



In the midst of a staffing crisis, how can the NHS design better services?

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30 November 2022

Outline





University
of Dundee



Duncan of Jordanstone
College of Art & Design
University of Dundee



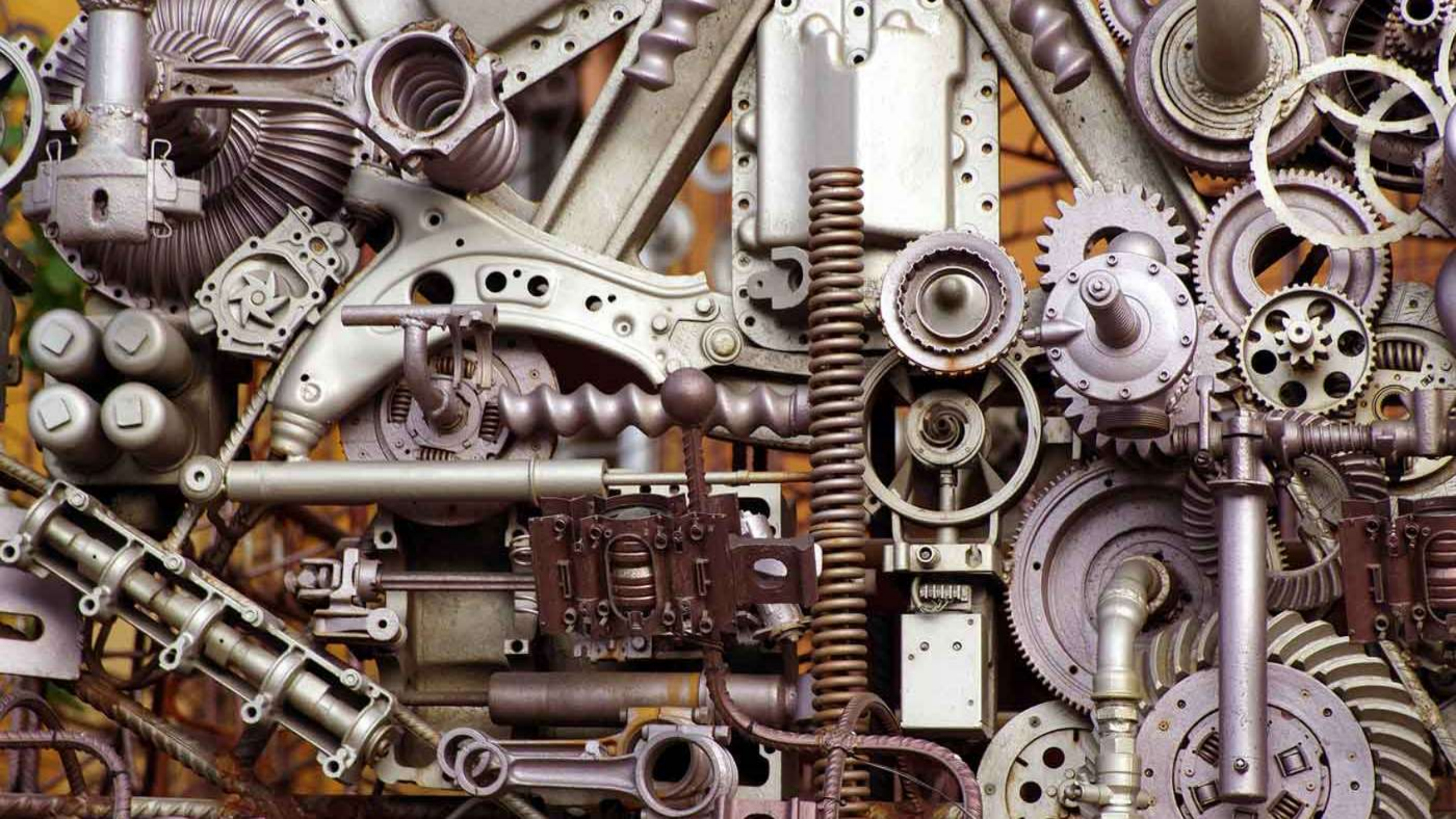


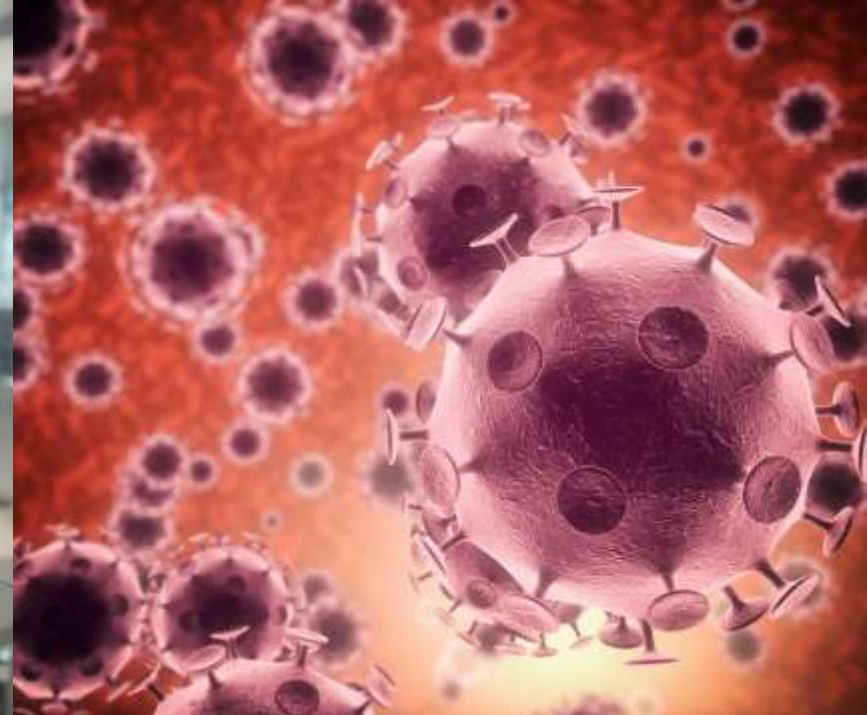
Complexity

Short-staffing



Complexity





The image features a complex network diagram with numerous nodes and connecting lines, overlaid on a background of a blue and orange gradient. The nodes are represented by small spheres, some of which are larger and more prominent than others. The lines connecting the nodes form a dense, interconnected