

PARTNERSHIP WORKING & COMMUNICATION

PARTNERSHIP WORKING & COMMUNICATION

DEFINITION

→ INTERACTION BETWEEN THE
DIFFERENT KEY STAKEHOLDERS

PARTNERSHIP WORKING & COMMUNICATION

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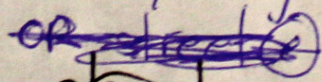
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Street asst

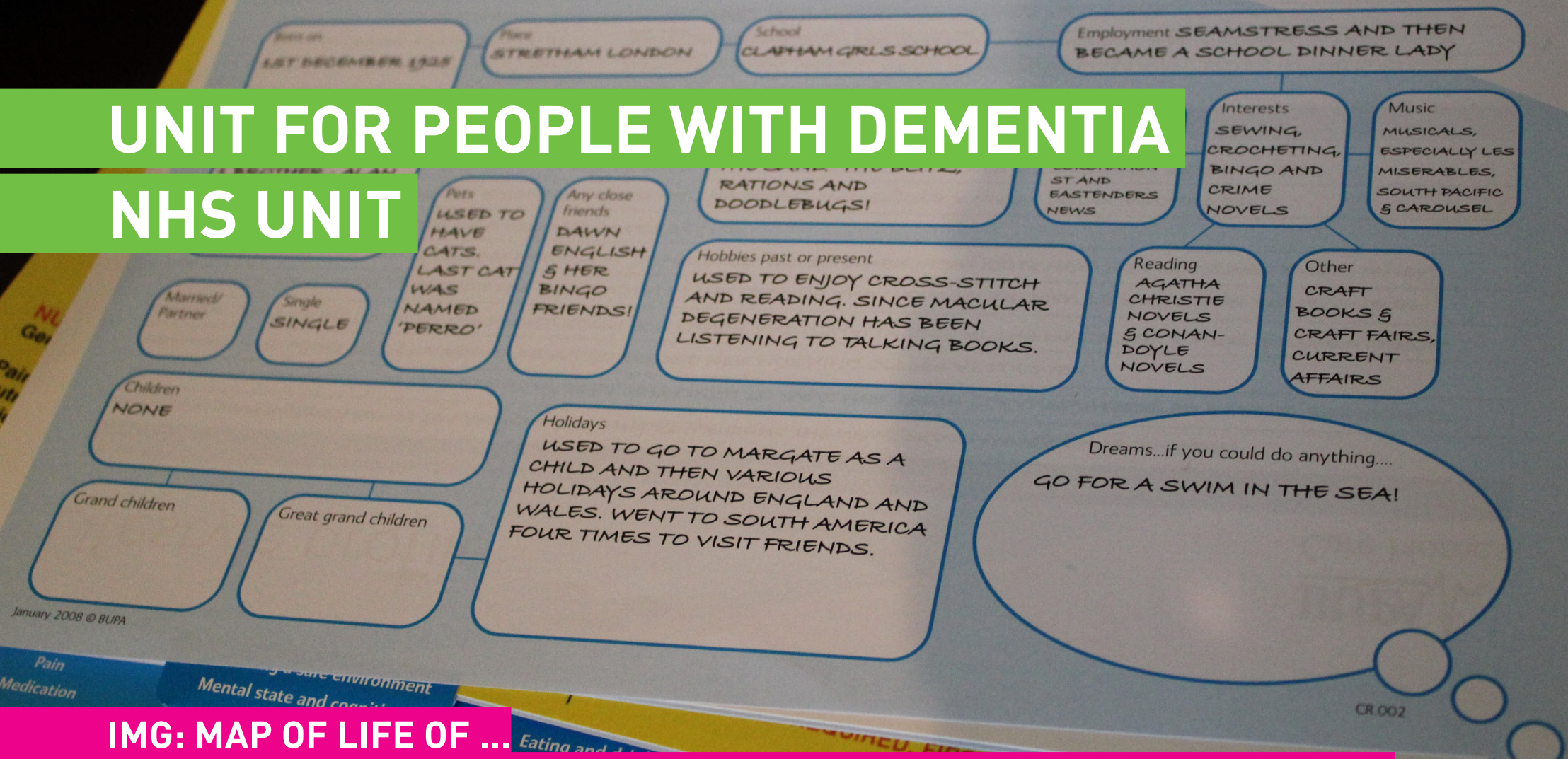
BUPA

**PRIVATE SECTOR
NON-PROFIT ORGANISATION
OVER 300 CARE HOMES IN THE UK**



VISIT @ BUPA

UNIT FOR PEOPLE WITH DEMENTIA NHS UNIT



IMG: MAP OF LIFE OF ...
→ INDIVIDUAL INFORMATION OF PATIENTS INCLUDING HOBBIES, DREAMS
AND PERSONAL EXPERIENCES, COMPLETED BY FAMILY & FRIENDS

