OurGP

Designing GP Digital Services, Together

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Scottish Government commitment to citizen participation

The Programme For Government 2015-16, states:

*"The Christie Commission told us that public services must be designed with and for people and communities. …….Our approach to reform has, at its core, a desire to engage citizens and **seek their participation in the design and delivery of public services**."*

Why co-design GP digital services

- We want to:

- embed a person-centred approach to eHealth driven by people's needs, seeing tech as an enabler of improved care

- work with citizens as partners so they can provide their ideas and help shape evolution of GP digital services

- improve the design and take-up of person-facing eHealth services so benefits are derived

Scope

- **Scope is**:

- GP practice services

- Digital (internet enabled) services within this service context

- **Out of scope are**:

- Existing transactional options (GP online appointment booking, repeat prescription ordering), the proposed online access to a summary of your medical record and the 'patient portal'
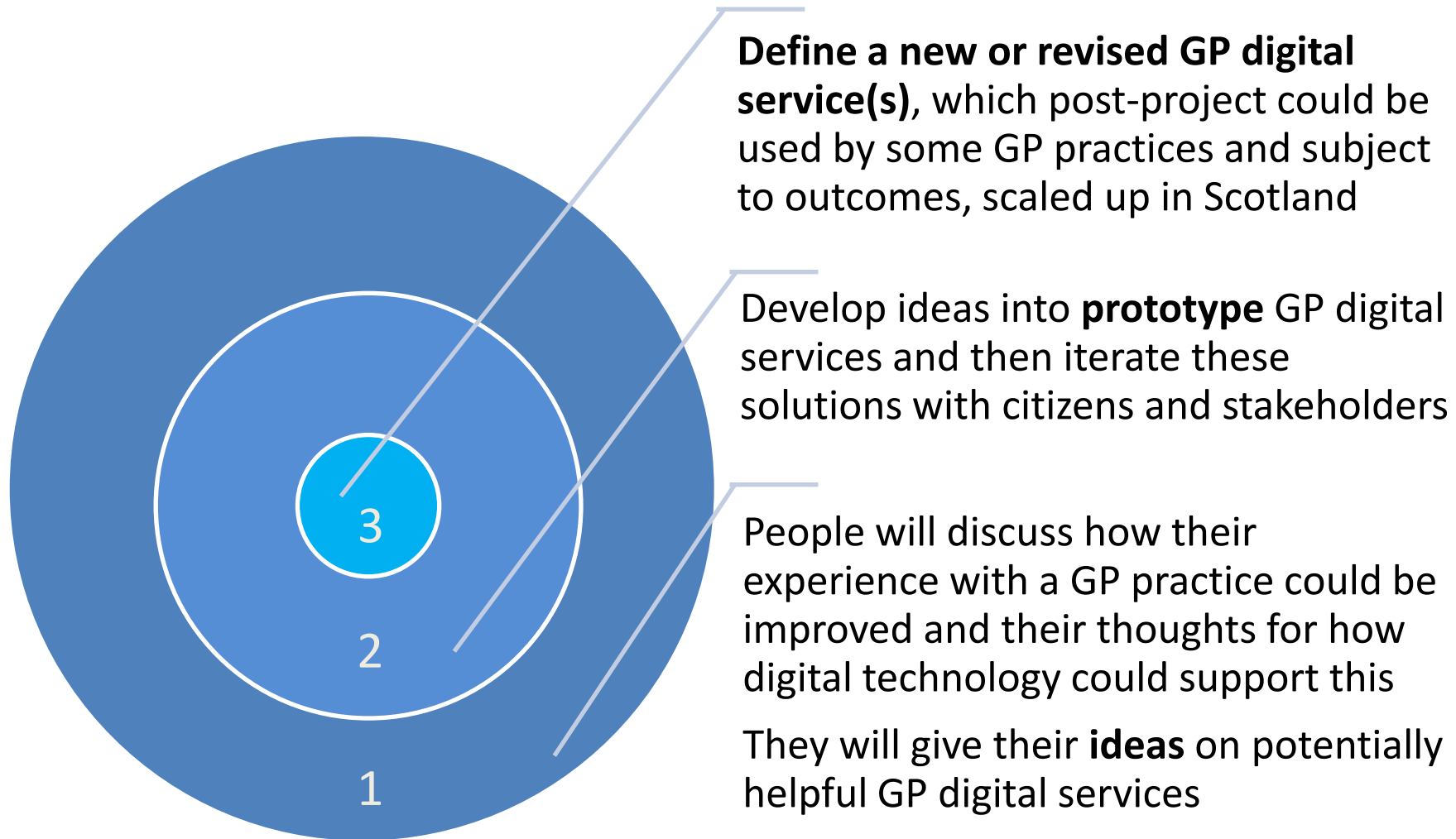
Project vision

- Funded via innovation element of the SG GP digital services fund

- Project vision is to:

  co-design an innovative digital GP service or services, that could have the potential to transform and enable better care, by collaborating with people and professionals across Scotland

- Starting point is to better understand how citizens are interacting with GP practices and their needs within this context

- We will explore how digital could meet some of these needs in order to transform and improve their healthcare experience

Three step approach to project co-design

Define a new or revised GP digital service(s), which post-project could be used by some GP practices and subject to outcomes, scaled up in Scotland

Develop ideas into **prototype** GP digital services and then iterate these solutions with citizens and stakeholders

People will discuss how their experience with a GP practice could be improved and their thoughts for how digital technology could support this

They will give their **ideas** on potentially helpful GP digital services

SG/ALLIANCE early inputs to the project

- **Strategic context**: direction of travel for GP practices and primary care in Scotland, information on existing GP digital services and other initiatives e.g. patient portal, WebGP…

- **Patient data**: on which groups more likely to visit GP practices etc

- **Citizen representatives:** working with partner networks to promote participation in the project, including a representative mix of over 100 people to attend the co-design workshops

- **Stakeholder contacts**: facilitating access to relevant professionals e.g. GP practice staff

mHabitat Phases/Reports

- **Phase 1 (to October)** includes: desk research, interviews, staff survey, ethnographic research at several GP practices

- **Phase 2 (to January)** includes: 7 co-design workshops across Scotland with mix of citizens and professionals (5:1 mix) progressing to idea generation, wireframes and eventual prototyping which will be taken on a roadshow tour combined with website/social media use to get feedback

- **Phase 3 (to April)** includes: will phase 1 and 2 outputs into detailed report with recommendations

Main website – 'Our GP' in *Get involved* section

http://dhcscot.alliance-scotland.org.uk/get-involved/

Workshop locations and dates

- Wednesday, 12th October (**Glasgow**): 4pm to 8pm

- Thursday, 13th October (**Glasgow**): 10am to 4pm

- Wednesday, 19th October (**Inverness**): 12pm to 6pm

- Thursday, 20th October (**Skye @ Portree**): tbc

- Tuesday, 25th October (**Stirling**): 12.30pm to 6.30pm

- Wednesday, 26th October (**Ayr**): 10am to 4pm

- Thursday, 27th October (**Edinburgh**): 1.30pm – 7.30pm

Get your practices participating please

- Can you help **promote** the project please

- Help recruit **GP practice staff participants please** for the 7 co-design workshops
(GPs, practice managers, nurses and admin staff)

*ALLIANCE will pay for locum/backfill and travel expenses

- Distribute and complete a forthcoming survey about 'digital readiness' amongst GP practice staff