web. The background is a smooth gradient, transitioning from a light blue on the left to a warm orange on the right. The overall composition suggests a theme of complexity, adaptability, and interconnectedness.

Complex Adaptive System

Complex

Diversity

Great number of
connections between a
wide variety of elements

Adaptive

Capacity to alter or
change

Ability to learn from
experience

Systems

A set of connected and
interdependent things

“Things”

Independent agents



Local knowledge
and conditions



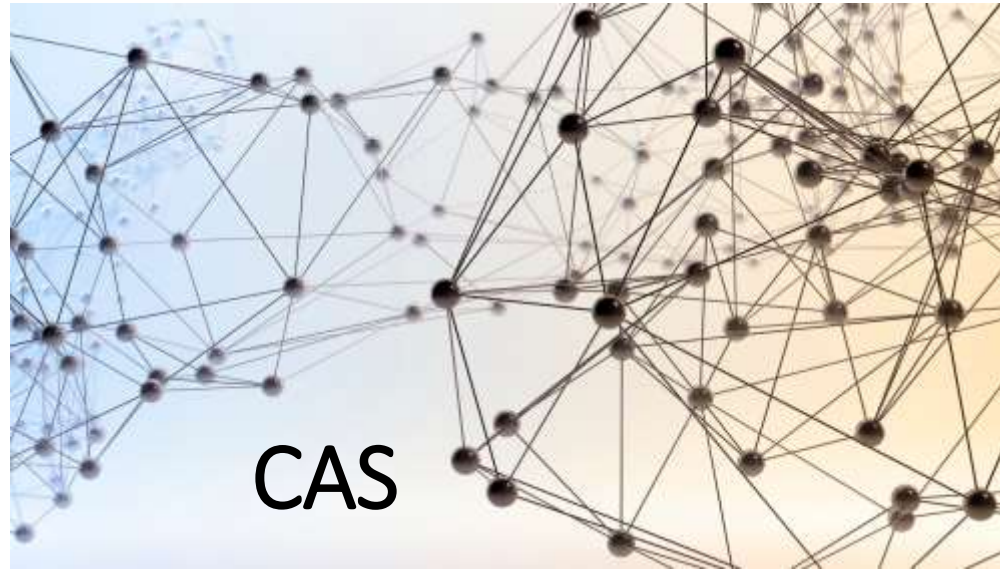
Not controlled by
any central force



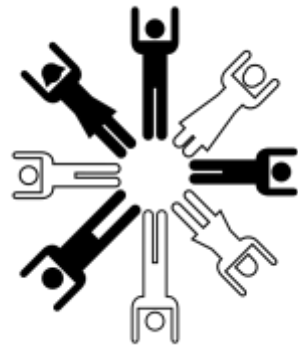
Part of a densely
connected web of
interconnecting
agents