VISIT @ BUPA

MEETING WITH SANDY AND LORRAINE

IMG: RELATIONSHIP MAP
→ SHOWING THE DIFFERENT SYSTEM STAKEHOLDERS
AND HOW THEY INTERACT WITH EACH OTHER



North 3/Stroke Rehab →

VISIT @ SOCIAL WORK SERVICE

← **Social Work Services**

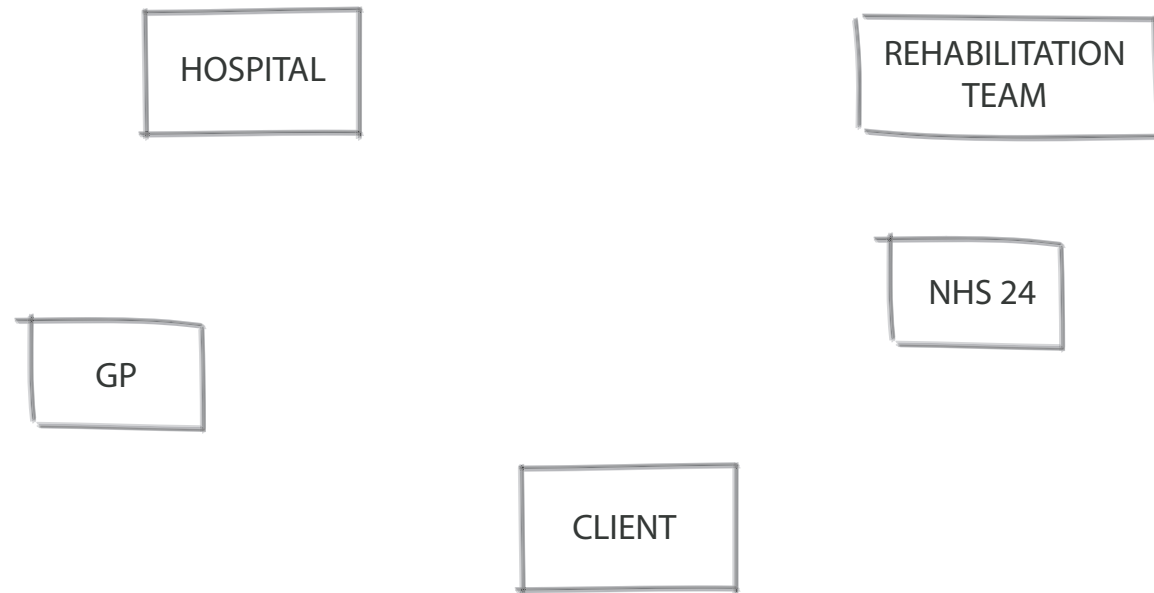
MEETING WITH KIM



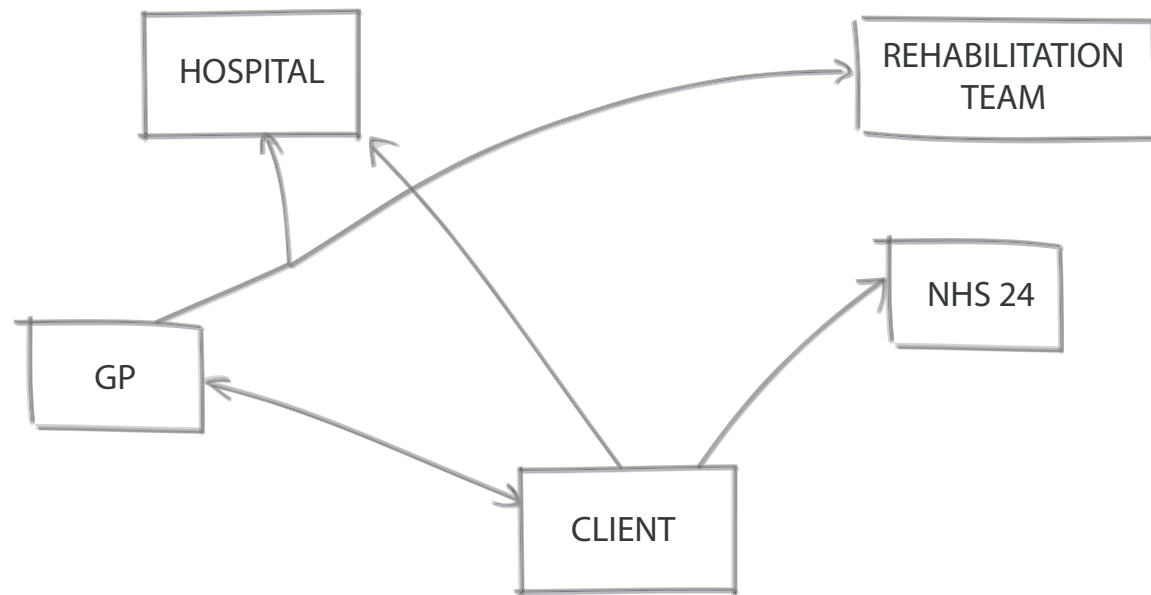
→ **COMPLETING THE RELATIONSHIP MAP**

→ **IDENTIFYING GAPS OF COMMUNICATION AND UNDERSTANDING IN THE SYSTEM**

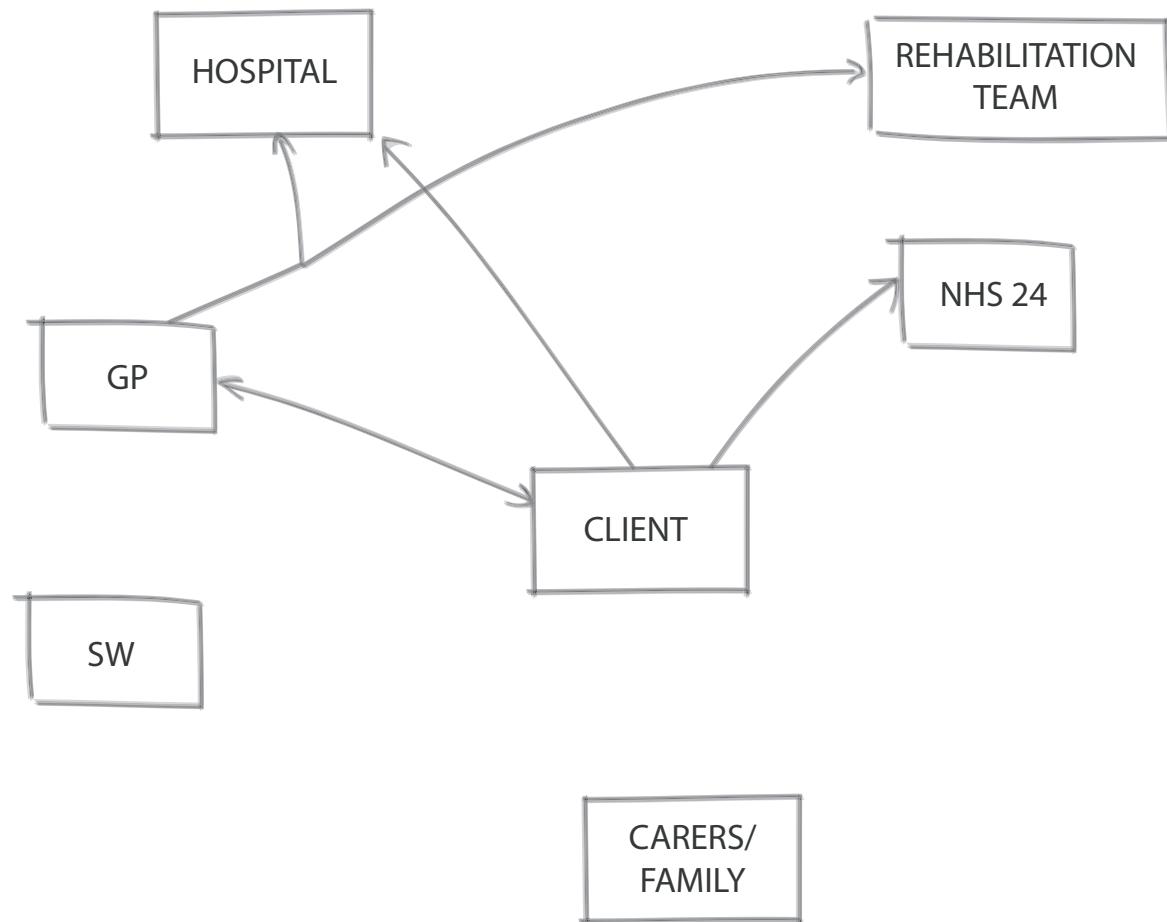
RELATIONSHIP MAP



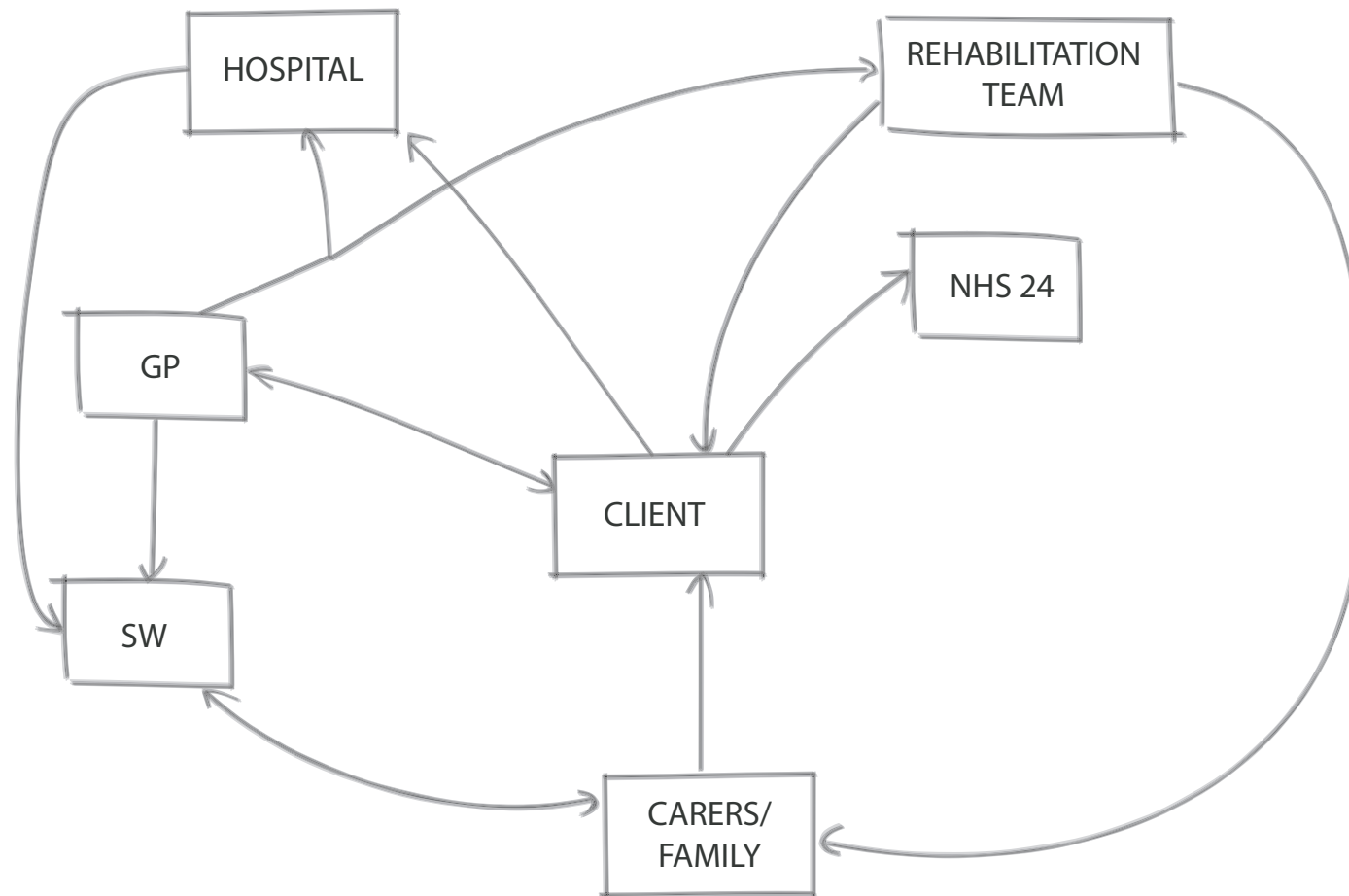
RELATIONSHIP MAP



