

## What is EBCD?

Experience-based design (EBD) is an approach that enables staff, patients, people and communities to co-design services in partnership. EBD involves gathering experiences from patients and staff through interviewing, observations and group discussions, identifying key touch points/ stages and learning the positive or negative feelings.

## How to:

This is an editable template which you can use with patients and staff to capture their experiences, feelings and emotions, at every stage of their journey. This could be from waiting for an appointment, to the first consultation and after treatment. You need to identify the key stages and insert them into the boxes on the left-hand side of the document. Patients can also be encouraged to state emotions and feelings that are not already listed.

Decide where, when and how you could ask patients to describe their experiences and circle the words related to their feelings at each stage. You can use this tool as a survey or to facilitate the conversation, which also can be videoed. The recommended way is to video the experiences and feelings, which later can be edited and share for co-improvements.

## So what...

Use the patient and staff experience to draw together themes for improvement at key stages. Make changes to services based on these findings by working in partnership with patients and people.

Use quality improvement methods, measures or evaluation to make these changes to services.

Please use the boxes below to describe how you are feeling during each of the stages. Please circle the word that best describes your emotions, adding any of your own words. Reflect on yourself, your team, working from home, for those shielding, working on the frontline and redeployed.

Please circle if you are: Frontline/Working from home/Shielding/Redeployed

	Positive	Isolated	Fearful
	Nervous	Worried	Calm
	Supported	Relaxed	Upset
	Annoyed	Informed	Safe

	Positive	Isolated	Fearful
	Nervous	Worried	Calm
	Supported	Relaxed	Upset
	Annoyed	Informed	Safe

	Positive	Isolated	Fearful
	Nervous	Worried	Calm
	Supported	Relaxed	Upset
	Annoyed	Informed	Safe

	Positive	Isolated	Fearful
	Nervous	Worried	Calm
	Supported	Relaxed	Upset
	Annoyed	Informed	Safe

	Positive	Isolated	Fearful
	Nervous	Worried	Calm
	Supported	Relaxed	Upset
	Annoyed	Informed	Safe

Please use the boxes below to describe how you are feeling during each of the stages. Please circle the word that best describes your emotions, adding any of your own words.

What service are you seeing?

	Positive	Isolated	Fearful
	Nervous	Worried	Calm
	Supported	Relaxed	Upset
	Annoyed	Informed	Safe

	Positive	Isolated	Fearful
	Nervous	Worried	Calm
	Supported	Relaxed	Upset
	Annoyed	Informed	Safe

	Positive	Isolated	Fearful
	Nervous	Worried	Calm
	Supported	Relaxed	Upset
	Annoyed	Informed	Safe

	Positive	Isolated	Fearful
	Nervous	Worried	Calm
	Supported	Relaxed	Upset
	Annoyed	Informed	Safe

	Positive	Isolated	Fearful
	Nervous	Worried	Calm
	Supported	Relaxed	Upset
	Annoyed	Informed	Safe

	Positive	Isolated	Fearful
	Nervous	Worried	Calm
	Supported	Relaxed	Upset
	Annoyed	Informed	Safe