

Working with the Stakeholder Community to

Co-design

Healthcare

Evolution from 1800's

Nightingale ward to 2019



Getting it right

First time?



Nuffield Health, Warwick

Service _{user} satisfaction



P+HS
architects

Tried & Tested



Healthcare Architecture

Bespoke Design

P+HS
architects



Art work at Kingfisher Court, Adult Acute Mental Health

Healthcare Architecture
Modular Design



Hybrid Theatre, Leicester Hospital



Burleigh Medical Centre, Barnsley

Designing for Primary Care





Designing for the Community

Designing for

HUMAN

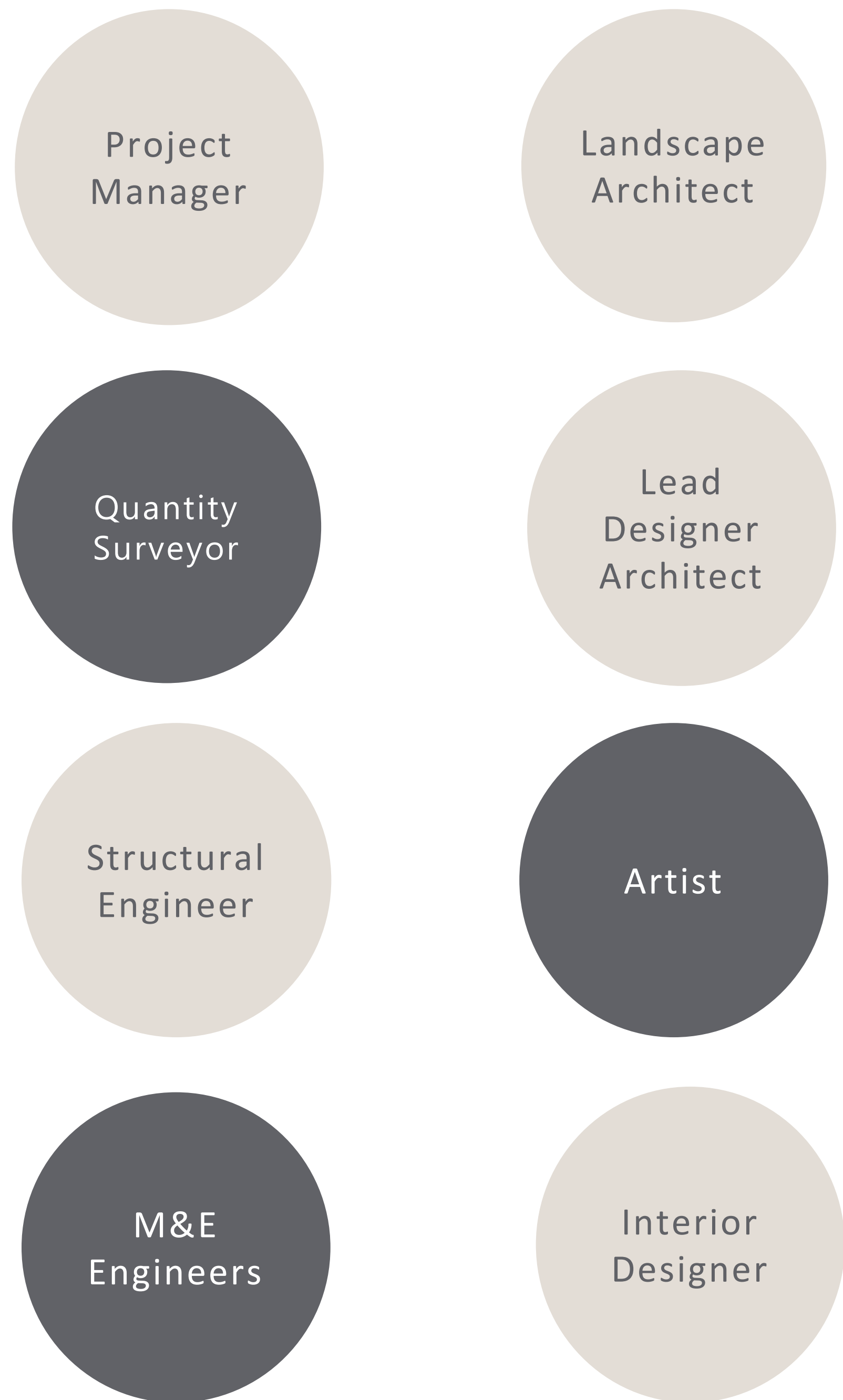
need



Kingfisher Court, Lounge Fire places

HYGGE





A typical Design **TEAM**



50 +

P+HS
architects

STAKEHOLDERS

Nurses
Consultants
Maintenance
Former Service Users
Head of estates
Infection prevention
Manual Handling
RNIB
Dementia Lead
Reception
Porters
Kitchen
Director of Operations
Occupational Therapy
Ward Managers
Director Capital Programme
Director of Capital and Estates Operations
Operations Manager Outpatients
Head of Nursing
Charity funds
Volunteers
Outpatients Nurse
Head of Patient Environment
Domestic Services Manager
Dementia Lead
Fire Consultant
Equality and Diversity Operational Manager
Service Transformation Team

What happens when we don't Co-design?