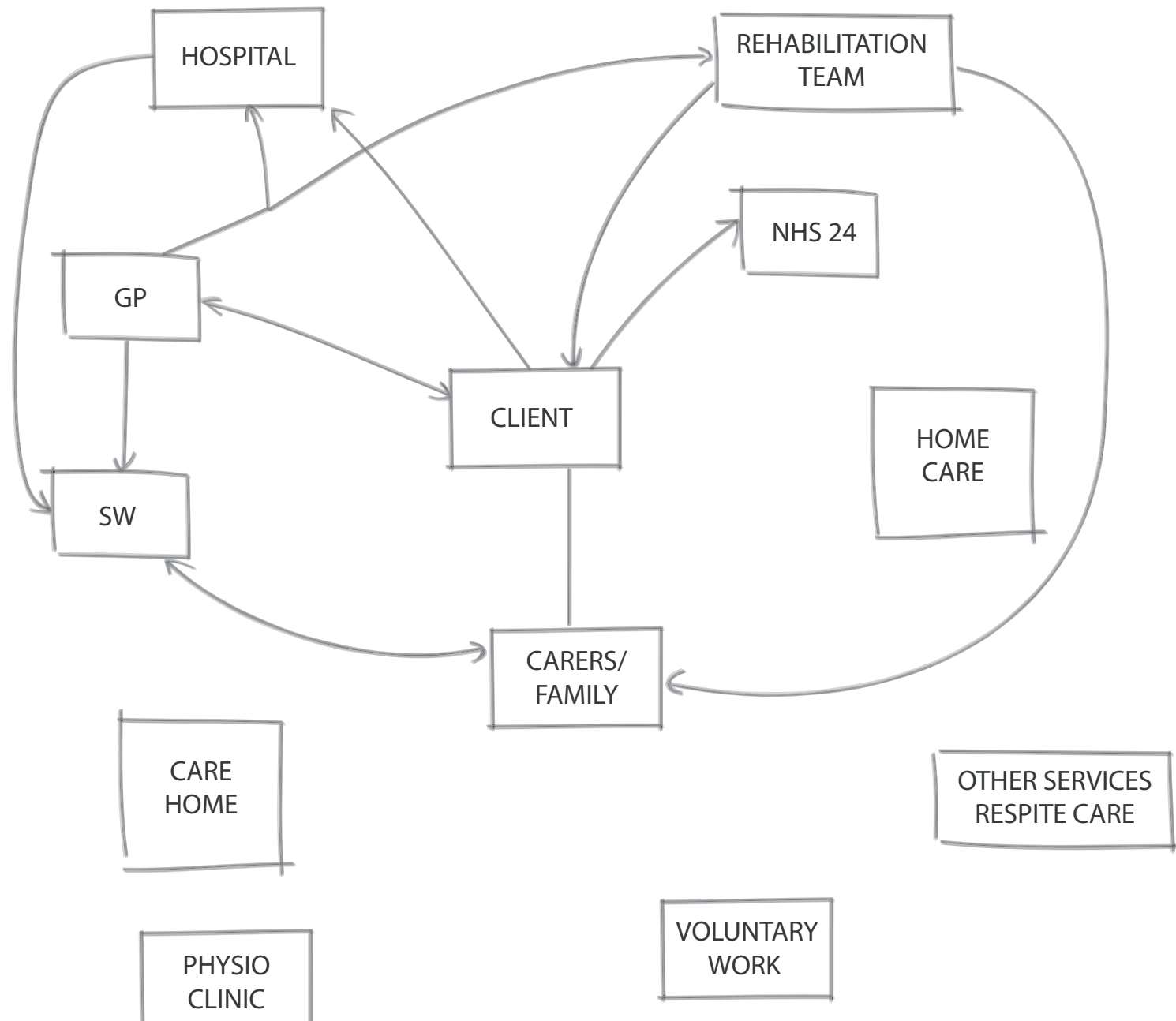
RELATIONSHIP MAP



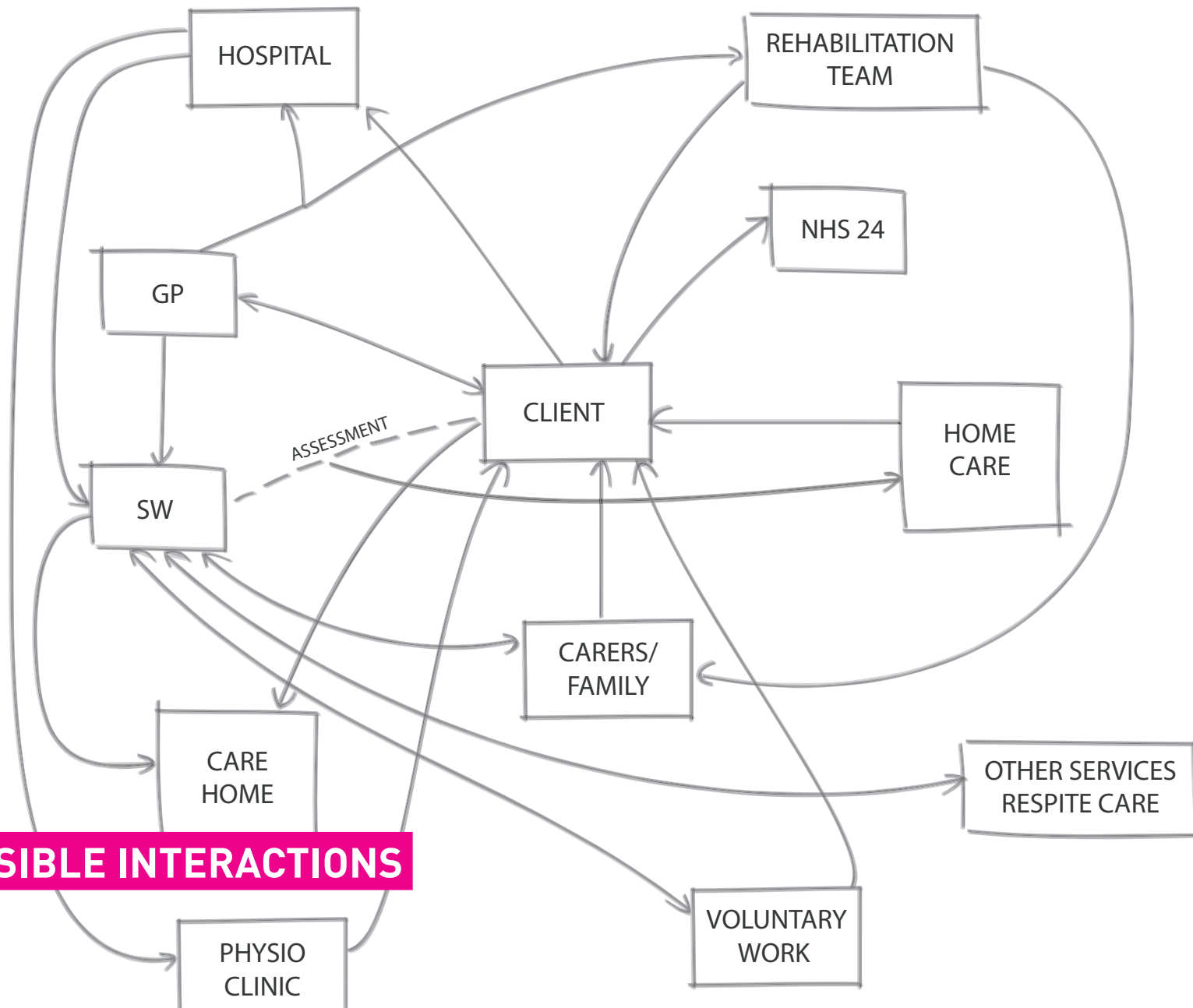
RELATIONSHIP MAP



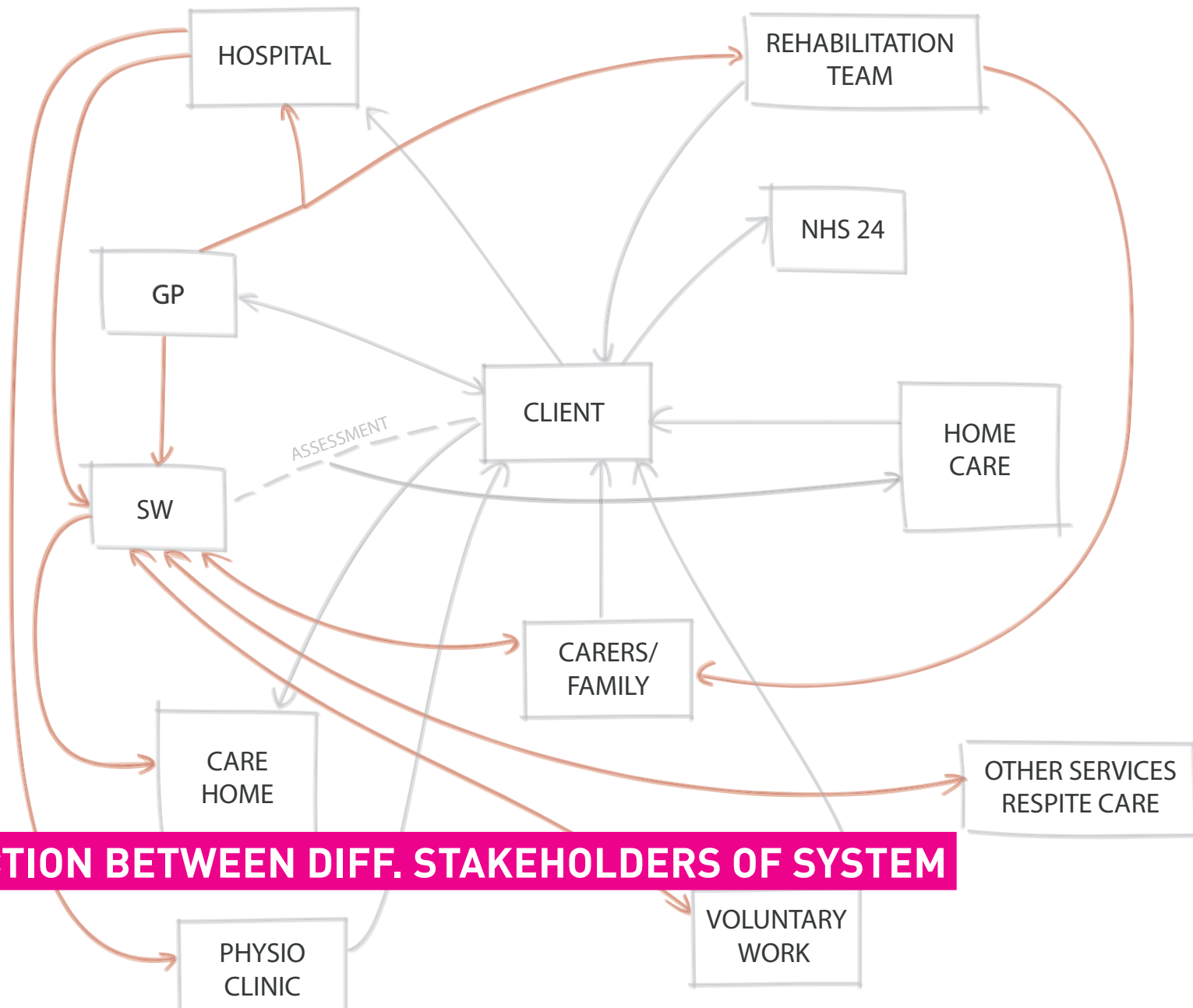
RELATIONSHIP MAP



RELATIONSHIP MAP

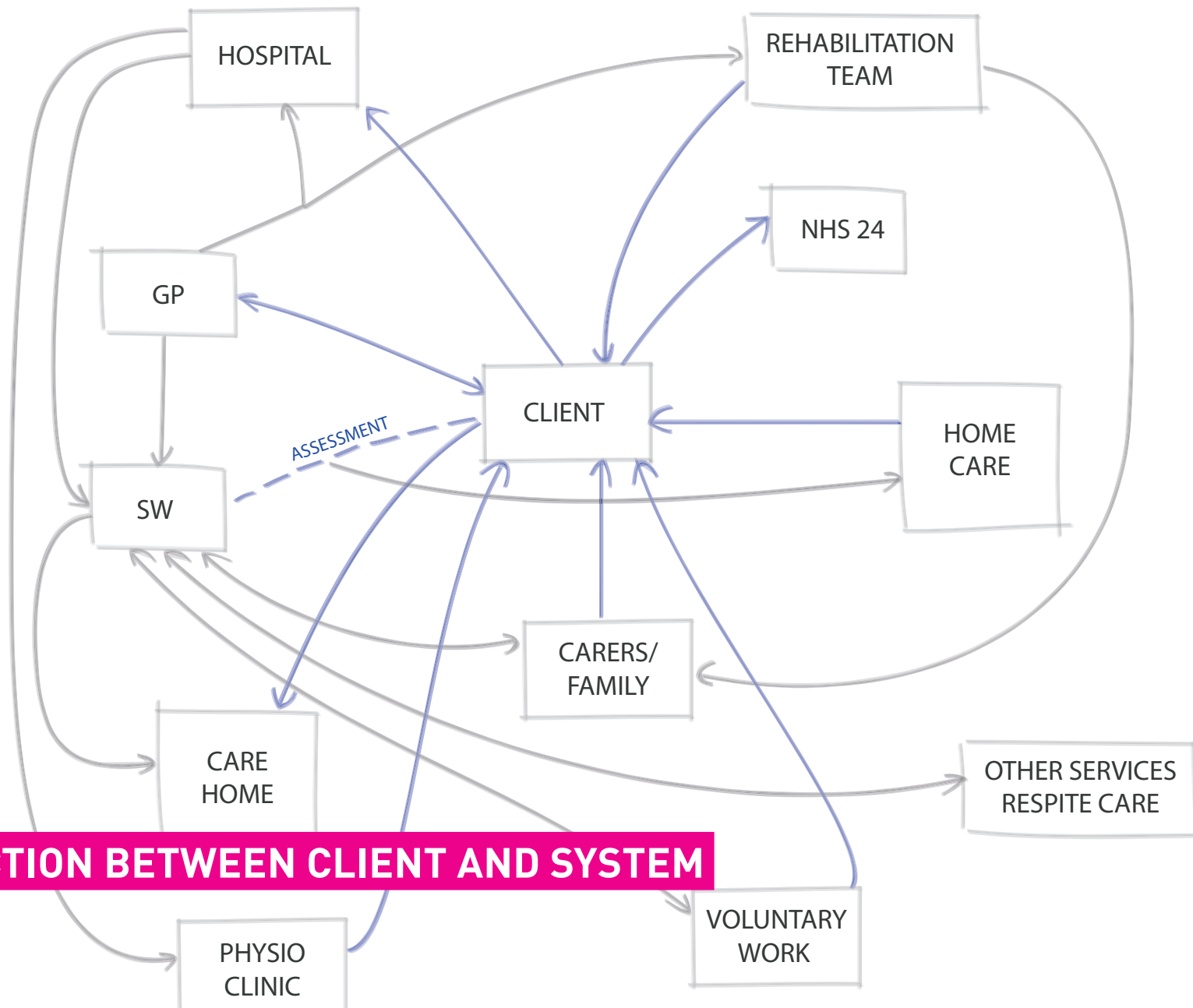


RELATIONSHIP MAP



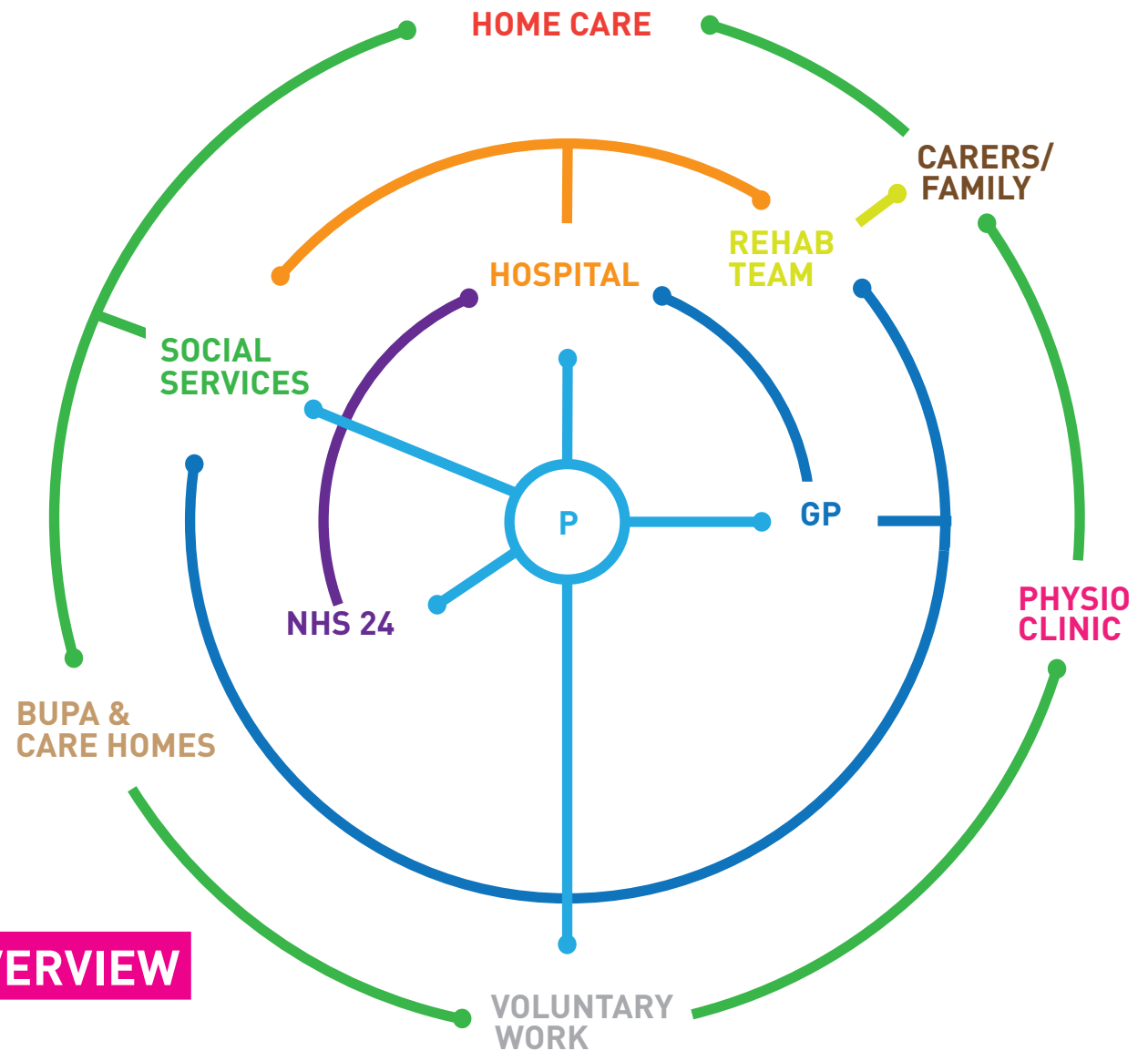
INTERACTION BETWEEN DIFF. STAKEHOLDERS OF SYSTEM

RELATIONSHIP MAP



INTERACTION BETWEEN CLIENT AND SYSTEM

RELATIONSHIP MAP



REVISION FOR A BETTER OVERVIEW

FOCUS GROUP WORKSHOP

→ MEETING WITH OLDER PEOPLE AND CARERS
→ RECEIVING THEIR PERSPECTIVES AND
