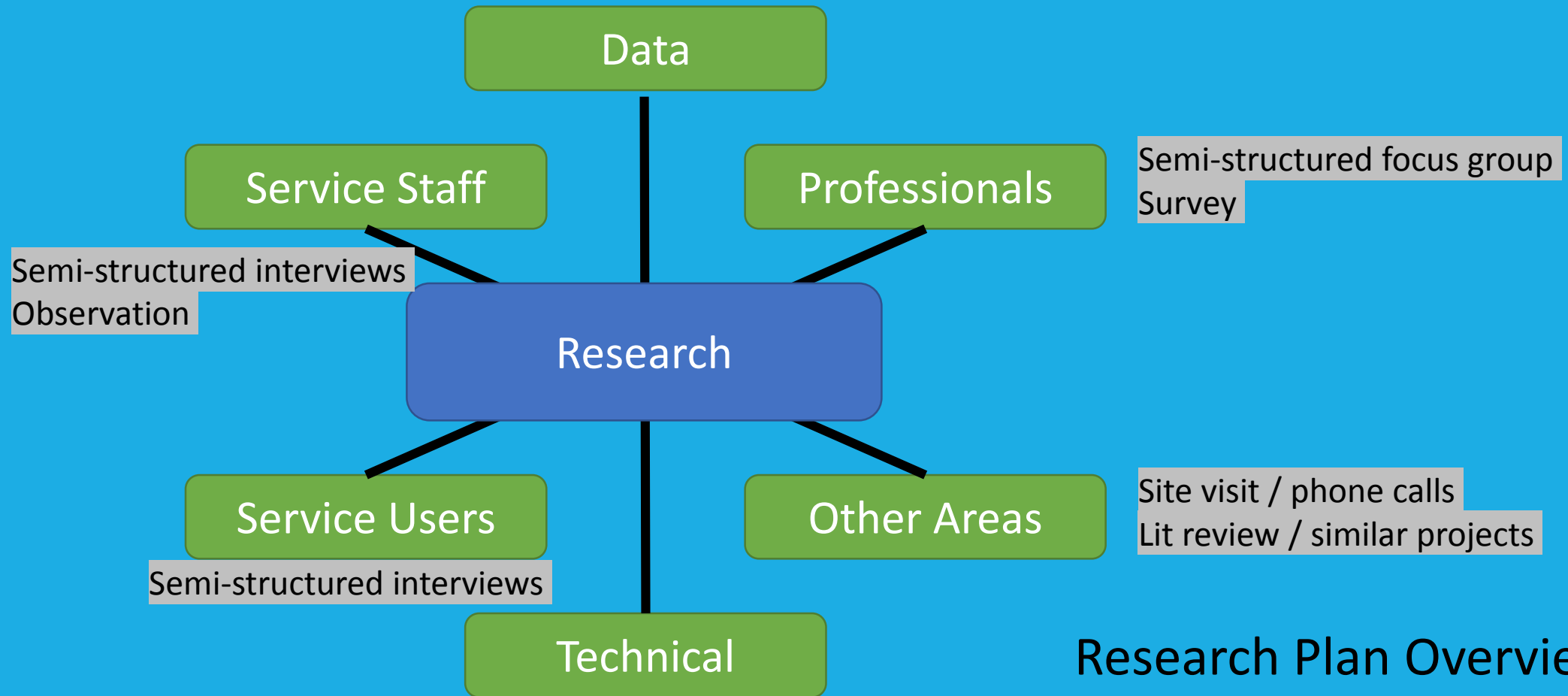


Context and Problem Statement

How might we ensure that people can maximise independence by accessing the right equipment at the right time?

