

Involving Patients in Service Design

Simple steps to co-design services and resources that support shared decision-making

[Insert picture of patient with health professionals to illustrate involvement]



Patients bring lived experience that helps us design services that work better for everyone

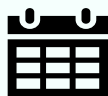
1

Focus on an area of your service

Which part of your cardiology service could be improved through patient input?



Information and resources



Appointments and access



Treatment discussions



Discharge and follow-up

2

Choose how patients will be involved

Find out about patients' experiences and options for changes and improvements.

Quick feedback (15 – 30 min)



- Ask 5-10 patients about their care or to review a leaflet
- Short survey or interview
- Identify priority areas

Discussion group (30 min – 2 hrs)



- Virtual or in-person session
- Listen to patient experience
- Explore options for changes/improvements

Partnership (Ongoing)



- Include patients on steering groups
- Co-create services, pathways, and resources
- Work together at all stages

3

Make participation easy and inclusive



Keep it short and focused



Offer flexible feedback options



Ask clear, open questions



Reimburse expenses

4

Listen and act

Use patient input to shape services and resources



5

Close the loop

Tell patients what changed and why

You Said...

We changed...

Here's the result

Need help recruiting patients?



Ask in your clinic

Invite patients at appointments



Use existing networks

Approach patient charities or heart support groups



The Patients Association:

[Contact Page](#)



Cardiovascular Care Partnership UK

Email: ccp@bcs.com



The British Heart Foundation

- Email Heart Voices: heartvoices@bhf.org.uk
- [Find local heart support groups](#)

Common barriers and solutions



We don't have time:

Use 15-min feedback conversations. Small steps make a difference.



I don't know where to start:

Contact the team that focus on patient experience in your hospital.



Only a few respond:

A small number can still provide valuable insights.

Top Tips



**Involve early,
not at the
end**



**Acknowledge
input. Offer
payment**



**Be aware of
power
dynamics**



**Use lay terms
and avoid
abbreviations**



**Thank and
update the
patient**



For more information, please refer to the [NHS Working in partnership with people and communities: statutory guidance](#)