IDEAS ABOUT THE HEALTH SYSTEM





FOCUS GROUP WORKSHOP

GAME 1: PEOPLE'S PRIORITIES



FOCUS GROUP WORKSHOP

GAME 1: PEOPLE'S PRIORITIES

HOW TO:

- CHOOSE 3 OUT OF 10 PICTURES TO ANSWER QUESTIONS
- TALK ABOUT SIMILARITIES AND DIFFERENCES

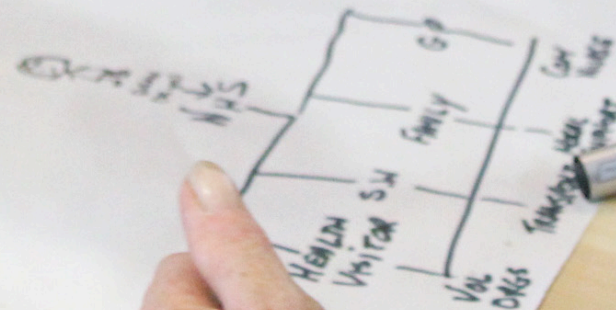
- 1) WHAT IS A BIG PART IN YOUR LIFE RIGHT NOW?
- 2) WHAT DO YOU WISH TO BE A BIG PART IN YOUR LIFE?
- 3) WHICH ACTIVITIES DO YOU SHARE WITH YOUR CARER?
- 4) WHICH ACTIVITIES DO YOU WISH TO SHARE MORE OFTEN?
- 5) WHAT DO YOU SPEND MOST OF YOUR DAY WITH?
- 6) WHAT DO YOU WISH TO SPEND YOUR DAY WITH?