- Local Setting: Joint Loan Equipment Service: Commissioned by CCG & City Council; delivered by Newcastle upon Tyne Hospital Trust.
- National Issue: February 2019 – BBC Inside Out programme: *“millions of pounds is wasted”*
- Policy Issue: Oct 2018 – Health Minister: - *“In too many instances...medical equipment is being used once and then thrown away”*

Research - Plan



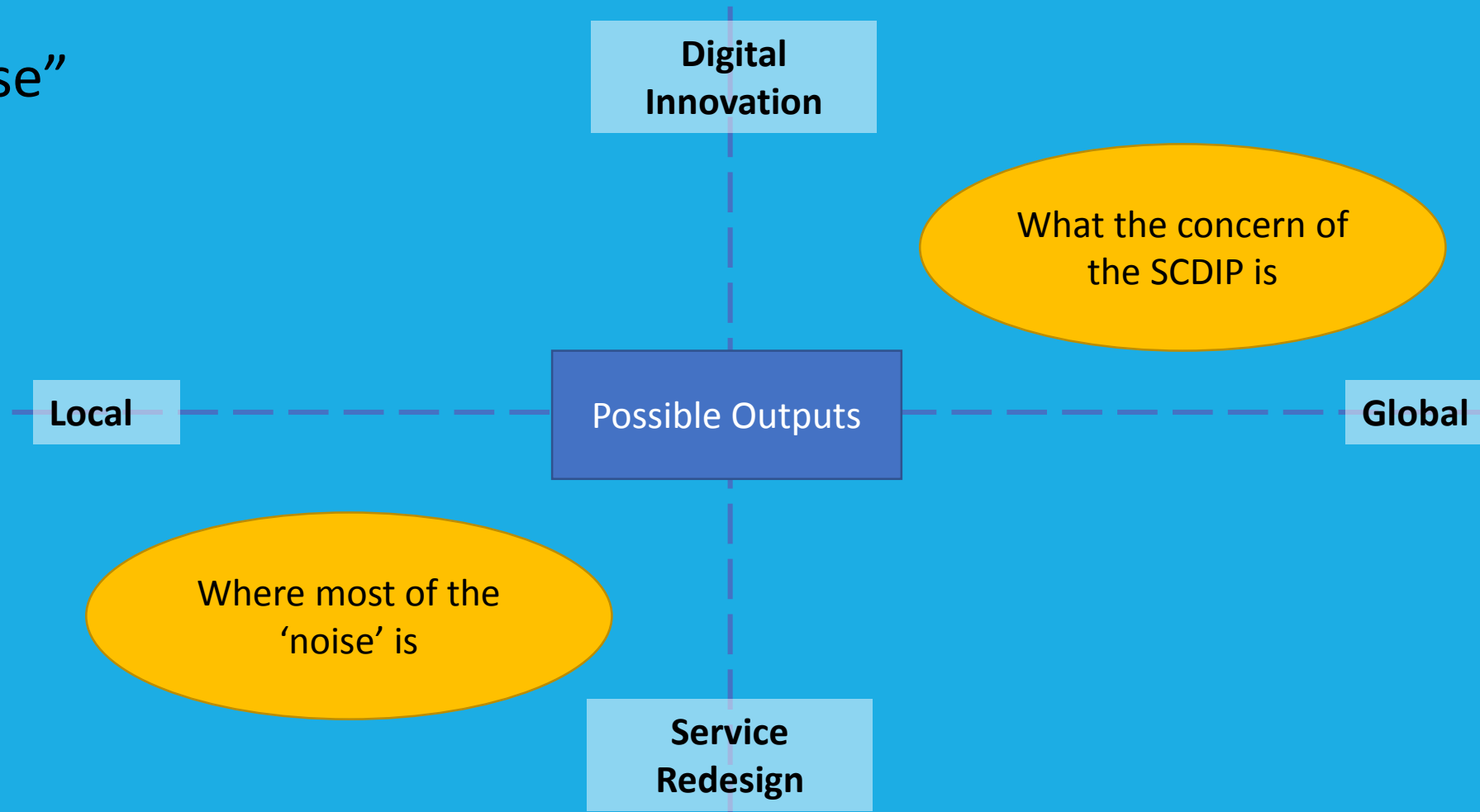
Research Plan Overview

Research Activity to Date

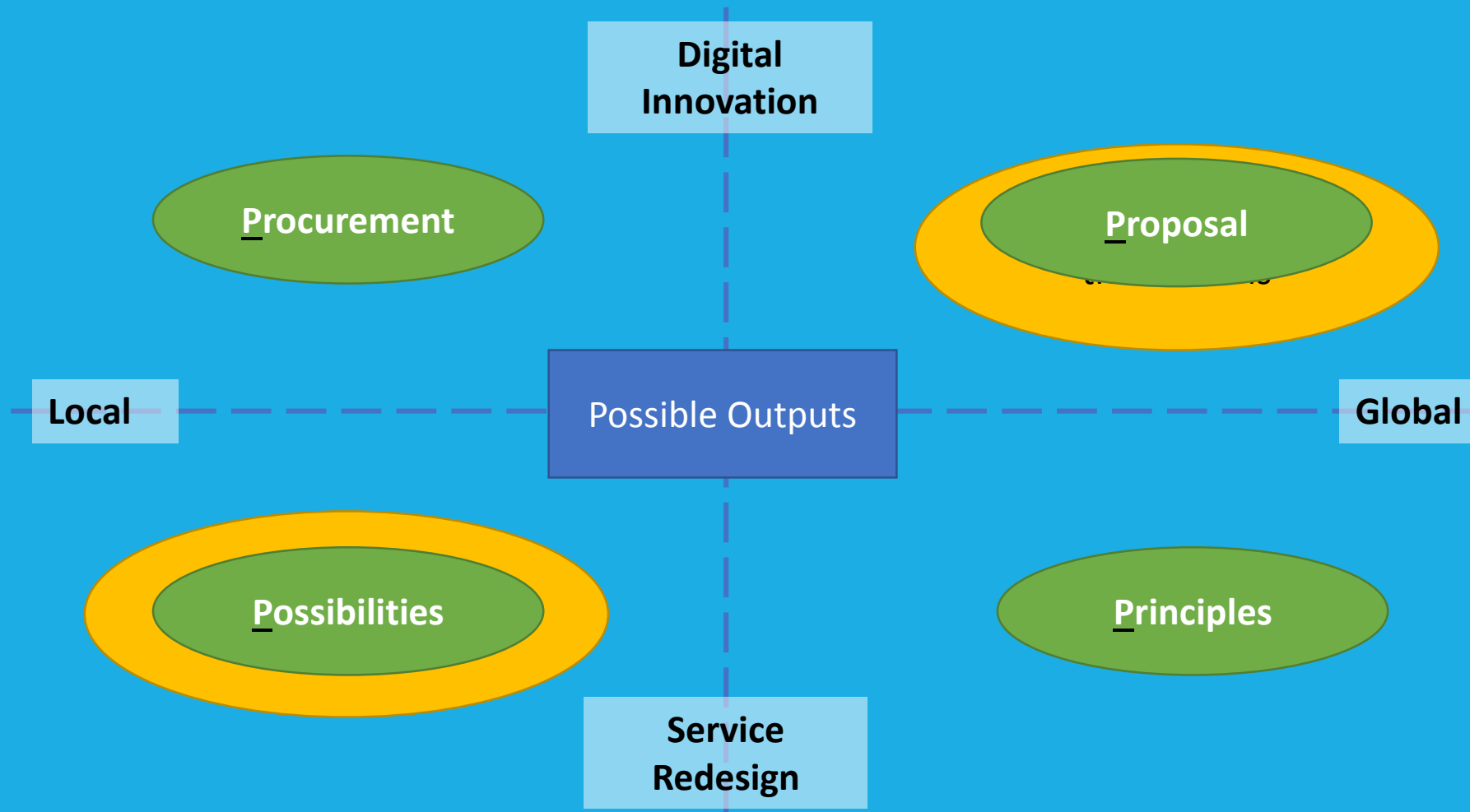
- Fact-finding
- Journey Mapping
- Discussions with Service Managers
- Interviews with service staff
- Findings from annual satisfaction survey
- 2 Focus groups arranged for professionals (4th & 5th July)

Pain Points / Problems

- “Noise”



Opportunities



Insights

- Scale of activity
 - 30,000 items of equipment issued per year; 25,000 returned
- “For many years now, the service has been run on common sense”
- Lack of mutual understanding
- Lack of information sharing or appreciating the value of information
- Huge potential
 - Large numbers of manual tasks
 - Variations in demand and supply

Next Steps

- Follow-up to service interviews
 - Information to Insight?
 - Observation?
- Professional Focus Groups (this week)
 - Follow-up survey
- Data & Information
- Technology
 - Joining current information
 - Generating new information