Variations

Works during Occupation

General Disappointment

Consult
the right
team

Trust &
Reassurance


How can we try to get it **right?**

Early consultation
and at each design
stage



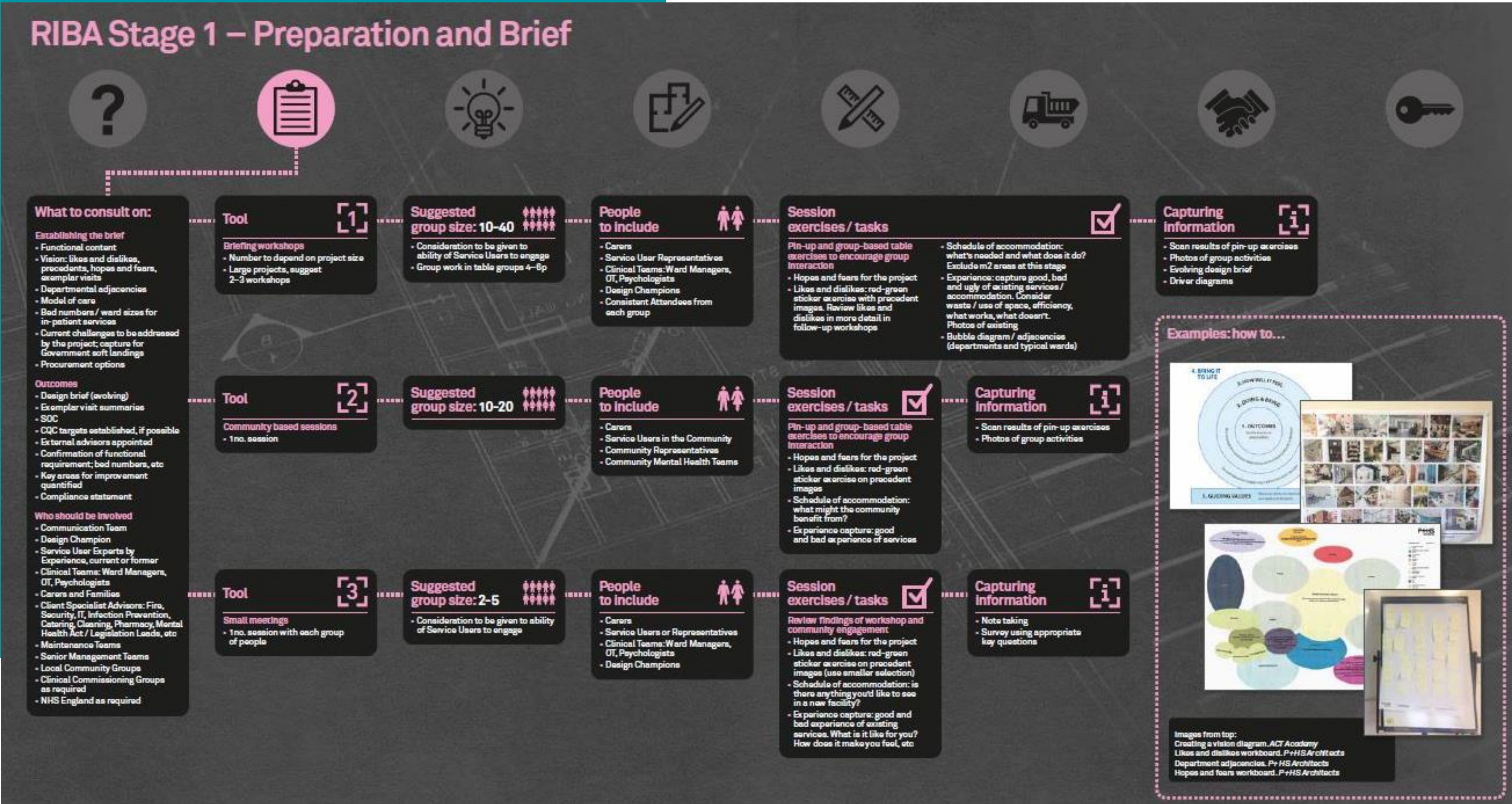
A cross section of
perspectives

Consistency

Tool Kit For Co-design

 Design With
People in Mind

Stakeholder Engagement Toolkit

Ownership



How do we Co-design?