FOCUS GROUP WORKSHOP

GAME 2: SCENARIO MAP

CHANGING MEMBERS INVOLVED EVERY STEP OF THE WAY SOME MEMBERS SHOULD CO-ORDINATE ALL ASPECTS OF STAYS IN HOSPITAL AND FOR SUPPORT AND REHABILITATION AND CARRYING OUT THE DAILY AND

855AN (35 ym)



FOCUS GROUP WORKSHOP

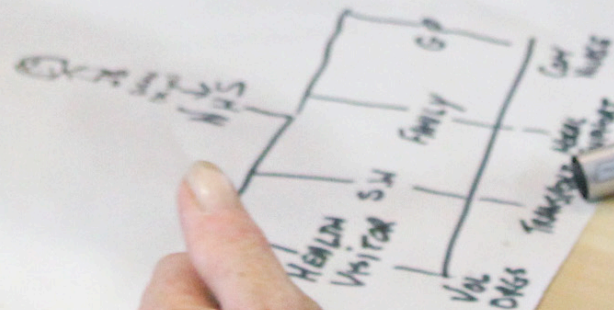
GAME 2: SCENARIO MAP

HOW TO:

- DESCRIBE THE TOUCHPOINTS OF THE SYSTEM ON THE EXAMPLE OF SUSAN, 75 YRS, WHO HAS BROKEN HER LEG
- DRAW A MAP OR TAKE NOTES

CAREGIVERS SHOULD BE INVOLVED EVERY STEP OF THE WAY SOME MEMBERS OF STAFF SHOULD CO-ORDINATE ALL ASPECTS OF SKILLS TRAINING IN HOSPITAL AND COMMUNITY SETTINGS WITH SUPPORT FROM RESEARCHERS AND CLINICIANS WHO ARE TRYING TO FIND EFFECTIVE STRATEGIES FOR TEACHING AND

855N (35 ym)

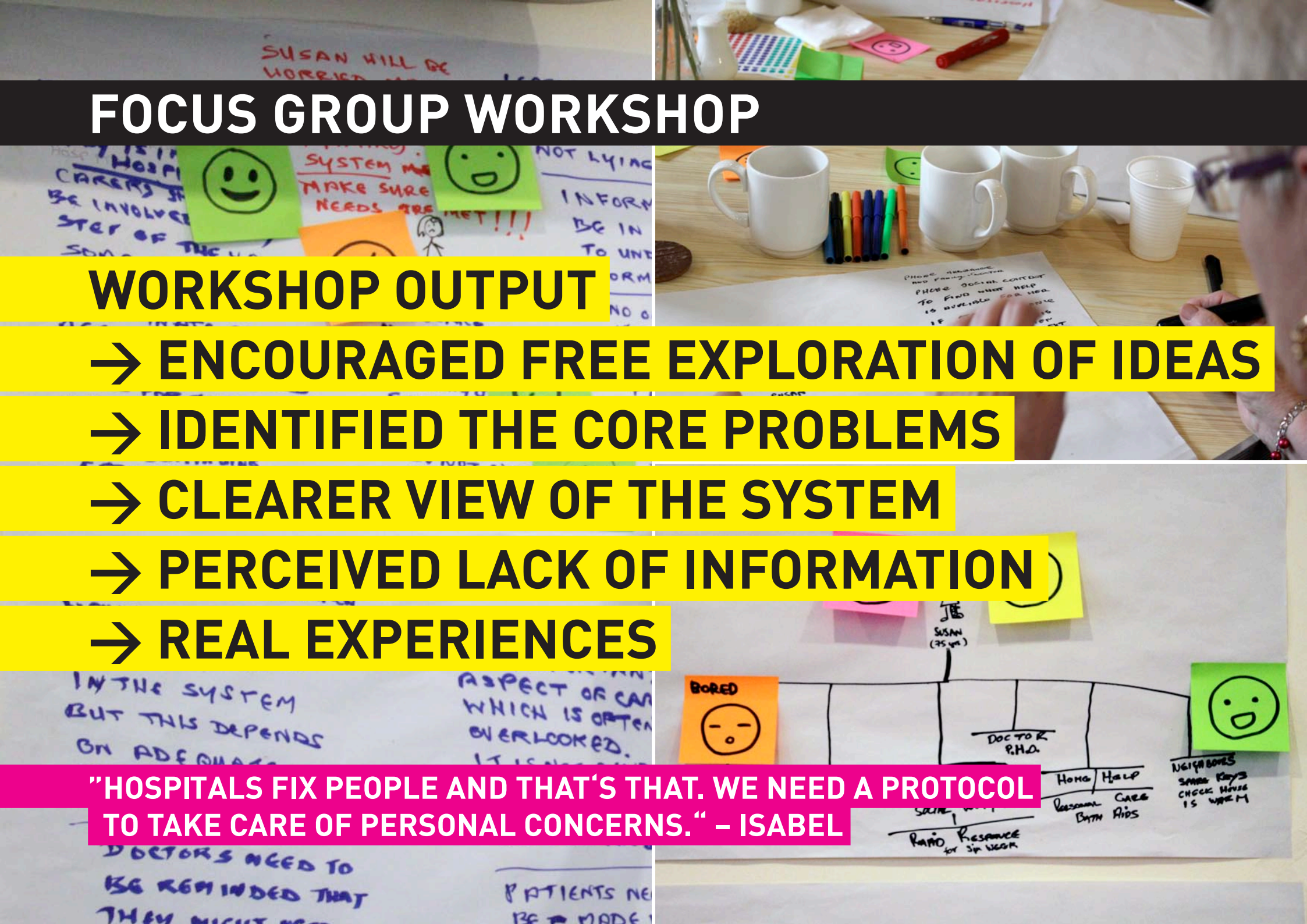


FOCUS GROUP WORKSHOP

WORKSHOP OUTPUT

- ENCOURAGED FREE EXPLORATION OF IDEAS
- IDENTIFIED THE CORE PROBLEMS
- CLEARER VIEW OF THE SYSTEM
- PERCEIVED LACK OF INFORMATION
- REAL EXPERIENCES

