

Co-designing Hepatitis C Services

Dr Ray Poll

Sheffield Teaching Hospital NHS Foundation Trust

Daniel Wolstenholme

NIHR CLAHRC YH

CLAHRC
Yorkshire and
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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



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



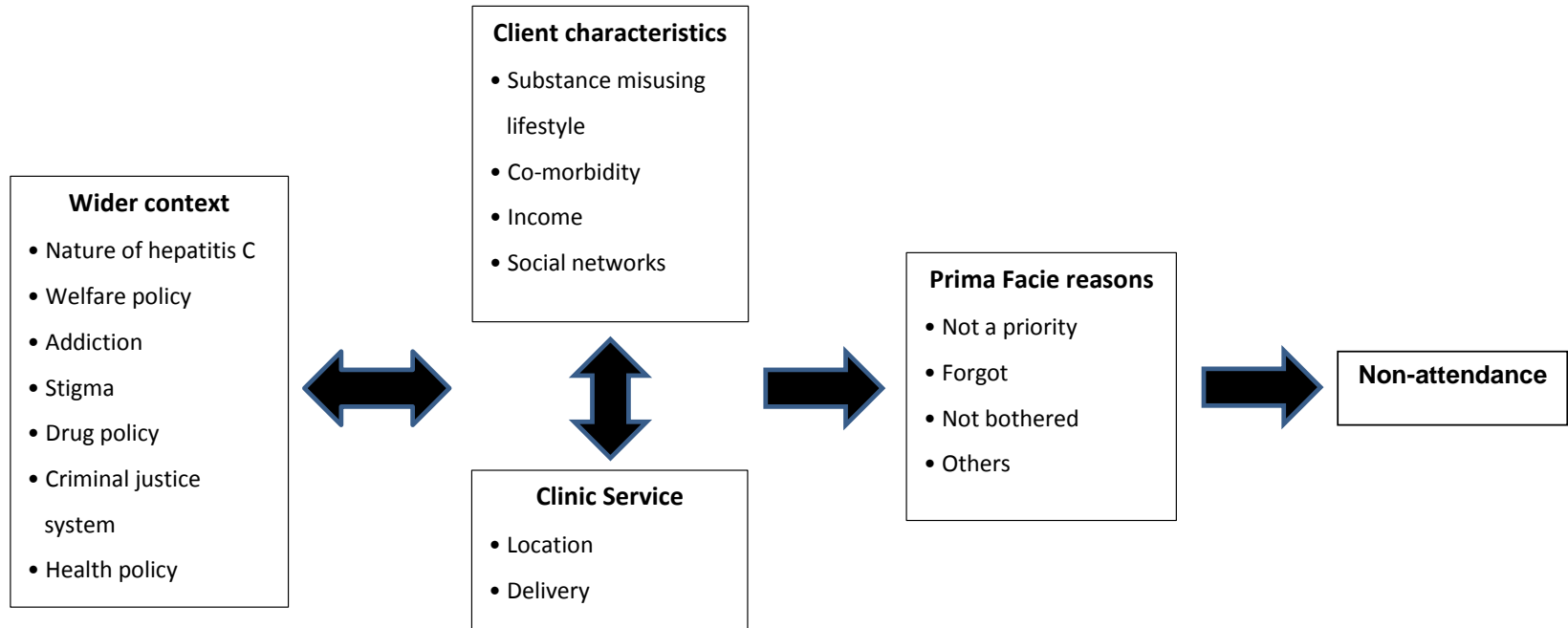
Cannot keep your appointment?
Let us know and we can give it to someone else.

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



Ray Poll, Peter Allmark, Angela M Tod, Reasons for missed appointments with a hepatitis C outreach clinic: a qualitative study. *Int Jnl Drug Policy* (2016)

Getting Research into Practice

2016

Getting Research into Practice

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 26th
of February*



vidence

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



was previously manager HCV TX unit
No Co

unwell



once had... forgets about appointments don't want to go anywhere.

check
accept
time
myself
protect
exciting
places
if manage
addition
hospital
box
pub
role model
ideas

Janine, 58.

Living Circumstances:
Own place, but never there.

Employment Status:
24 benefits

Character Traits:
Peppery, Coo, bipolar

Background:
Care taker
- from Lithuania.
- drop out, 15.
- a few short jobs on-off.
- 1st partner no reveal 1998-1

Family / Friends / Close Contacts:
- partner - male.
- lost a few friends.
- one or two who stick by.
- got a few children, not very close.

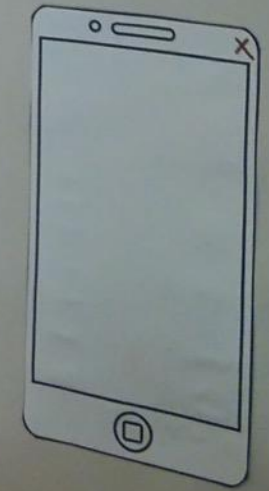
Substance use:
Tablets.
Drink, socially + more later/ heavy.
controversy.

Health Status:
Poor diet - no money.
Mental health problem.
- hep C no treatment.

