Bate and Robert¹)

Staff and service users within Fife Health and Social Care Partnership worked together to understand the current issues affecting the Adult Musculoskeletal Physiotherapy Service, then jointly developed and prioritised alternative ways of delivering the service.

Methods

- Scoping review of the current co-design literature completed.
- 19 interviews were conducted with both physiotherapy staff (n=10) and service users (n=9).
- Main themes were identified through framework analysis.
- These themes were discussed at two focus groups where potential solutions were generated and then prioritised.
- The potential solutions from both focus groups were then collated with prioritised solutions to be implemented in the next phase of the project.

Results

The co-designed priorities for services users were:

- An appreciation of the significance of the value of the therapeutic relationship
- The importance of early access and information
- Increasing the availability of online resources
- Increasing the clinical scope of the physiotherapist

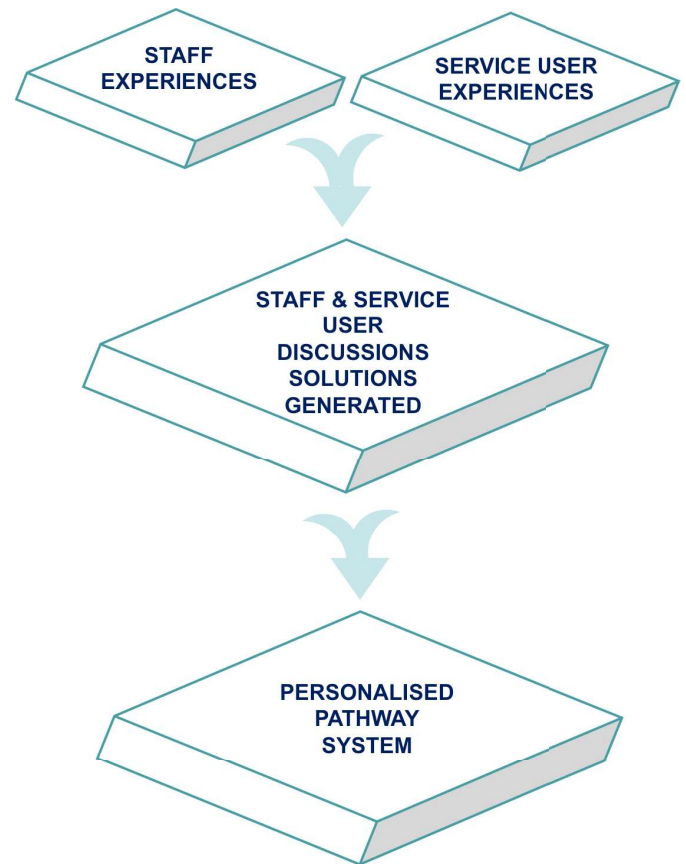


Figure 2: Project Co-Design Process and Output

What's Next?

A personalised referral management system to be introduced (Figure 2) to include:

- Enhanced website development and patient information.
- Increased social media presence and patient information.
- Advanced practice clinics for service users that have more complex needs e.g. chronic pain and/or co-morbidities.
- Enhanced integration and utilisation of first contact physiotherapists.
- Increased number of core musculoskeletal physiotherapists trained in advanced practice skills e.g. injection therapy, prescribing.
- Further development and research of advanced communication skills for physiotherapists.

Take Home Message

- Co-design is a new, democratic and innovative way of undertaking service re-design.
- It has the potential to better meet the needs of those that use the service as it engages with both staff and end users beyond the traditional model of consultation and feedback.

Reference

1. Bate, P. and Robert, G. Experience-based design: From redesigning the system around the patient to co-designing services with the patient. *BMJ Quality and Safety*. 2006. 15: 307–310.