Unique schema



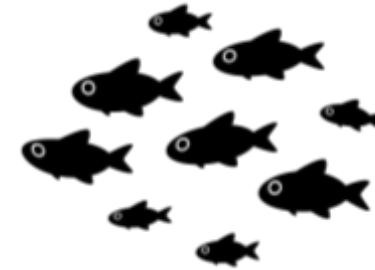
Nested



Diversity



Crossover



Distributed control



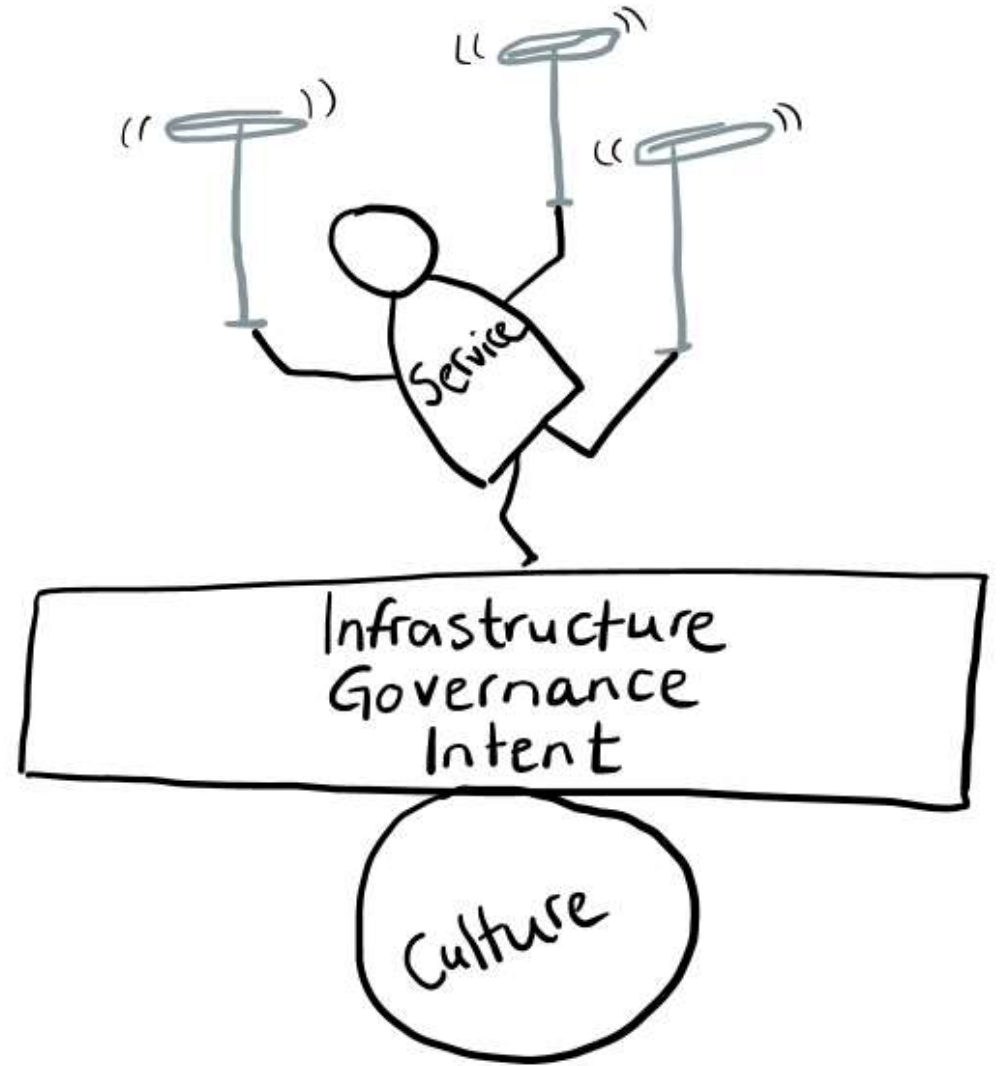
Nonlinear

Complex adaptive systems are history-dependent

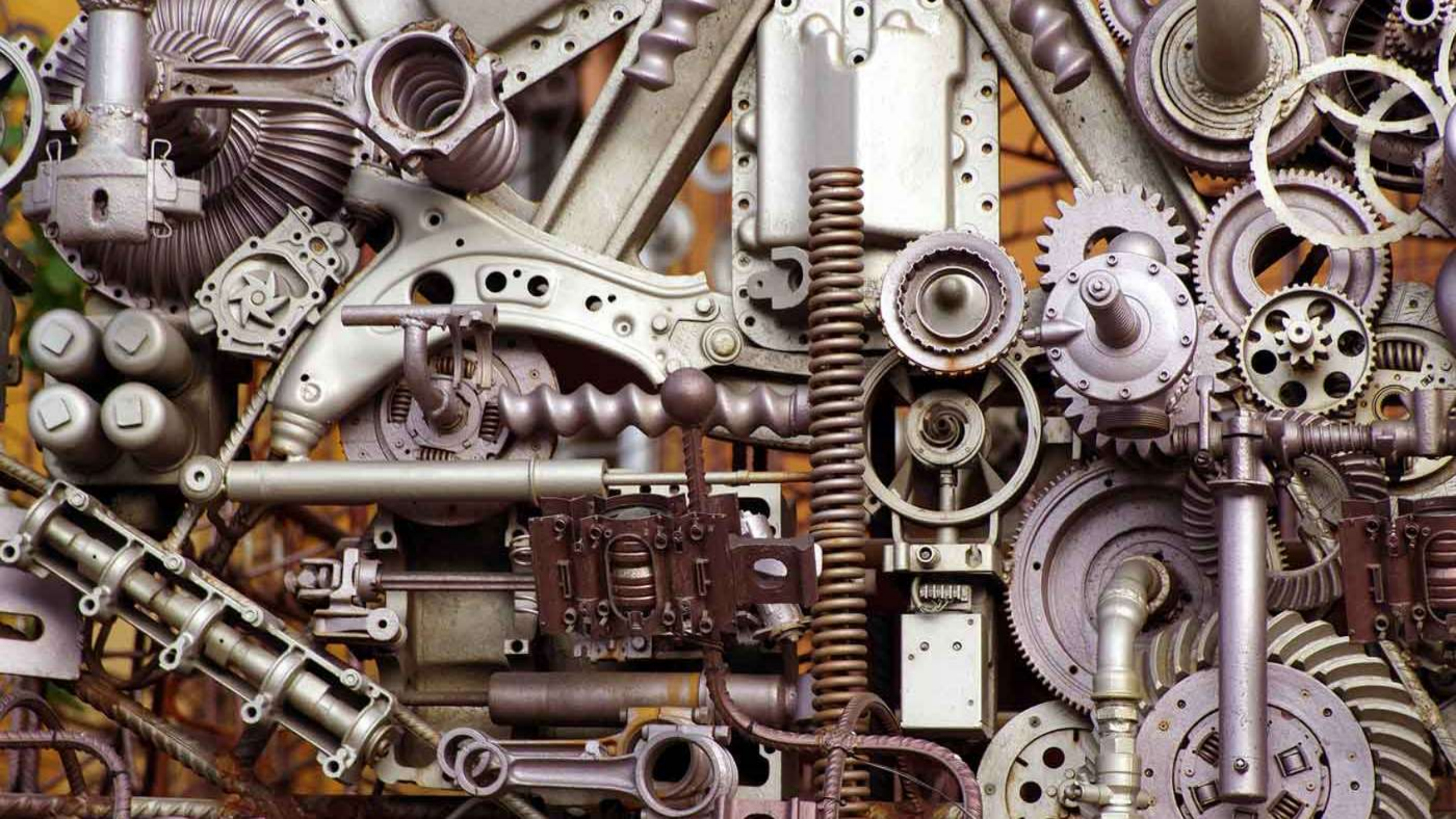
SERVICES

INFRASTRUCTURE
ORGANISATION
INTENT

CULTURE



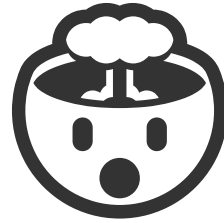






A photograph of a Black woman in blue medical scrubs, likely a nurse, standing by a large window. She is looking out the window with her right hand pressed against her forehead, suggesting stress or exhaustion. Her left hand is on her hip. A stethoscope is visible around her neck. The scene is dimly lit, with light coming from the window. The text 'Short staffing' is overlaid in white on the left side of the image.