"HOSPITALS FIX PEOPLE AND THAT'S THAT. WE NEED A PROTOCOL TO TAKE CARE OF PERSONAL CONCERNS." – ISABEL



PARTNERSHIP WORKING & COMMUNICATION

USER PROFILES

USER STORYBOARDS

USER JOURNEYS

USER PROFILE

STEVEN

→Age

65

→Residence

A flat in Trongate

→ Health Issues

Substance abuse and psychosis

→ Family

Family express concern over his well-being

→ Friends

N/A

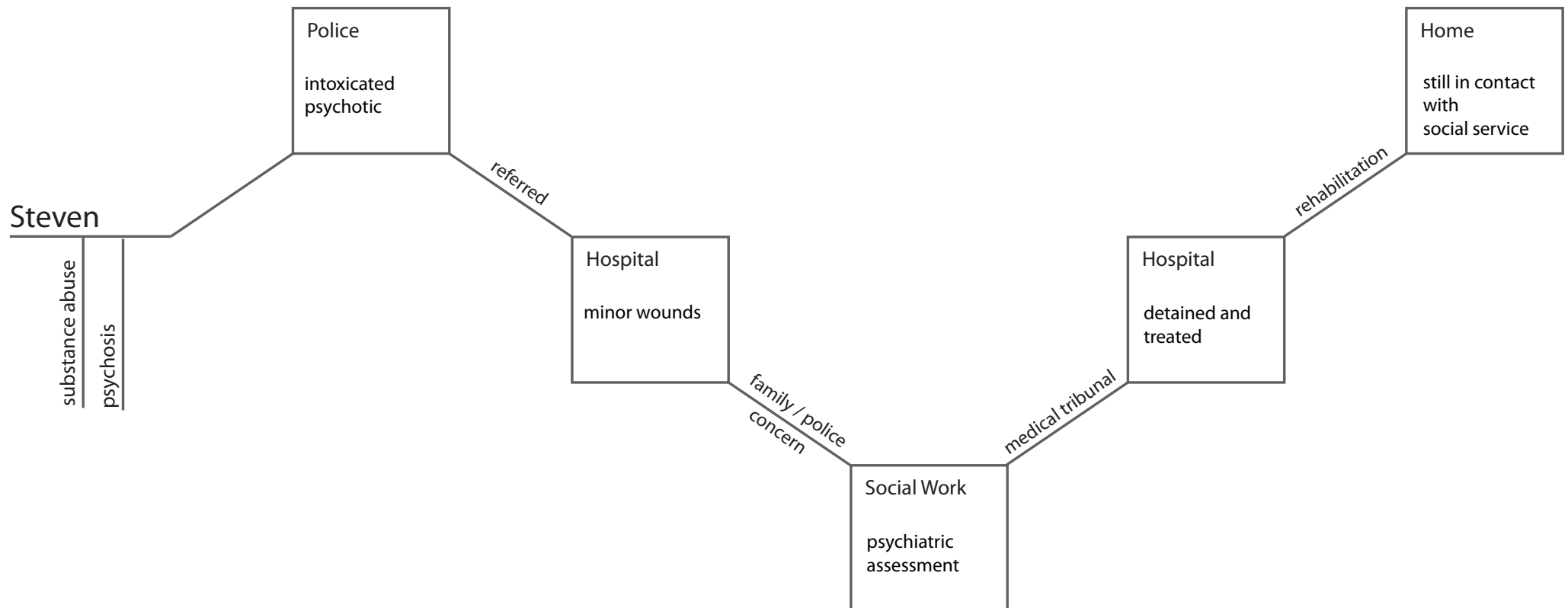
→Finance

Unemployed and gets benefits



USER JOURNEY

STEVEN



USER PROFILE

MOIRA

→Age

71

→Residence

A flat in Maryhill

→ Health Issues

Joint problems

→ Family

Lives with her husband

→ Friends

Friends at the carers centre

→Finance

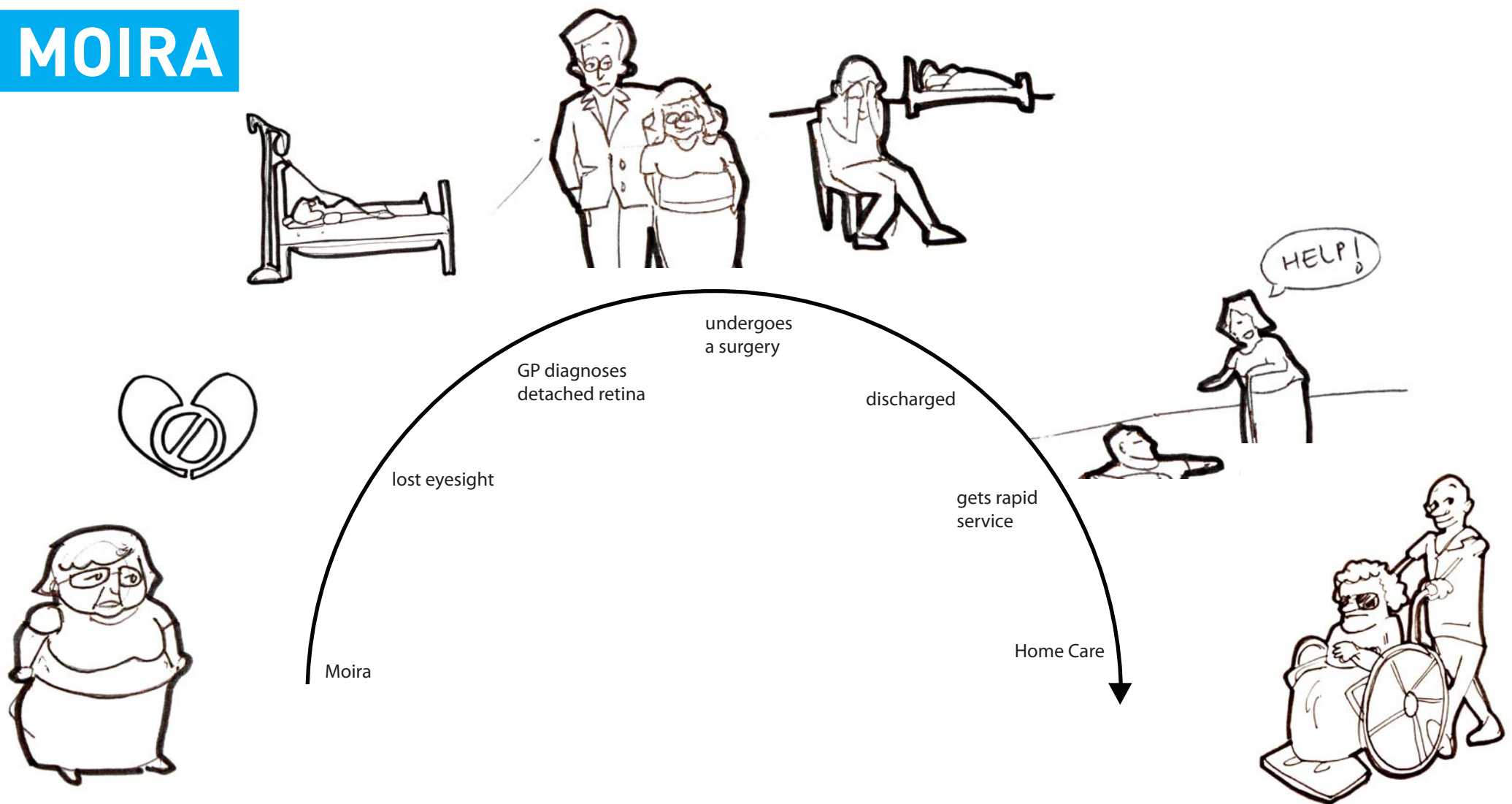
Worked at tesco

Lives on small pension and savings



