

# Experience-based co-design toolkit

For the full toolkit go to [www.kingsfund.org.uk/ebcd](http://www.kingsfund.org.uk/ebcd)

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Integrated Cancer Centre

## Cancer Programme Board Patient-Centred Cancer Services



# Patient-Centred Care Project

## Aims

To improve experience and quality of care for patients

## Scope

- Breast cancer
- Lung cancer
- Gynaecological cancer
- Colorectal cancer



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## Experience-based co-design

## Interviews & films

- staff
- patients

## Key issues prioritised

## Patients and staff co-design solutions



# Examples of achievements

- Experience of day surgery
- Timing and flow of information
- Out- of-hours contact
- Breaking bad news
  - As inpatients and outpatients



# What do people think of this approach?

## Film of patient interviews

- Staff 'A very effective, powerful reminder of why we are doing what we do'
- Patient 'It seemed a very powerful way of opening up the strengths and weaknesses of the care at hospital'
- Staff 'What a resounding powerful look into individuals' lives/ experiences with breast cancer'

## Discussing and sharing experiences between patients and staff

- Patient 'I was worried that it could turn too much into only personal experiences but it was very focused and the experiences were used to highlight important points'
- Staff 'I felt that getting the priorities defined enabled us to really identify what is important and should be focussed on for improvement'
- Staff 'It's felt very productive, working towards a similar goal, I wonder why it's taken so long ...'

# Co-design points of learning

- Cathartic not confrontational
- Discussions with patients help clinicians and managers to prioritise
- Patients want efficiency
- Small things **really** matter



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