Short staffing





Waiting times



Satisfaction



Standards



Morale

A group of white, stylized paper figures holding hands in a circle, set against a dark green background. The figures are simple, with circular heads and rectangular bodies. The word "Design" is written in white, sans-serif font across the center of the image, overlapping the figures.

Design



Visualisation

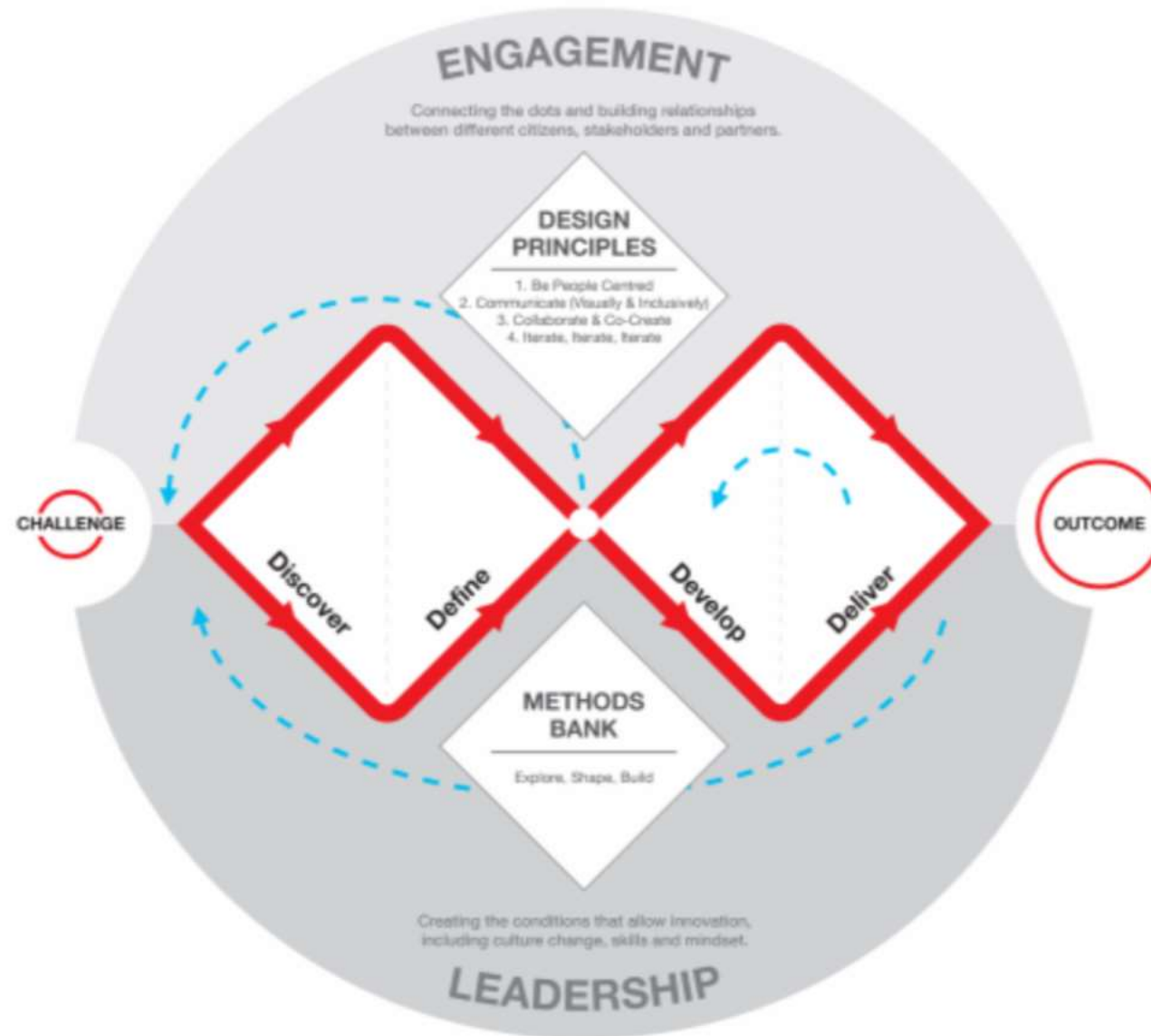


Learning from
testing



Connecting for
learning

Where do I start?