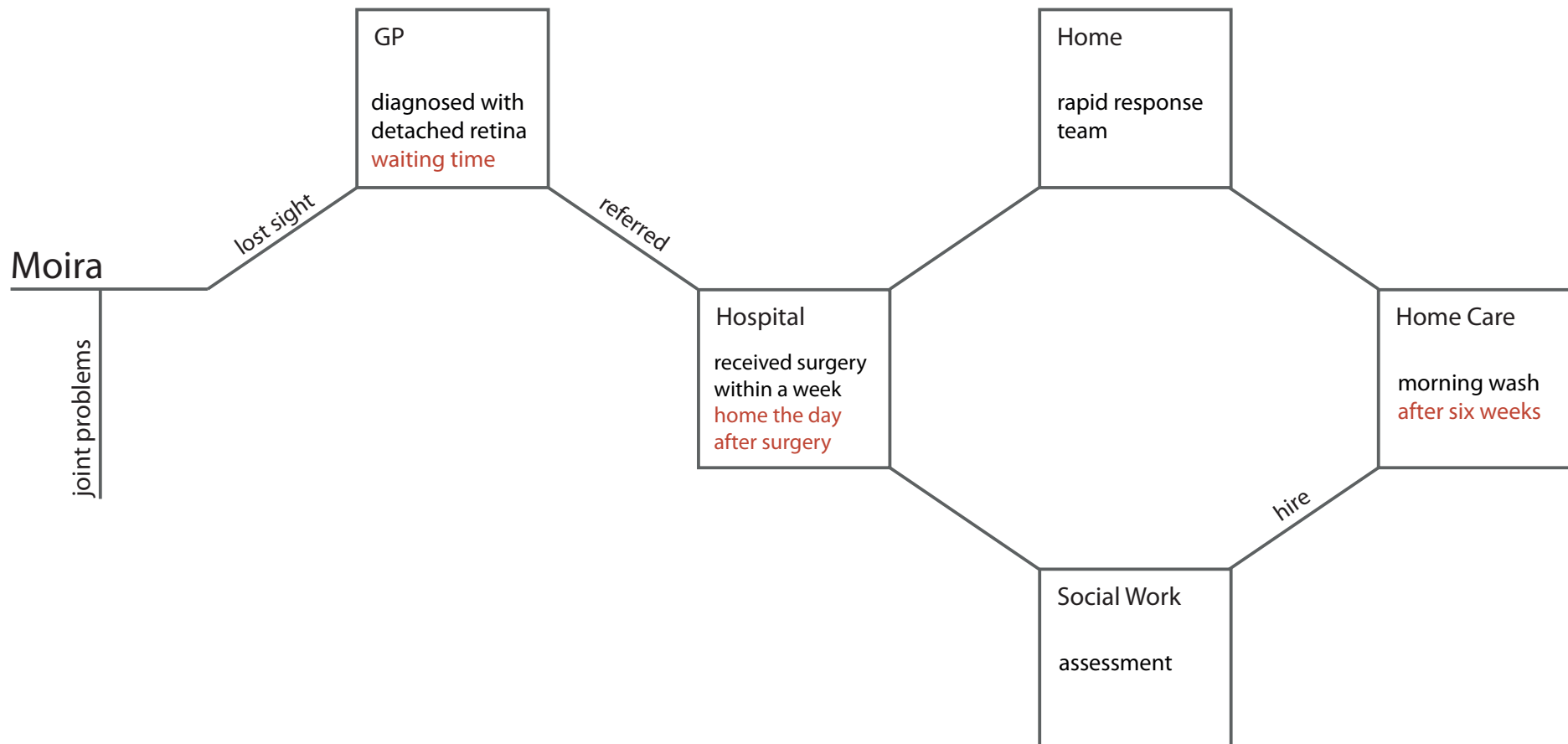
USER STORYBOARD

MOIRA



USER JOURNEY

MOIRA



USER PROFILE

BRIDGET & MOTHER

→ Age

63 and 88

→ Residence

A house in Pollokshaws

→ Health Issues

Mother had heart attack

→ Family

Bridget cares for her mother

→ Friends

No friends due to constant caring for mother

→ Finance

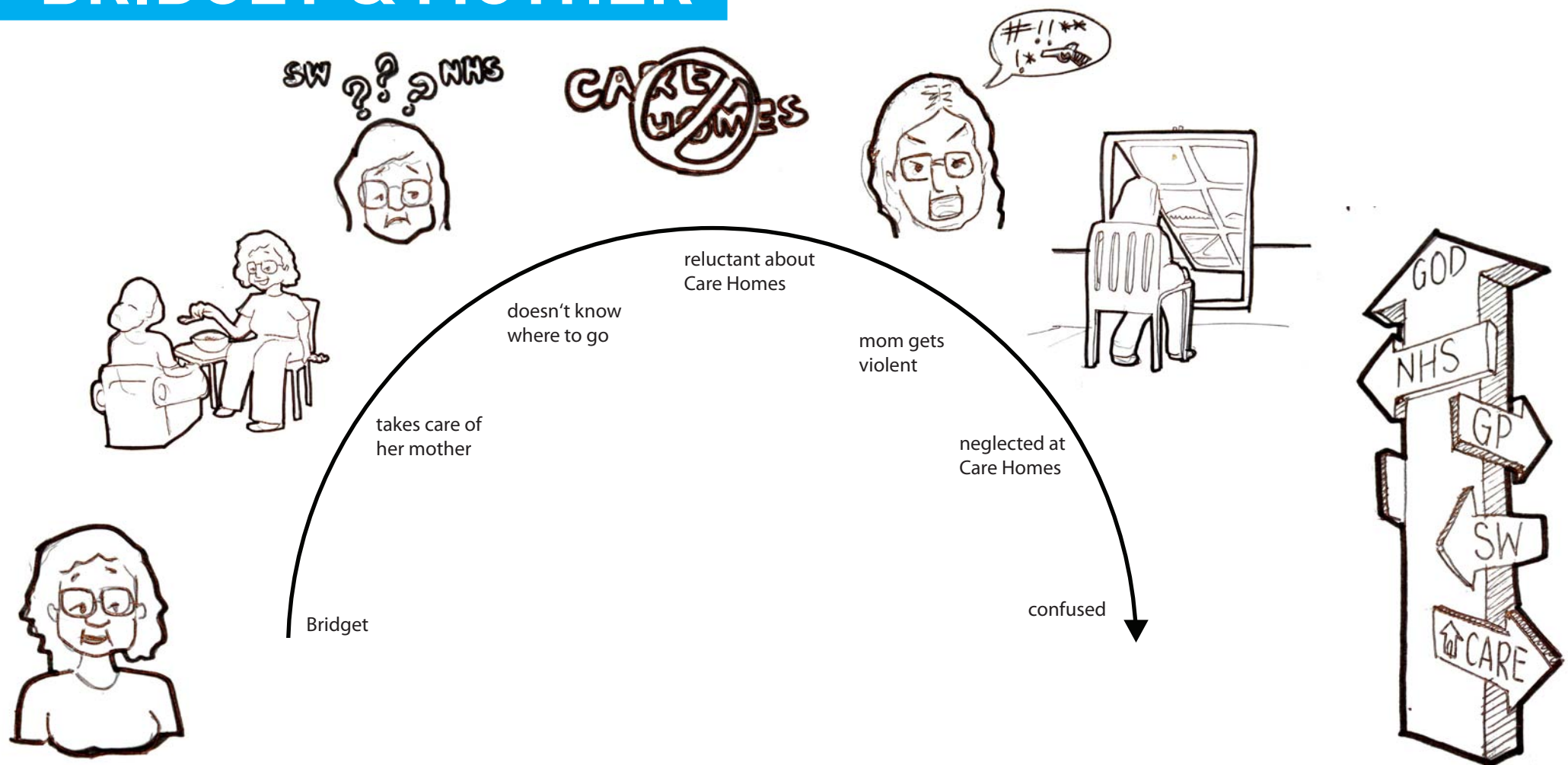
Former secondary school teacher

Lives on pension and savings



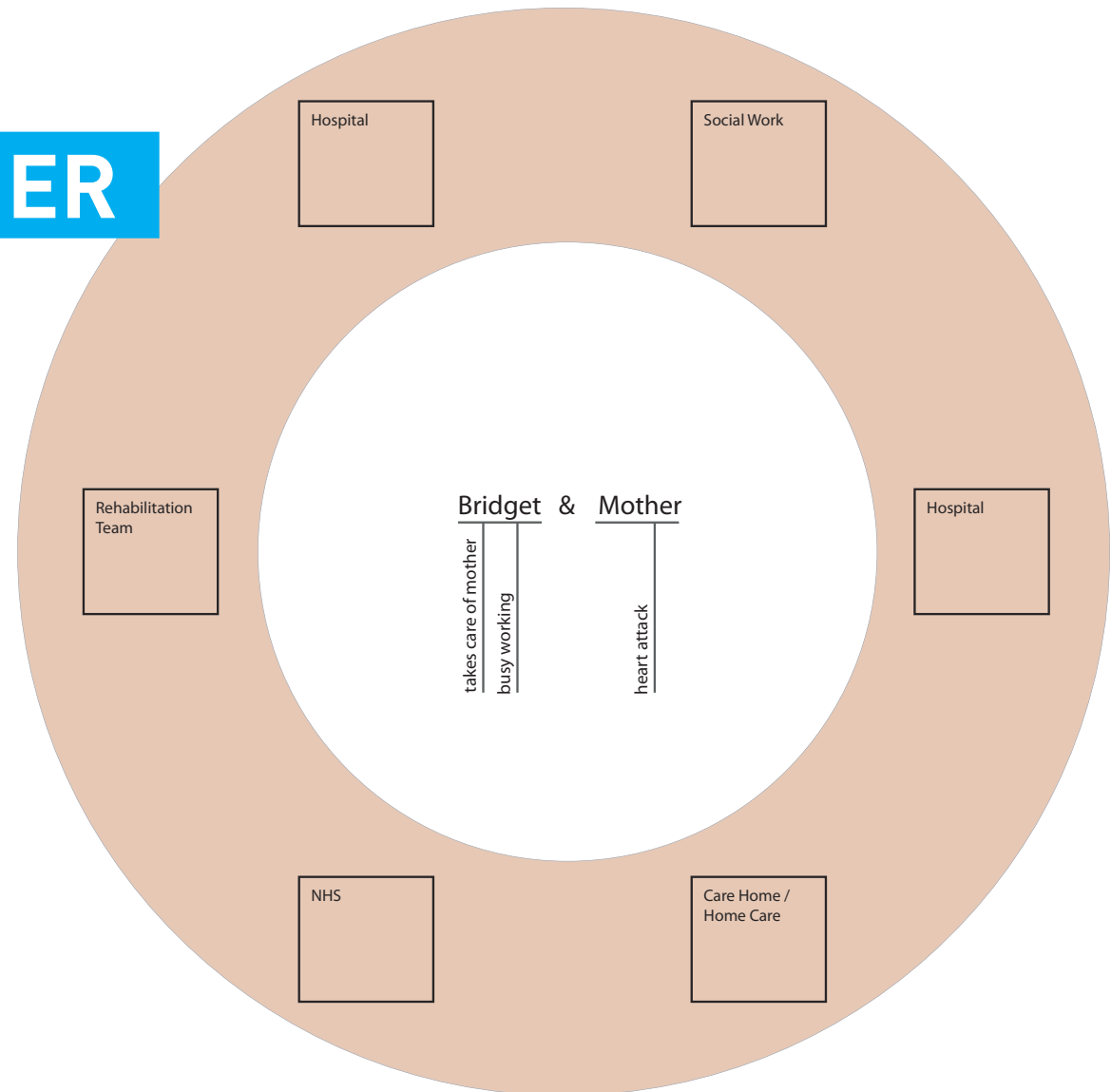
USER STORYBOARD

BRIDGET & MOTHER



USER JOURNEY

BRIDGET & MOTHER



USER PROFILE

JOHN & MARY

→ Age

79 and 75

→ Residence

A semi-detached house, council estate in Cumbernauld

→ Health Issues

Depression, high blood pressure (John)

Depression, obesity, stroke (Mary)