Informal relaxed settings enable
us to get the right answers

Approachable

Engaging & Inclusive



Prepare for the **UNEXPECTED**

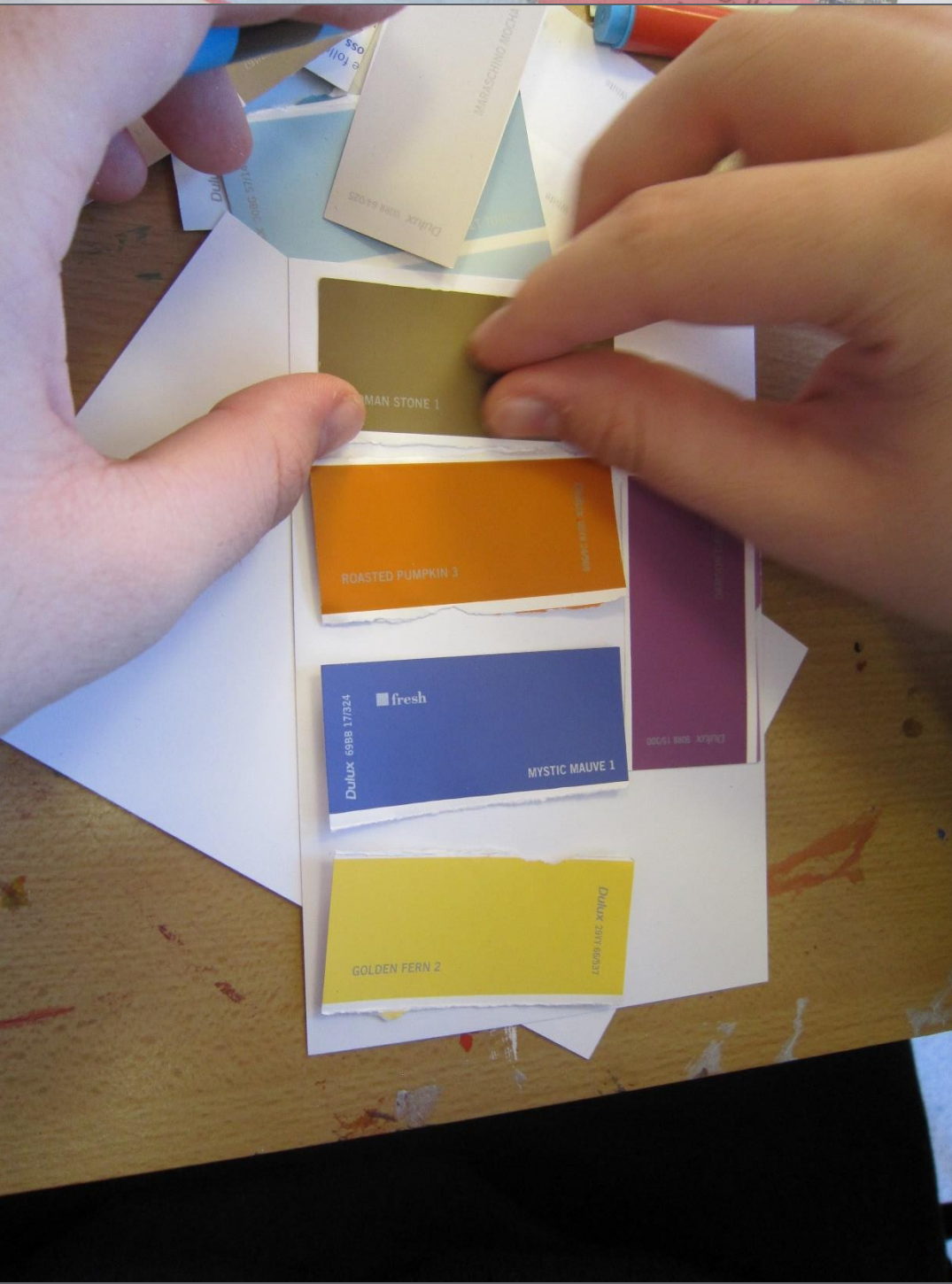




Designing for Communication



Designing for Engagement



Co-designing for Mental Health

P+HS
architects



Personal Space





Private
Space





2000+
Hours of Co-design



*‘Amazed- looks
like a 5 star
hospital’* *Anon Service user*

*'I have been so impressed with the attention to detail and **thoughtful** way in
which the service user, and their experience, is evident in the **small** and big
details of Kingfisher Court.'*