mental welfare
commission for scotland

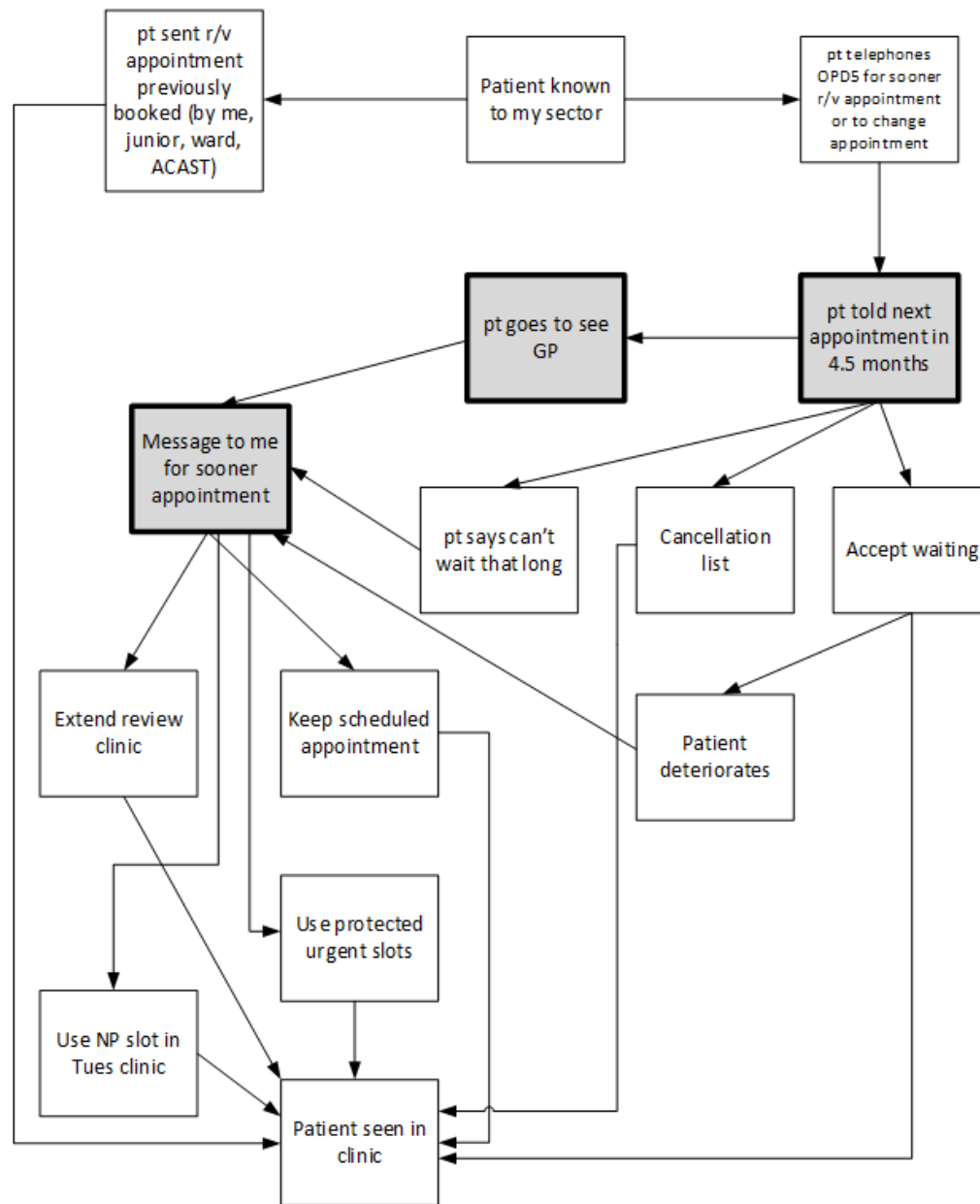
Ending the exclusion:

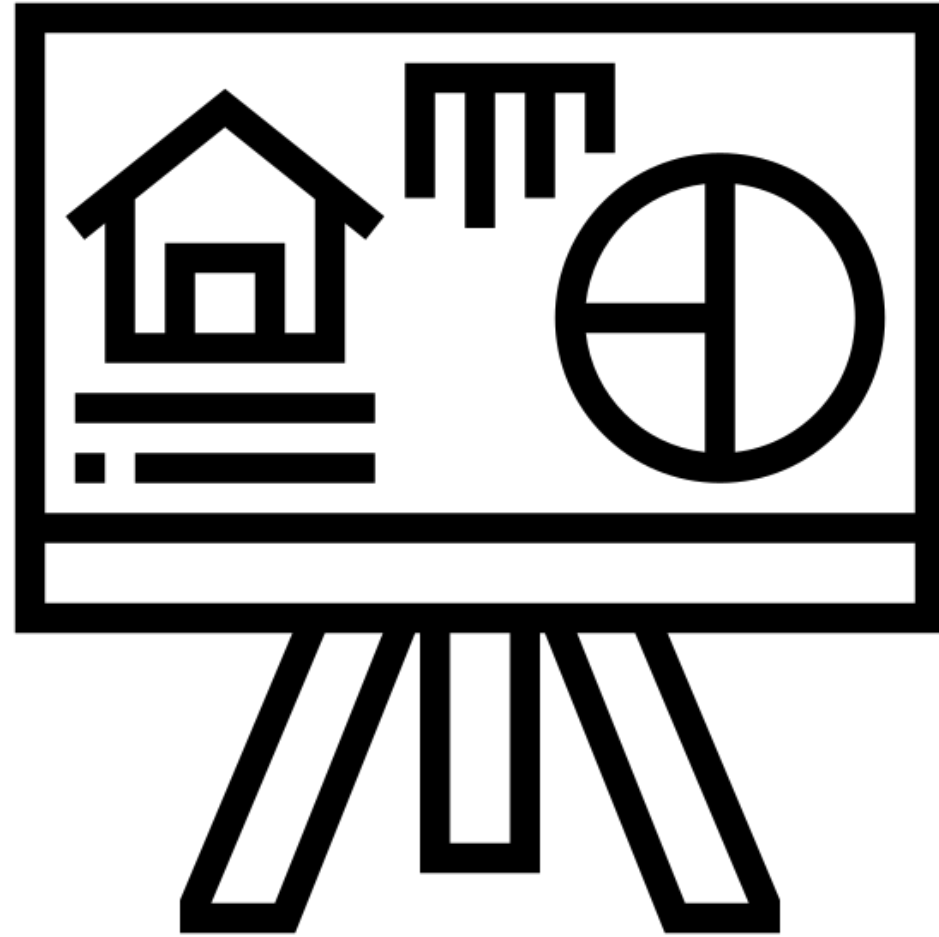
**Care, treatment and support for people with
mental ill health and problem substance use
in Scotland**

Themed visit report

September 2022

How do I understand the
system?

