**GLOUCESTERSHIRE HOSPITALS NHS FOUNDATION TRUST**

**Experience Based Codesign Guide**

**What is Experience Based Codesign?**

An experience based approach to enable staff and patients to work together to co-design services by gathering experiences of patients and staff through:

* + Observations
	+ In depth interviewing of patients, carers and staff
	+ Creating a short edited film from patient/ carer interviews
	+ Group discussions
	+ Identifying key emotionally significant points
	+ EBCD focuses on patient and staff experiences and emotions rather than attitudes and opinions.
	+ The approach uses storytelling to identify opportunities for improvement and focuses in the usability of the service for patients and staff.
	+ It empowers staff and patients to make changes.
	+ As the approach is qualitative not quantitative it provides rich insights into the experiences of patients. By filming the stories of people’s experiences, and bringing staff and patients together to prioritise areas for improvement and define key actions, it becomes extremely focused and leads to clearly demonstrable results.
	+ This approach has a growing evidence base showing its effectiveness.
	+ The approach is easily adaptable; however, the interviews, films and joint session are important elements of the process.

**Experience Based Codesign process?**

Following each of the steps below, using the King’s fund toolkit and the additional tools here for further guidance. [The King’s fund toolkit](http://www.kingsfund.org.uk/projects/ebcd) is a valuable resource and you will find everything you need here to help you to succeed. Some of the related documents have been adapted for our Trust’s use and some additional resources have been created to help you. Each heading in the diagram below will take you to the relevant page on the King’s fund toolkit.

[Setting up](http://www.kingsfund.org.uk/projects/ebcd/developing-your-project-plan)

This involves establishing a project steering group

[Engaging staff and gathering experiences](http://www.kingsfund.org.uk/projects/ebcd/engaging-and-interviewing-staff)

This includes recruiting and interviewing staff. It also includes running a staff feedback event

[Engaging patients/carers and gathering experiences](http://www.kingsfund.org.uk/projects/ebcd/recruiting-patients)

This includes recruiting, interviewing and filming patients/carers. It also includes running a patient feedback event

[Co-Design meeting](http://www.kingsfund.org.uk/projects/ebcd/running-joint-patient-staff-event)

Here is when you join the patients/ carers and staff together to watch the patient’s film and agree areas for improvement

[Small Co-Design Teams](http://www.kingsfund.org.uk/projects/ebcd/running-co-design-groups)

Smaller teams comprising of patients and staff to take forward individual projects as agreed at the joint event.

[Celebration Event](http://www.kingsfund.org.uk/projects/ebcd/reporting-evaluating-celebrating-success)

When all of the projects have been completed (or very nearly completed) a celebration event is held to recognise the work of the project and to bring it to a close.

Adapted from: The King’s fund Experience Based Co-design toolkit (2013)

**Available Tools**

There are several tools in addition to those found in the King’s fund toolkit which have been used within our Trust. These will, hopefully, help you to carry out your EBCD project more easily.

**A – Agenda – EBCD project group meeting –** This is a template agenda for the initial project group meeting.

**B – EBCD project timeline - EXAMPLE –** This is an example of the timeframes involved in each section of the project to assist your planning.

**C – EBCD Poster A3\_EXAMPLE –** This is a template poster that can be adapted and used for promoting the project in clinical areas

**D – EBCD – Staff interview schedule –** An example of questions that can be asked when conducting interviews with staff.

**E – EBCD – Patient interview schedule –** An example of questions that can be asked when conducting interviews with patients.

**F – EBCD – Patient Information Sheet –** An example of an information sheet which can be adapted and given to patients prior to interviewing.

**G – Consent form filming patients GHT version** – A template consent form to be used prior to filming patient’s interviews.

**H – EBCD – Staff event feedback summary** – An example of how to report the feedback from the staff event. There are also tips for adapting the staff event in this document.

**I – EBCD – themes from patient and carer interviews** – An example of how to report the feedback from the patient interviews and establish priorities if time is tight. There are tips for adapting the patient event in this document

**J – EBCD – Joint patient-staff event invite to patients** – An example that can be adapted and used to invite patients to the joint event.

**K – EBCD – Agenda for joint patient and staff event** – A template for the joint patient and staff event.

**L – experience based co-design toolkit further reading** – This document has been produced by The King’s fund and provides a list of additional literature about EBCD.

**M – EBCD contacts** – contacts who have had experience of the EBCD process and will be able to provide advice and support.