Hobbies / Interests:
Bunked - meet new people.
'feel good'.
possibly spring back to Society.



choice.
- no mobile.
- can't make or check or appointment



future

want to eyes in world..



Mental health



Physical Health



Scare Stories



Place



Place



Mental health



Transport



Transport



Time



Time



Mental health



Information



Information



Support



Support



Physical Health



Addiction



Addiction



Support

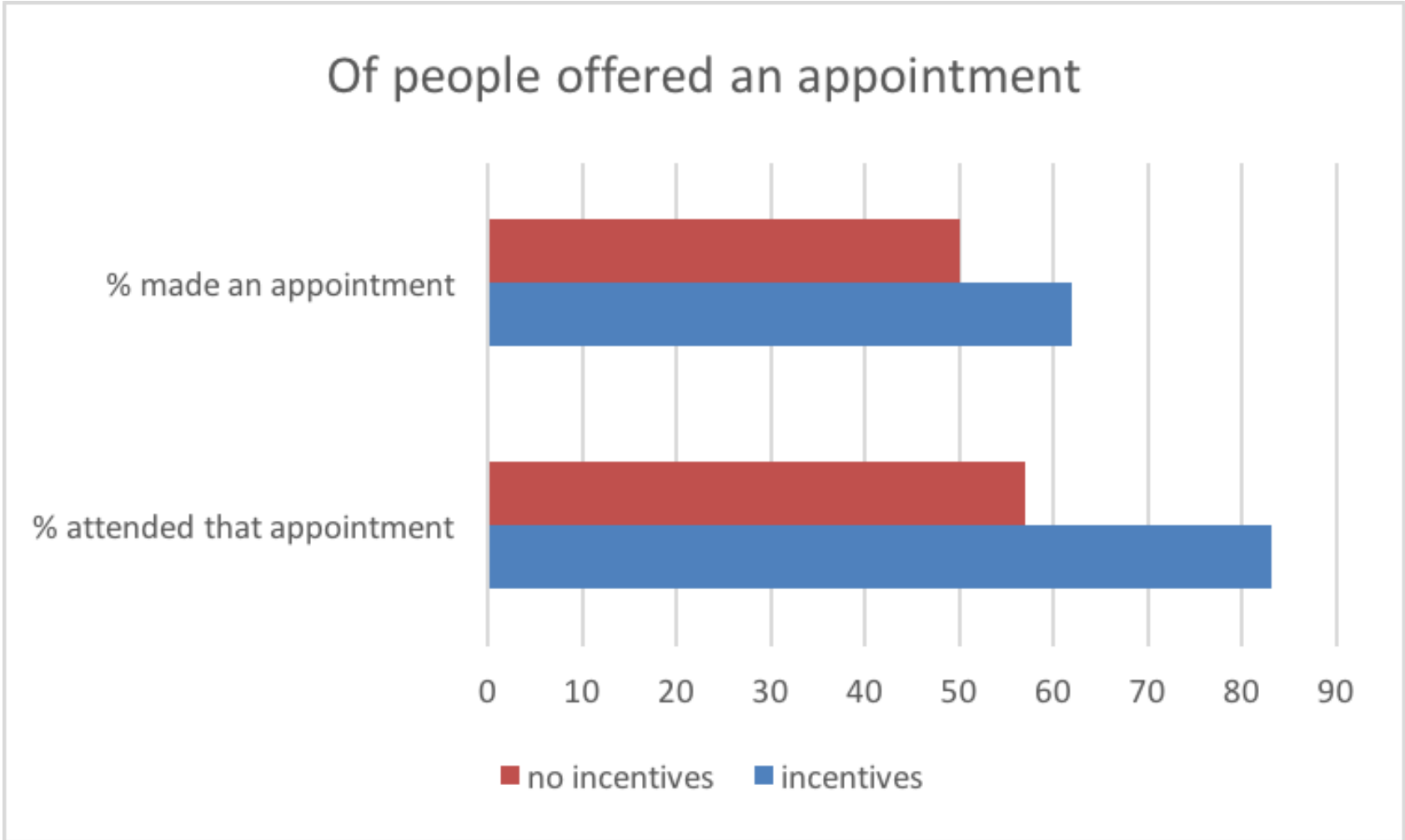


Money

Outputs

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

Incentives



Service Visualisation



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.

Sheffield Teaching Hospitals 
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For further information please contact ray.poll@sth.nhs.uk or 0114 271 3561

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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

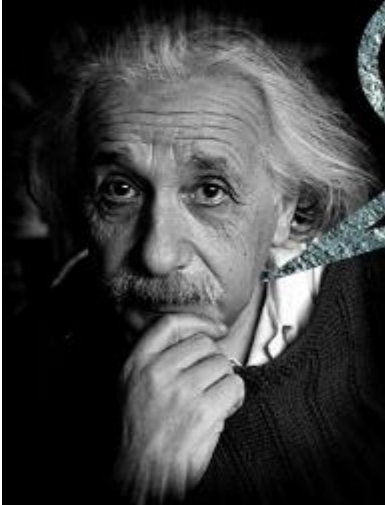
Conclusions

- 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?



ray.poll@sth.nhs.uk

daniel.wolstenholme@sth.nhs.uk
[@wolstenholme_d](#)

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