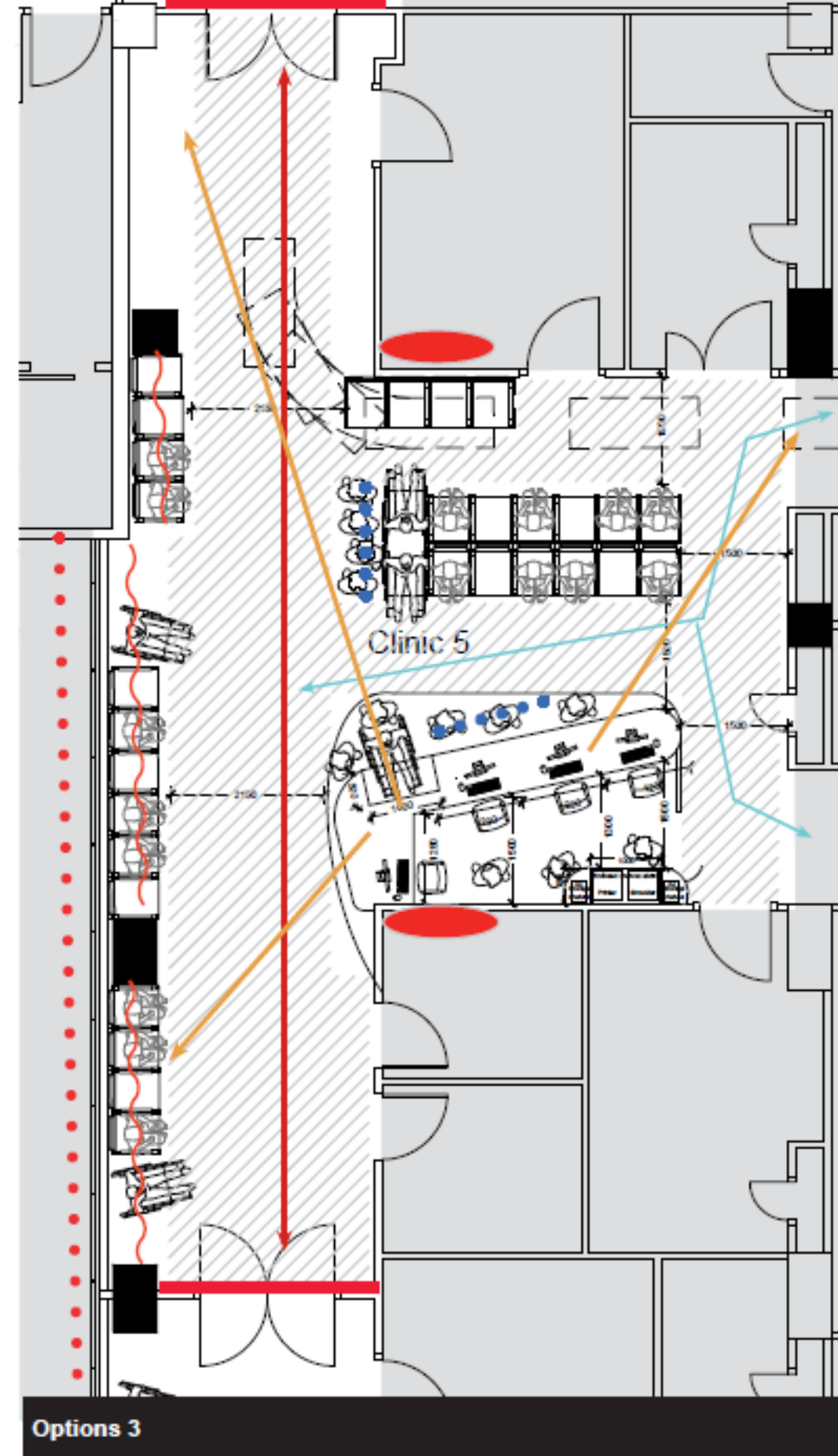
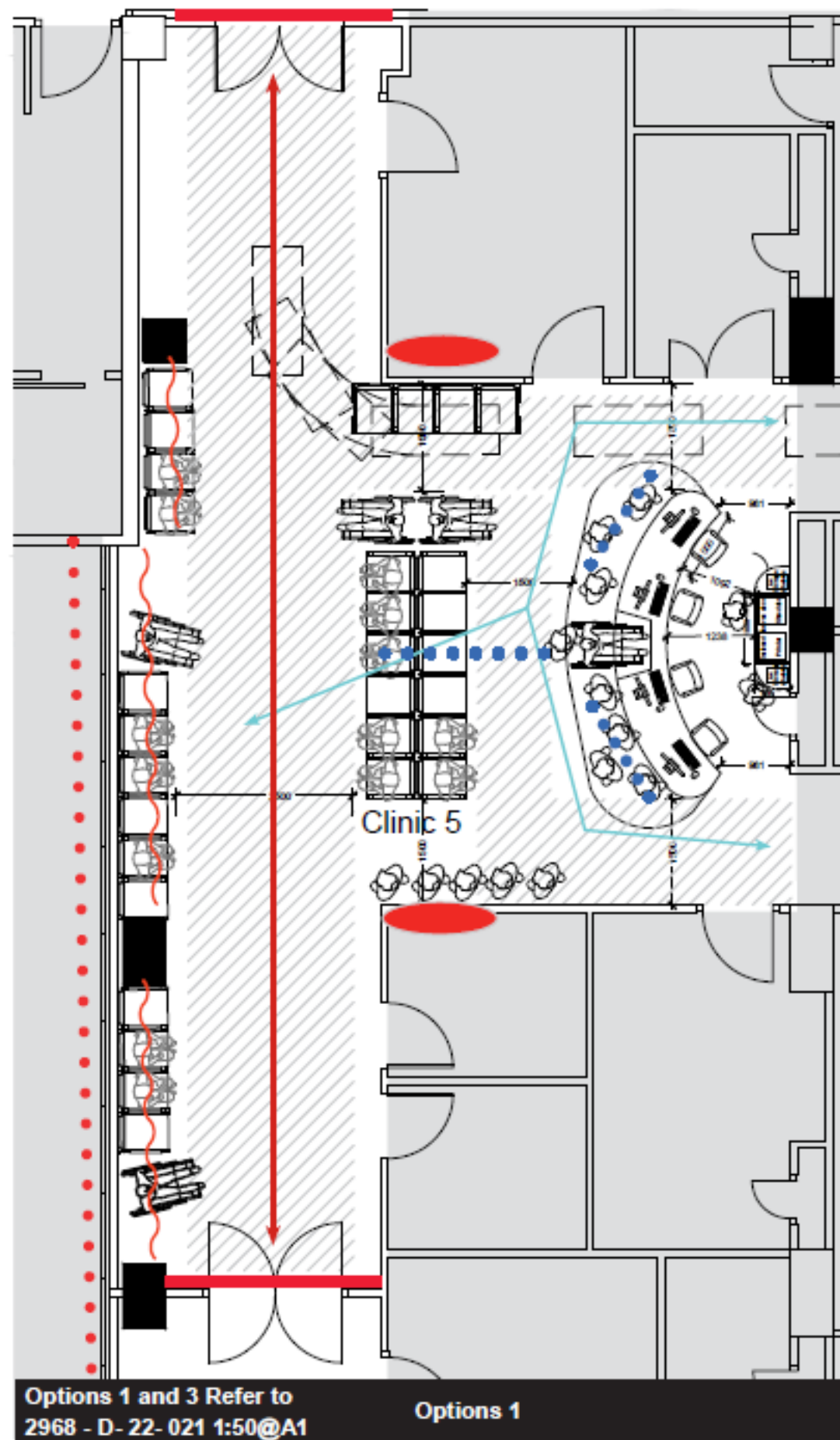
Jane Padmore, Deputy Director of Quality and Nursing



Co-designing for Outpatients



Tailoring Methods of Co-design



- KEY**
- Key way finding signage
 - Strategic artwork and way finding
 - Main circulation
 - Clinic Circulation
 - Window view into courtyard
 - Seating overspill
 - Improved patient observation
 - Queuing
- Option 1**
- 40 Seats overall
 - Reduced perspective of observation
 - Queuing reduces circulation space into clinic
 - Reception desk is not central to waiting
 - Storage for printer, shredder, A4, stationary and EDRM documents
 - 36 seats with direct stretcher access
- Option 3**
- 40 Seats overall
 - Improved perspective of observation
 - Designated queuing space
 - Reception desk is central to waiting
 - Improved staff circulation space behind desk
 - Storage for printer, shredder, A4, stationary and EDRM documents
 - 36 seats with direct stretcher access



'The feedback from both patients and staff has been universally positive and I have to say that the final effect has exceeded expectations.'

I'm particularly impressed with the sightlines down the corridors, which makes navigation between clinics so much easier.' Richard Scarth, Director of Operations, Royal Free Charity

'Our day has been transformed'

*Anon, GP ,
London Royal Free*



QR Codes

Office headquarters



Co-designing Theatres with Augmented Reality

<https://vimeo.com/333506424>

