

Primary Care Improvement Community

Experienced Based Design: A practical Masterclass offering hands on experience of tools that will equip you to involve patients and staff in your service improvement projects

Date 28 February 2018

De Vere @ Colmore Gate, 5th Floor, Birmingham, B3 2QD

“Experience Based Design can be a way of improving services for everyone – staff as well as patients”

Dr John Pickles- Medical Director and Consultant Otolaryngologist

This masterclass will introduce you to a number of tools and methodologies that will enable you to capture, understand, test and measure patient and staff experience. During the day you will have the opportunity to try out the tools for yourself, gaining confidence and experience that will allow you to use this approach in your practice.

A webinar will be held on 21st March 1600 – 1700 to further support you in the use of these tools. Please hold the date if you would like to join.

9.30	Arrival and Registration	
10.00	Welcome and introductions	
10.30	Introduction to Experience Based Design	An introduction to the concepts and practical application of EBD with examples from primary care
10.50	Capturing patient and staff experience	An introduction and exploration of practical tools to capture patient and staff experience
11.30	MORNING COFFEE	
11.45	Understanding and interpreting your EBD results	Making sense of your results, working with patients and staff to develop your ideas and services
13.00	NETWORKING LUNCH	
13.45	Working with patients and staff to make the changes	Introduction and hands on application of tools that will enable you to test, measure and implement new ideas and ways of working
15.00	AFTERNOON TEA	
15.15	Consolidation and application: Putting learning into practice	Planning how you will use the tools in practice Offers of support from PCIP
16.00	Close	