

RESEARCHERS

PATIENTS

HEALTHCARE PROFESSIONALS

South Yorkshire and Bassetlaw Integrated Care System



Yorkshire & Humber AHSN



Lab 4 Living

Developing a community of practice on Health & Care Innovation across South Yorkshire & Bassetlaw

Introduction

How do we co-create a mutually supportive community driving innovation in healthcare for our region?

The Innovation Labs are a pioneering series of events in South Yorkshire & Bassetlaw. The forums, held quarterly, will bring together health and care professionals throughout the region to explore the role of innovation in addressing the foremost challenges experienced by staff working in the system.

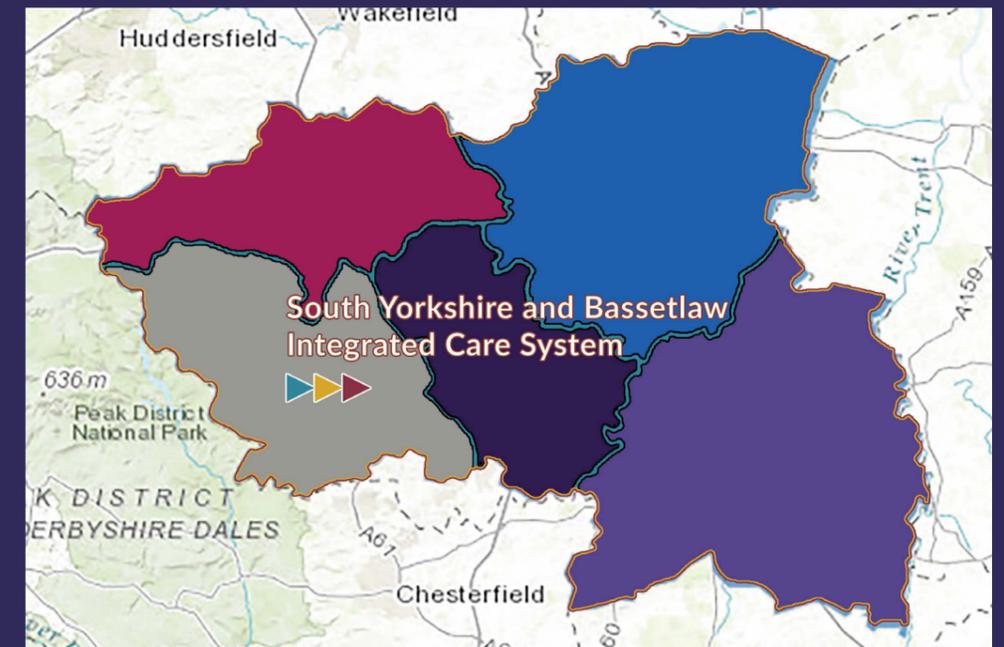
The first of its kind, the Labs will serve as a focal point for distilling and articulating system-wide unmet needs, as well as creating a collaborative environment where diverse, collective thinking can be applied to identify potential solutions. These may range from innovative service changes and the identification of new products to the creation of bespoke processes for highlighting areas where improvement is required.

Drawing on Human-Centred Design approaches to help elaborate and articulate unmet needs, the first event was dedicated to the process of capturing unmet needs across the diversity of ICS partner organisations. Attendees were able to take part in a hands-on ideation innovation lab, with the remainder consisting of a mix of national and regional speakers on a range of topics including resources to support innovation, case studies and collaboration opportunities.

These events also present the opportunity to establish new structures for ongoing, mutually supportive collaboration around healthcare innovation in South Yorkshire & Bassetlaw. By applying diverse perspectives to common challenges, there is great possibility to instigate widespread benefits for patients, clinicians and the overall healthcare system in the region.

Why have we reached out to you?

To achieve the ambitions of the events, it is vitally important we fully understand the experiences of health and care professionals working in the system. Drawing on the skills, knowledge and ideas you can offer, we believe you will play an ongoing key role in helping us co-design improvement initiatives and make a positive difference to our health and care services. Although the process has started, we welcome new people to join the network, who's roles entail a level of influence in driving innovation in the organisation that you represent.