→ Family

Son committed suicide 2 years ago

→ Friends

Lost contact due to health concerns

→ Finance

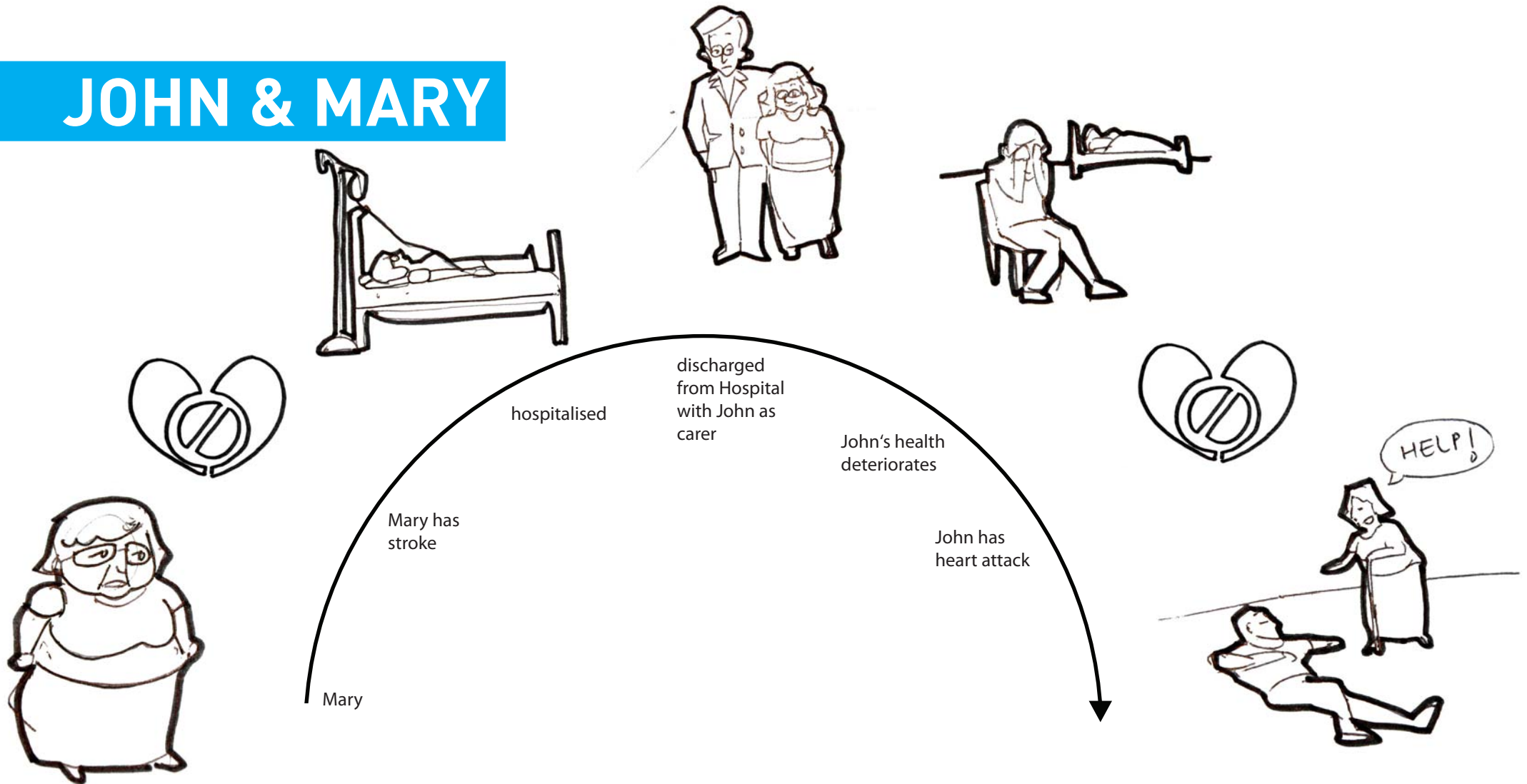
Former shopkeeper & housewife

Small pension



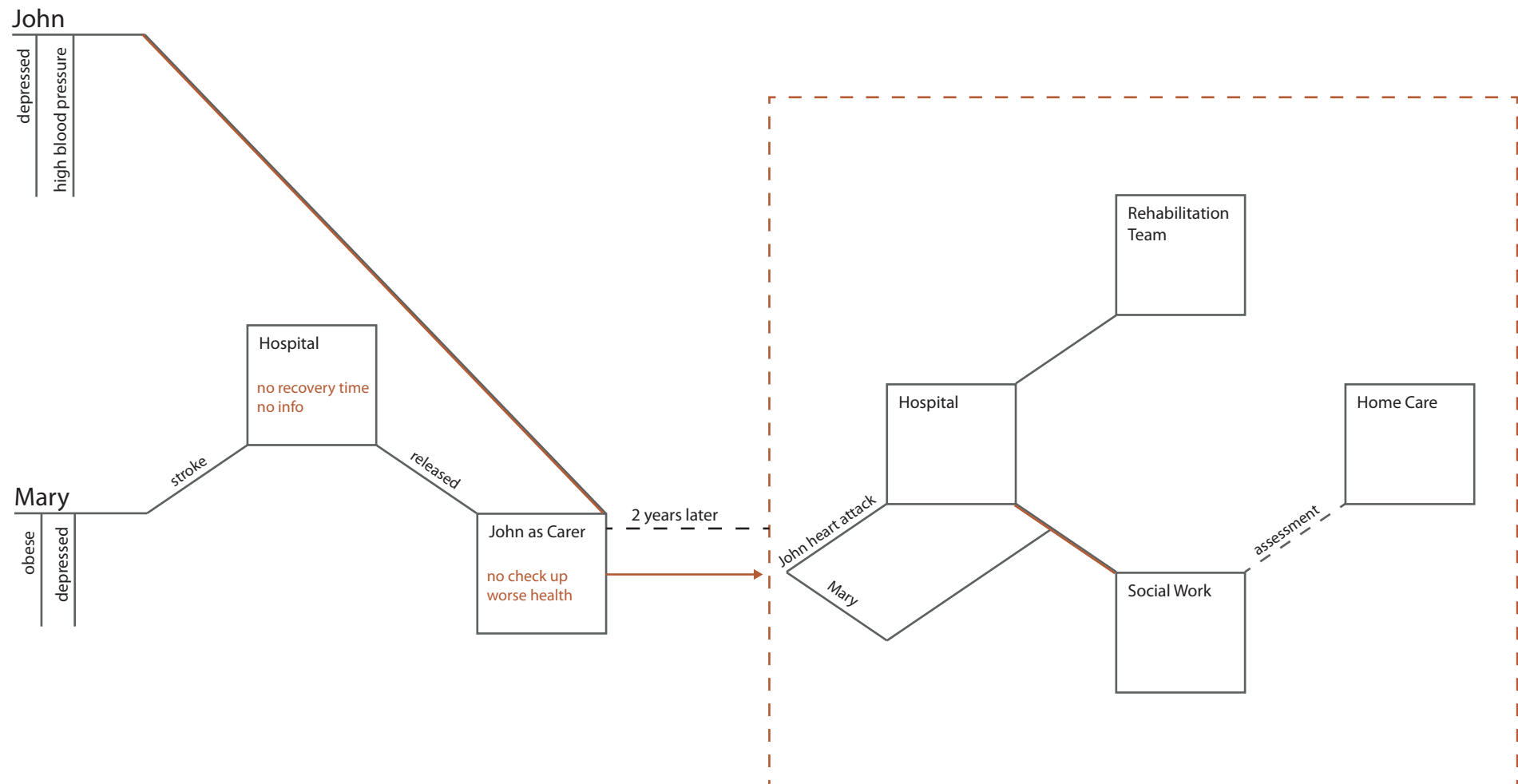
USER STORYBOARD

JOHN & MARY



USER JOURNEY

JOHN & MARY



PARTNERSHIP WORKING & COMMUNICATION

KEY PROBLEMS

**→ NO TRANSPARENT STRUCTURE
FOR THE PATIENT**

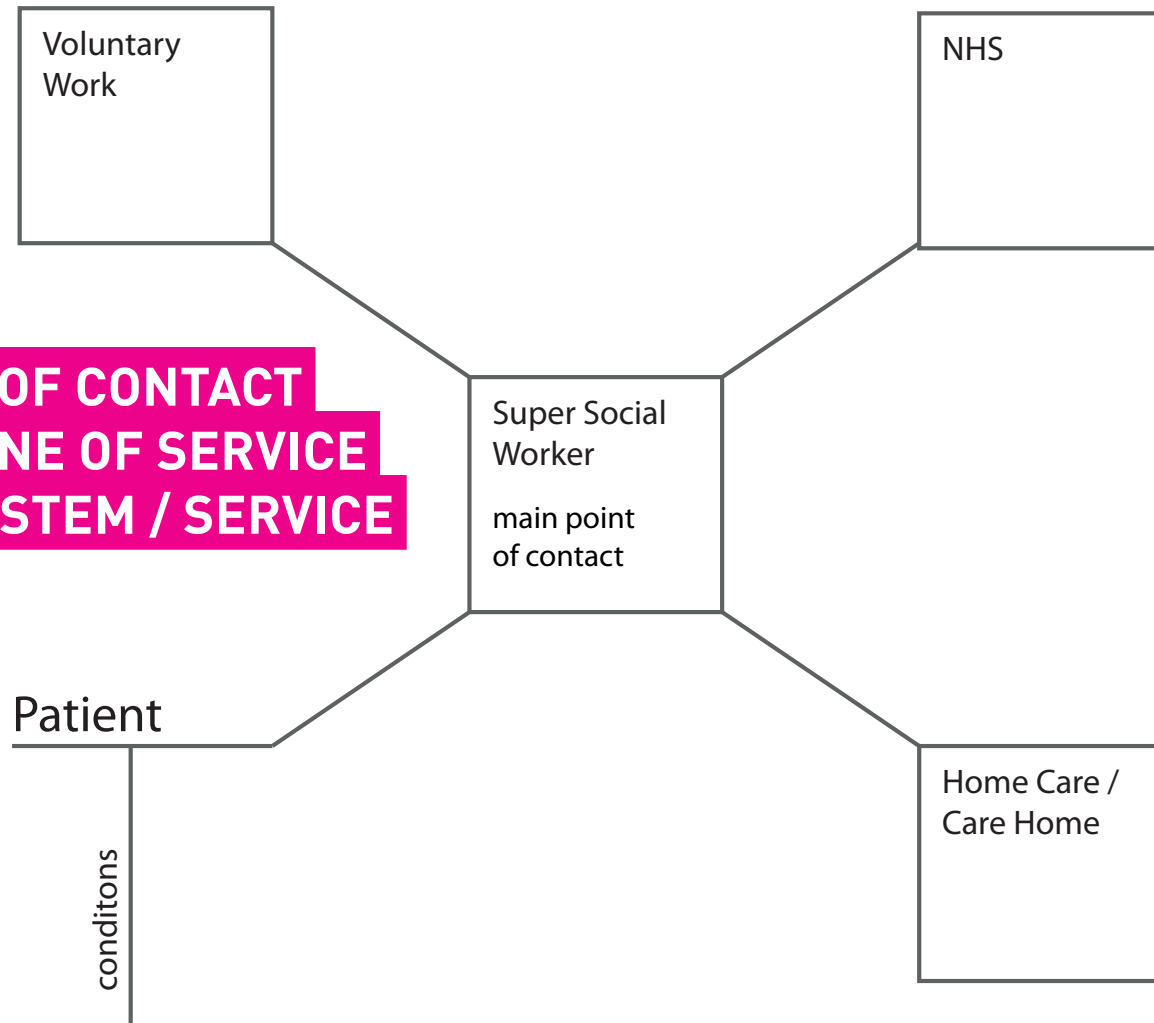
→ NO OBVIOUS FIRST POINT OF CONTACT

→ CARER SUITABILITY RARELY ASSESSED

FIRST APPROACH

SUPER SOCIAL WORKER

- MAIN POINT OF CONTACT
- STRAIGHT LINE OF SERVICE
- PERSON / SYSTEM / SERVICE



PARTNERSHIP WORKING & COMMUNICATION

NEXT STEPS

→ “WATERPROOFING” OF THE SYSTEM

→ TRYING TO REDUCE THE GAP BETWEEN
CERTAIN STAKEHOLDERS

→ LOOKING INTO THE DEVELOPMENT OF THE
“SUPER SOCIAL WORKER” IDEA