

What is EBCD?

Experience-based co-design (EBCD) is an approach that enables staff, patients, people and communities to co-design services in partnership. EBCD 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:

There is two sheets, one for staff and one for patients. Each sheet has key stages where you capture feelings, emotional and experience. Do this by asking the patient or staff member to describe and circle the words related to their feelings at each stage.

So what...

Use this patient and staff experience to draw together themes for improvement at key stages. Make changes to services based on these findings. use formal measures or evaluation to show improvements in 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

Before Covid-19	Positive	Isolated	Fearful
	Nervous	Worried	Calm
	Supported	Relaxed	Upset
	Annoyed	Informed	Safe

At the beginning of lockdown	Positive	Isolated	Fearful
	Nervous	Worried	Calm
	Supported	Relaxed	Upset
	Annoyed	Informed	Safe

During the first eight weeks of lockdown	Positive	Isolated	Fearful
	Nervous	Worried	Calm
	Supported	Relaxed	Upset
	Annoyed	Informed	Safe

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

For the next three months	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?

<p>How I felt about my health at the start of lockdown</p>	<p>Positive Isolated Fearful Nervous Worried Calm Supported Relaxed Upset Annoyed Informed Safe</p>
<p>Whilst waiting for my appointment/consultation</p>	<p>Positive Isolated Fearful Nervous Worried Calm Supported Relaxed Upset Annoyed Informed Safe</p>
<p>How I feel now? I have/have not had a consultation</p>	<p>Positive Isolated Fearful Nervous Worried Calm Supported Relaxed Upset Annoyed Informed Safe</p>
<p>How I feel about having a face to face appointment in the next three months</p>	<p>Positive Isolated Fearful Nervous Worried Calm Supported Relaxed Upset Annoyed Informed Safe</p>
<p>How I feel about having a remote consultation in the next three months</p>	<p>Positive Isolated Fearful Nervous Worried Calm Supported Relaxed Upset Annoyed Informed Safe</p>
<p>How I feel about managing my own health now</p>	<p>Positive Isolated Fearful Nervous Worried Calm Supported Relaxed Upset Annoyed Informed Safe</p>