About



Aejaz Zahid - ICS Innovation Hub

Programme Director of the ICS Innovation Hub, Aejaz is an engineer, clinical scientist and problem solver at heart. A graduate of the Massachusetts Institute of Technology (MIT), he has 20 years of healthcare innovation experience developing new services in the NHS and establishing healthcare technology centres. Aejaz is an avid music fan and record collector, who can be found spilling drinks on his prized collection or at various music festivals.



Ursula Ankeny - Lab4Living

Design researcher at Lab4Living, Ursula is a graduate of the Sheffield Hallam product design course and has been applying her design expertise to healthcare products and services for nearly five years now. Originally from London, we have so far managed to save her from returning to the Big Smoke.



Andrew Woodcock - ICS Innovation Hub

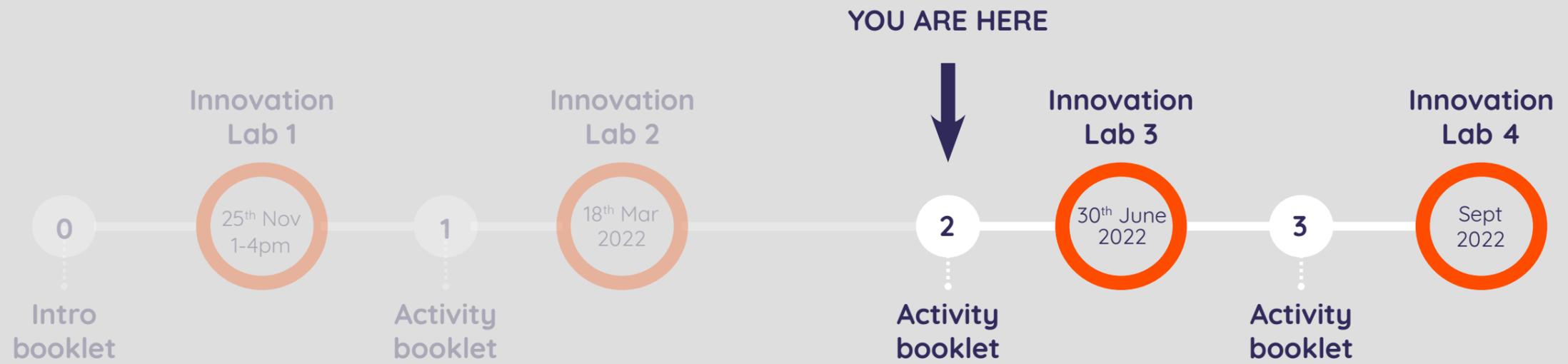
Programme Co-ordinator of the ICS Innovation Hub, Andrew is an Economics and Development Studies graduate from the University of Manchester. He has been involved in the management and analysis of healthcare projects for six years, both in the UK and overseas. Outside of work, Andrew can be found running up hills and photographing buildings – just not at the same time.



Joe Langley - Lab4Living

Design researcher at Lab4Living, Joe is a graduate of the University of Sheffield Mechanical Engineering course and has been applying his engineering design expertise to health services for over 15 years. Although a keen cyclist, Joe seems to spend more time falling off his bike than actually cycling.

Overview of the process



Process so far

The second innovation lab, on 18th March 2022, focused on **prioritising unmet needs and identifying solutions from other contexts**. The session started with an initial recap of the story so far. The theme of this lab was discussed through an overall presentation, punctuated with three activities to enable exploration and discussion.

Activity 1: Participants heard resource pitches from Knowledge Transfer Network (KTN), Prodrive and NS Innovations Ltd. They were then given the opportunity to ask questions about each organisation's focus and remit.

Activity 2 & 3: These activities focused on enabling a group discussion between participants around 'how do we prioritise unmet needs?' and 'How can we explore possible solutions?'

How do we prioritise unmet needs?

