Co-designing Hepatitis C Services

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Acknowledgements

• Sheffield Hospitals Charitable Trust
• Other members of the project team
• Service Users
• Stakeholders
Outline

• Background
  – Hepatitis C
  – Co-production and knowledge mobilisation
• The Project
  – Doctoral research findings
  – Getting Research into Practice (GRIP)
  – Workshops
  – Outputs
• Next steps
• Conclusions
Hepatitis C

I'm cured!

Spare a thought for that empty chair: it could be costing more than you think...

Last year missed appointments cost NHS Borders over £1 million

Cannot keep your appointment? Let us know and we can give it to someone else.
Knowledge Mobilisation and coproduction

• KM in this case is ‘the attempt to successfully integrate evidence and research based knowledge into clinical practice’
• Mode 1 and mode 2 approach
• Mode 2 looks to address challenges of context and ownership, through a socially constructed process where the knowledge producers and recipients work together to create new knowledge
Doctoral Research Findings

Figure 1: Thematic Framework – Reasons for non-attendance at drug service hepatitis C outreach clinics

Wider context
- Nature of hepatitis C
- Welfare policy
- Addiction
- Stigma
- Drug policy
- Criminal justice system
- Health policy

Client characteristics
- Substance misusing lifestyle
- Co-morbidity
- Income
- Social networks

Clinic Service
- Location
- Delivery

Prima Facie reasons
- Not a priority
- Forgot
- Not bothered
- Others

Non-attendance

Is there an aspect of the care you provide to patients that could be improved through implementing evidence into practice? If so, you may be interested in applying for funding to undertake a Getting Research into Practice (GRiP) project.

Closing date for applications 20th of February
Workshops

• Two half-day workshops
  – Service users and stakeholders
  – Challenges/barriers engaging with clinics
  – Develop fictional characters
  – Identify ways to improve engagement
  – Identify myths/scare stories

• Feedback script & scare stories

• Celebration event
# Outputs

<table>
<thead>
<tr>
<th>Theme</th>
<th>Interventions</th>
<th>to-do</th>
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</thead>
<tbody>
<tr>
<td><strong>Incentives:</strong></td>
<td></td>
<td></td>
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<tr>
<td><strong>Rewards</strong></td>
<td>Money or gift for attending</td>
<td>Test</td>
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<td></td>
<td>Tea coffee, sandwich, cash,</td>
<td></td>
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<tr>
<td><strong>Enablers</strong></td>
<td>Bus pass/ taxi to allow attendance, mobile phones to engage with service</td>
<td>Test</td>
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<tr>
<td><strong>Service changes</strong></td>
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<tr>
<td></td>
<td>Take the service to the users</td>
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<td></td>
<td>The Hep. C Bus, mobile clinic</td>
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<tr>
<td></td>
<td>Change name (not infectious)</td>
<td>Visualize</td>
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<tr>
<td><strong>Information</strong></td>
<td></td>
<td></td>
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<tr>
<td><strong>Peer support</strong></td>
<td>Buddy system</td>
<td>Visualize</td>
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<tr>
<td></td>
<td>Paid volunteers</td>
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<tr>
<td><strong>Visual communication</strong></td>
<td>Scare stories, posters, Discussion prompt cards, Information packs</td>
<td>Test</td>
</tr>
<tr>
<td><strong>Environment</strong></td>
<td>Fitzwilliam Centre EBCD</td>
<td>Propose</td>
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Incentives

Of people offered an appointment

% made an appointment

% attended that appointment

- no incentives
- incentives
Service Visualisation

Clinic In A Van
Scare Stories

True or false?

You need a liver biopsy to receive hepatitis C treatment.

False, liver damage or scarring is now measured using a Fibroscan™. The scan is painless, quick and easy.
Next steps

• Undertook van pilot
  – City centre location & Mosque
  – Testing and Fibroscan

• Research for Patient Benefit bid
  – Incentives
  – Cluster RCT
  – Improve hepatitis C treatment completion in drug service
Conclusions

• Services can be hard-to-reach not patients
• Need to listen to patients
• Not easy to translate evidence into practice
• Example of how a co-design approach enabled changes to service delivery reflecting the needs of patients

• Coproduction delivers contextually sensitive solutions
• Creative approaches allow different sorts of people to meaningfully engage
"It is not the answer that enlightens, but the question."

"The most important thing is not to stop questioning."

Any Questions?
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