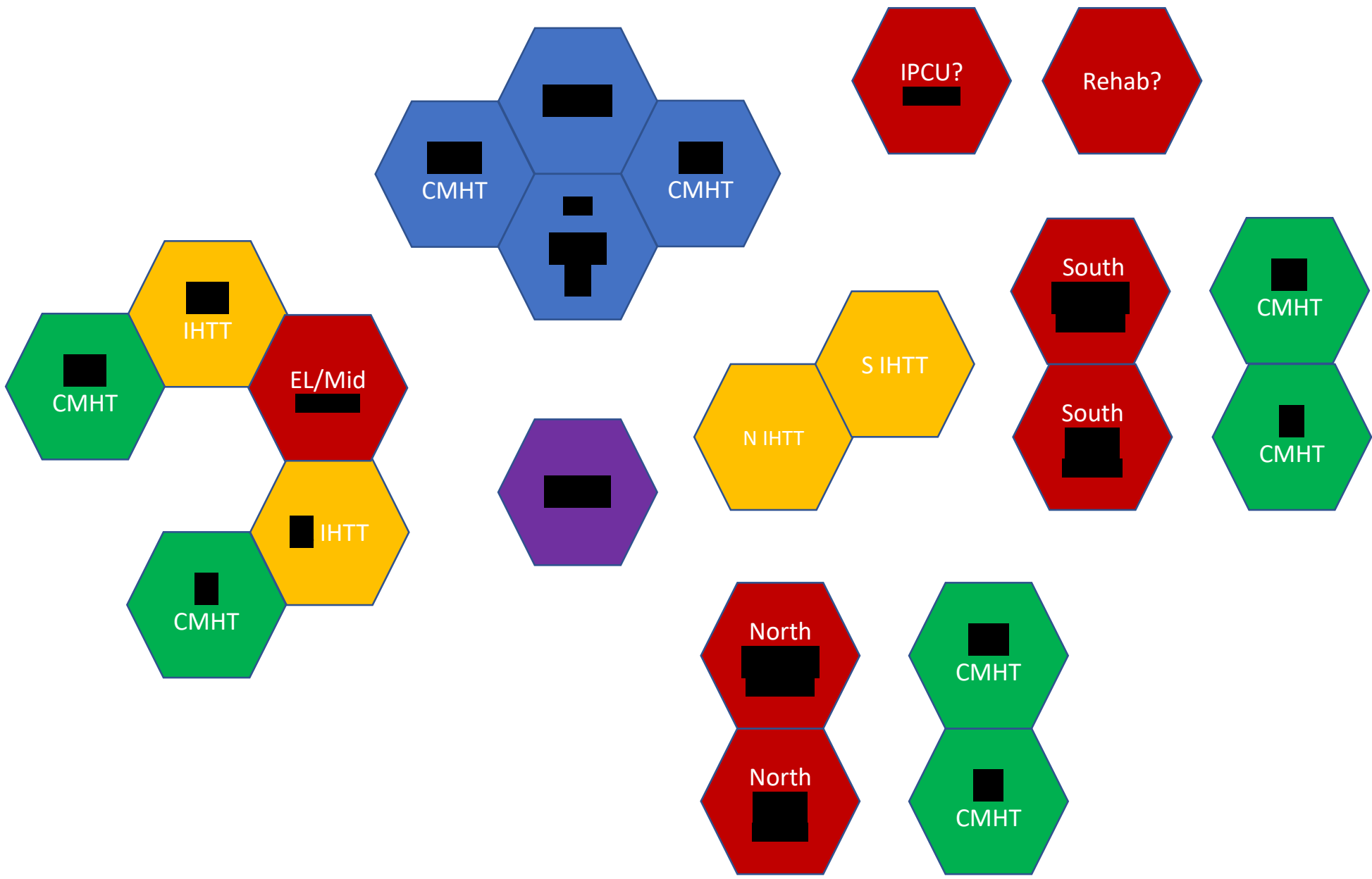




Visualisation

Legend:

- Blue hexagon: [Redacted]
- Red hexagon: [Redacted]
- Yellow hexagon: [Redacted]
- Green hexagon: [Redacted]
- Purple hexagon: [Redacted]



Learning from testing

ADHD in adults: good practice guidelines

Royal College of Psychiatrists in Scotland

Co-design



Logistics



Relationships

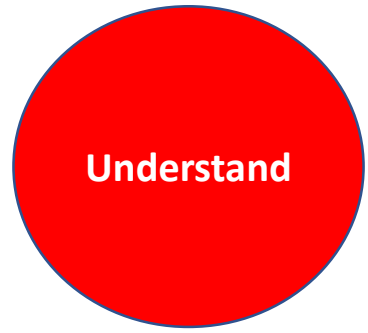


Contract



Lack of expertise

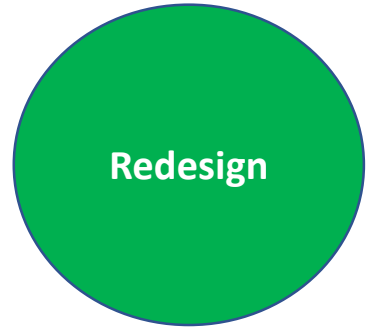
My ongoing aim



Service mapping



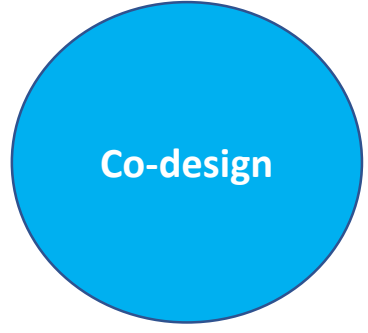
To see



Service prototyping



To change



Person-centred



To improve



Ongoing learning
for improvement



To sustain

Thank you