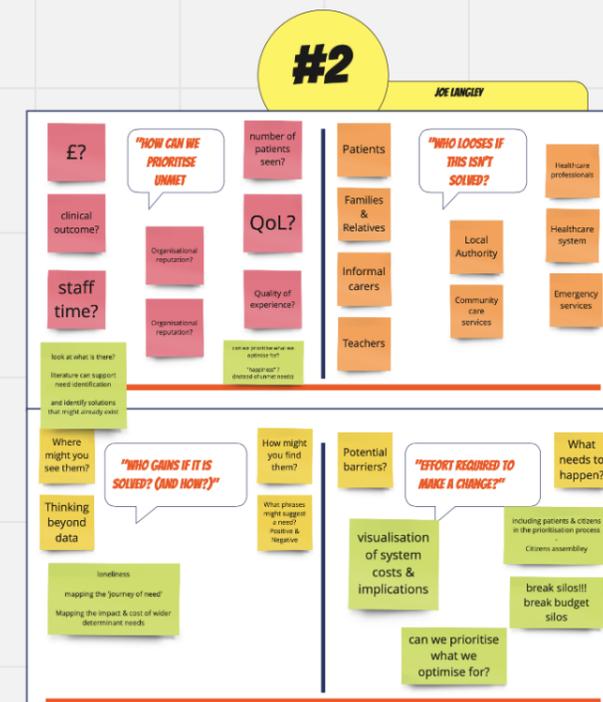
Possible methods of prioritisation discussed with participants included looking at the literature, investigating how it fitted with strategic themes or looking at the return on investment. Involving patients and citizens in the prioritisation process was also considered key to the overall process. This could be done directly, or via surveys, locally and regionally to gather system wide perspectives. The conversation then considered what was required to make a change. Participants discussed different approaches including providing evidence of benefit, particularly in terms of demonstrating benefit to a whole range of stakeholders. Other approaches included managing budget silos and producing visualisations of system implications.

How can we explore possible solutions?

Key discussion points within the breakout rooms centred around using co-production/ asset based learning to inform solution development and borrowing from other fields, particularly in exploring transferable principles or theories. Needing to give thought to implementation and to be designing for and anticipating change were also stressed as important factors.

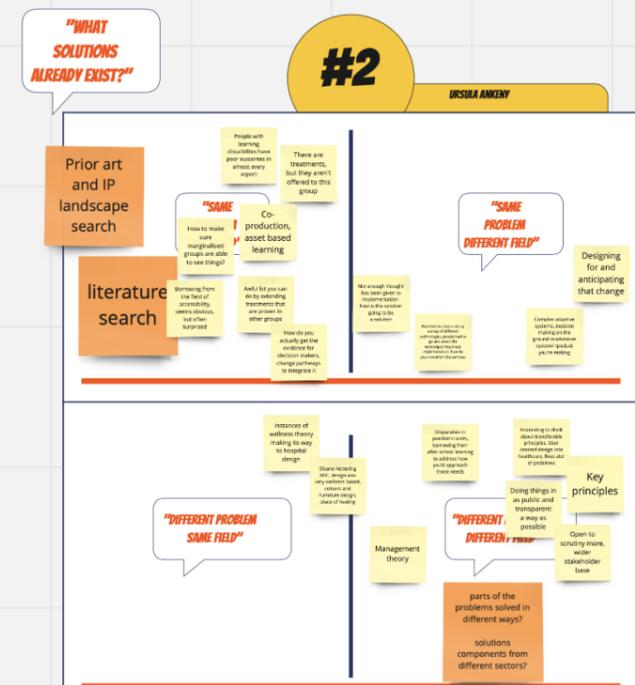
Prioritising Unmet Needs - Room 1 discussion

ROOM 1



Exploring Possible Solutions - Room 2 discussion

ROOM 2



Next steps

Following on from this activity booklet, we will have our third innovation lab on Thursday 30th June from 1pm-3pm.

The link to join the event is here:

[Click here to join the meeting](#)

The basic format of this event will be:

- Quick Introduction
- Resources pitch
- Workshop
- Next step activities

This innovation lab will focus on **developing solutions and different methods of prototyping**. For this session, you will need to bring along the activities that are shown over the next few pages.

The “Resources pitch” section is where we invite expert providers or services to join us. They will give a rapid overview (5 mins each). The visitors will then go into parallel break-out sessions and you can choose which you join. They will not be giving you a presentation. They will be having a conversation with you about what support they might be able to bring to you.

