

HELP US

IMPROVE CARE

IN RICHMOND

NHS

Richmond

Clinical Commissioning Group



We want to make sure that people in the borough of Richmond get the support and care they need and want. Join us at our workshops where professionals and users/patients will work together (co-design) to define what matters most to people in health and social care.

Join us to share your thoughts so that we can design better services together

If you are providing or receiving care and support in the borough of Richmond, we want to hear from you. You may be a carer of a relative at home, a GP, a social worker or a nurse; you might run a support group, care for people with mental health conditions or provide housing advice; you may have a disability or be recovering from an illness or surgery. All we ask is that you bring your curiosity and experience.

Co-design workshop 1 synthesis



3 September, 1-4pm
Clarendon hall, York House, Richmond Road
TW1 3AA Twickenham

During the workshop we will explore research carried out in the borough of Richmond over the past few months. Together, we will reflect on the real-life stories of residents, insights from in-depth interviews and a range of local data that we are compiling. The purpose of this workshop is to draw together meaningful insights to be able to develop a draft set of outcomes that can be used to commission community services in the future.

Please register by visiting Eventbrite:
<http://bit.ly/1sYvluh>

Co-design workshop 2 refining outcomes



15 September, 3-6pm
Members club house, Twickenham Stoop
Stadium, Langhorn Drive, TW2 7SX
Twickenham

Having developed the draft set of outcomes we will test these against a range of scenarios and generate indicators that can be used to understand whether these outcomes are being met. The purpose of this workshop is to agree the outcomes that will be used when commissioning services, and to identify areas that need to be further explored or tested with patient or user groups.

Please register by visiting Eventbrite:
<http://bit.ly/1kDWjNS>



**To find out more or to register call
Claire Bradnam on 020 7250 8061**

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What's this about?

Richmond clinical commissioning group (CCG) and Richmond Council are embarking on a project to develop better care and support for individuals and communities in the area. We want to make these services better so they are designed around the outcomes that matter most to people in our community. We are carrying out targeted research with users to help inform a user-centred approach to health and social care provision.

Who is running it?

Richmond CCG and Richmond Council have commissioned a research company (Innovation Unit) to conduct interviews and drop-in sessions with people who use community health and social care services to understand how these can be improved for them and others. This research will inform the co-design sessions with real-life experiences of people who use and need them most. The Innovation Unit is a not-for-profit organisation which works with public sector organisations and communities across the UK to design better public services.