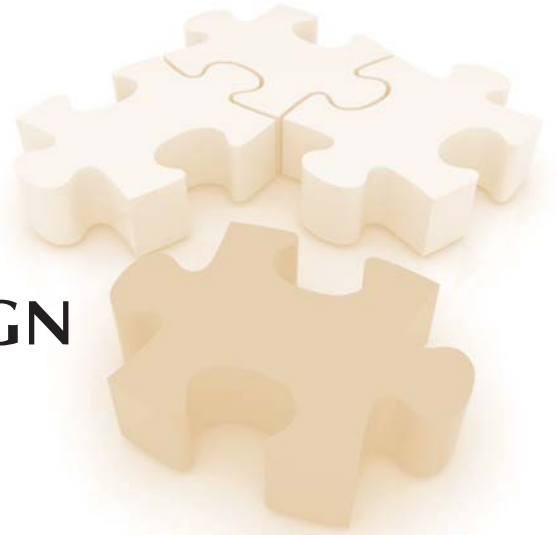


SERVICE REDESIGN & DEVELOPMENT



A core function of the work at Dearden is supporting and empowering clinicians and managers to redesign and develop services for patients and carers. **Service Redesign** has become embedded in the day-to-day language of the NHS, but what does it really mean to you?

At Dearden we believe there are three key components to service redesign:

- VALUES
- APPROACH
- OUTCOMES

A key feature of all our work is the value base we work within. This is no different when we work with managers and clinicians to develop and enhance services.



DEARDEN



INVESTOR IN PEOPLE



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Our values – when we work with you we strive to...

- Make a difference and be rigorous in our focus on improving outcomes.
- Add value by enhancing your capacity.
- Link learning, having fun and delivering results.
- Demonstrate good value and an excellent return on your investment.
- Be respectful of difference, helping you harness and develop all talent.

How do our values help you to develop services?

When we work with you to develop services you can expect an approach where:

- The patient journey is central to our work and any recommendations or development are grounded in the local context and have emerged through dialogue with stakeholders – in other words, there is local recognition and ownership of the 'best' approach locally.
- There are transparent processes that really engage all stakeholders – throughout any process our approach with stakeholders will be that this is their opportunity to shape future services.
- There is clarity about why we are doing this and with what end in mind – we will want to be clear about how this work links within the wider local and national context to ensure stakeholders can see this as one aspect of an integrated approach to service development.
- Skilled facilitation and analysis is provided.

So what outcomes can you expect?

We work with clients within an integrated framework striving for outcomes that will:

- Improve access
- Improve patient and carer experiences
- Improve safety
- Improve clinical outcomes
- Improve quality

Below is one example of our work supporting NHS staff in redesigning services. For more examples go to our website www.dearden.co.uk

Case study

IMPROVING ACCESS AND PATIENT AND CARER EXPERIENCE

Working with clients in the North East of England, we supported a major exercise to involve patients, carers and the public in 'having their say' about unplanned care services.

We designed and implemented a process for engaging with a broad range of patients, the public and carers to gather their views and experiences. This was done by organising and facilitating 18 focus groups across the North East. Participants were drawn from varying communities and 'hard to reach' groups.

Key messages were keeping access to unplanned care services simple, to improve patient and carer experience.