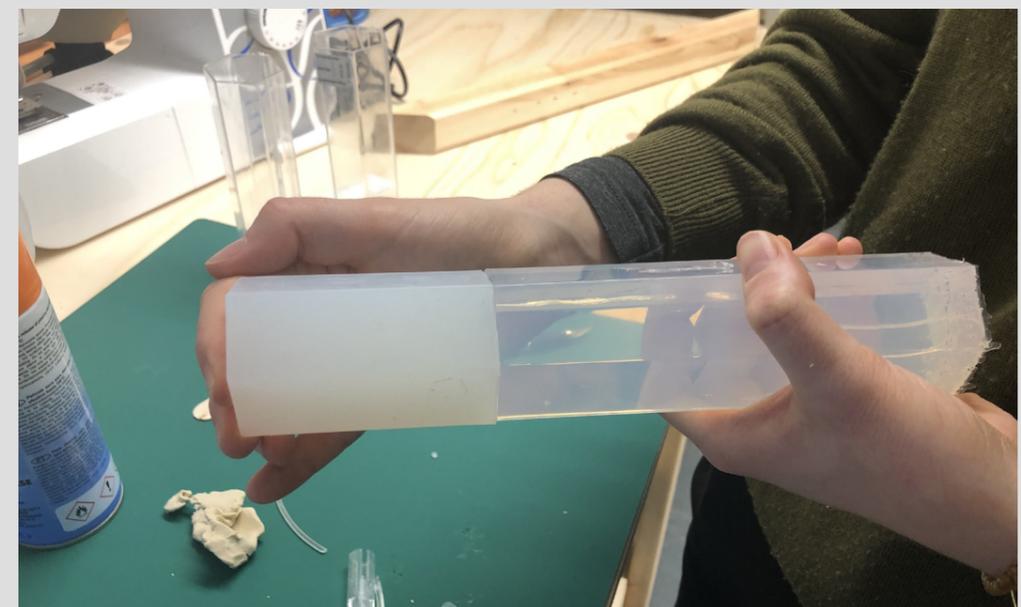
At this third event we have invited:

Dr Kate Beckett (Knowledge Mobilisation Research Fellow retired)

Pete Nuckley (Head of User Centred Design at NHS Transformation Directorate)

For the future innovation labs, we would welcome suggestions from you about who would be valuable to invite.

On the next few pages are activities to be completed prior to the innovation lab. Please bring them along to the meeting with you as it will help inform discussions on the day.



Skills Building Activity

For your skills building activity, we would like you to:

Prioritise the unmet needs that you identified in the last activity

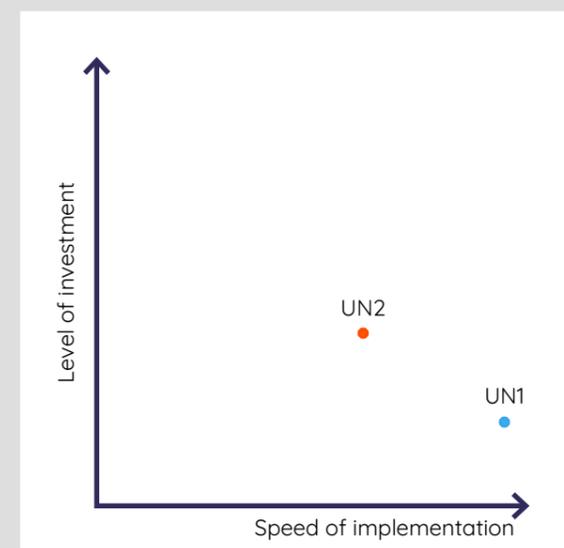
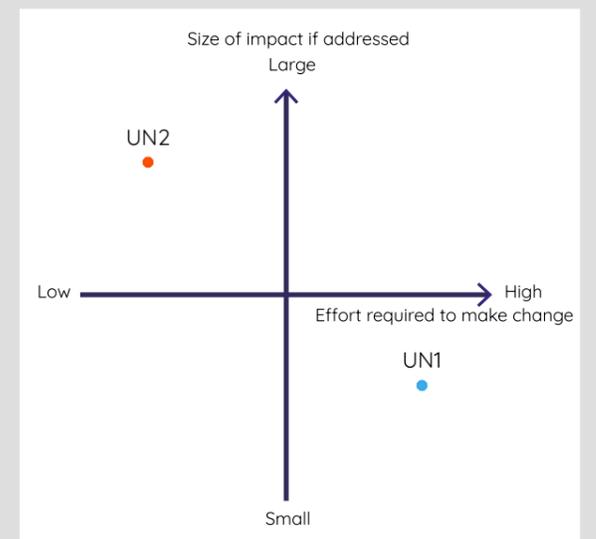
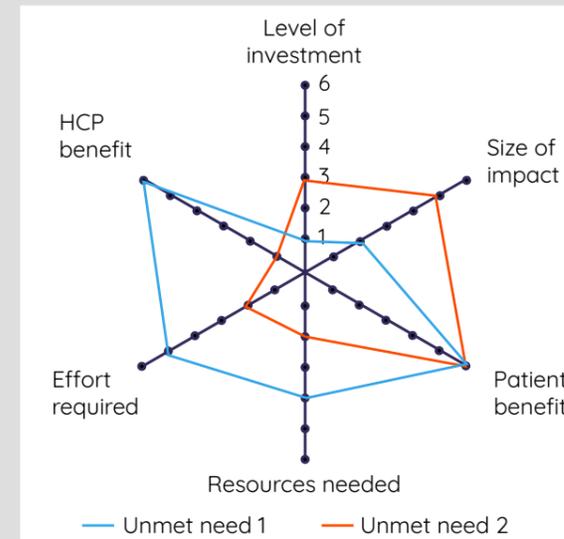
How to:

- We'd like you to sort, categorise and rank your different unmet needs in at least 3 different ways as a way to prioritise them
- We've put together some examples as inspiration for this (as shown on the opposite page)
- Using these graphs, or any other methods you can think of, we'd like to compare your different unmet needs as a way to prioritise them
- If you get stuck try to think from a different perspective. This is where it's valuable to do it with a family member, or colleagues as they will perceive the categories and therefore the prioritised unmet needs differently, dependent on their ages and experiences

How to present:

We've given you a powerpoint which includes the example graphs to help you format your response. We'd love for you to make your own versions as well!

- The first slide is for you to fill with an overview of the different unmet needs you have considered in this prioritisation activity
- We suggest you assign each a colour or initials to use when placing them on the graphs
- We've suggested both different graphs and different categories for them, but it would be great if you came up with your own variations as well



Need	Patient benefit	HCP benefit	Resources needed	Size of impact
Unmet need 1	5	5	4	2
Unmet need 2	5	1	2	4

Rank each category out of 5 (5= HIGH and 0= LOW)

Design Skills Activity

For your design skills activity, we would like you to:

Select 5-10 of the unmet needs based on your prioritisations. Brainstorm methods of improvement, starting with elements of solutions that you can borrow from other sectors

Criteria:

- Use 'blue sky thinking', think far and wide, even if it seems daft, there might be something there that could be of use
- Try to engage colleagues
- If you get stuck try to think from a different perspective. This is where it's valuable to involve other people as their perspective will be different

How to present:

In our example, we've done a mindmap, but it's completely up to you how you wish to present this. It could be a mindmap, a list, a wordcloud, or something else.

Within the same powerpoint template as for the prioritisation activity, we have some blank slides for you to fill as you wish for this activity. That way, it's all in the same place.



Contact Details

For all things related to the administration of this programme please contact

Andrew Woodcock, via:
- andrew.woodcock@yhahsn.com

For queries or conversations relating to design, innovation or anything covered in the innovation labs, please feel free to contact Andrew or any of the rest of us.

Email address are shown below:

- **Aejaz:** a.zahid@nhs.net
- **Ursula:** u.ankeney@shu.ac.uk
- **Joe:** j.langley@shu.ac.uk

You will also find us on a variety of other media including LinkedIn, Twitter, Facebook etc. If you wish to connect and chat via these kinds of media, please let us know and we will share contact information.

Thank you for taking part, we look forward to seeing you at the next innovation lab.

- ICS Innovation Hub & Lab4Living team

