

digitalhealth

**REWIRED**

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# Toby Page

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Architecture Lead

Leicester, Leicestershire & Rutland Care Record

 LLR Care Record

# Working together to improve your care



Scan for further information

The Leicester, Leicestershire and Rutland Care Record joins up your health and care records, whether you have used services provided by your GP, local hospital, community health care, mental health care or social care.

Having all this information in one secure place means:

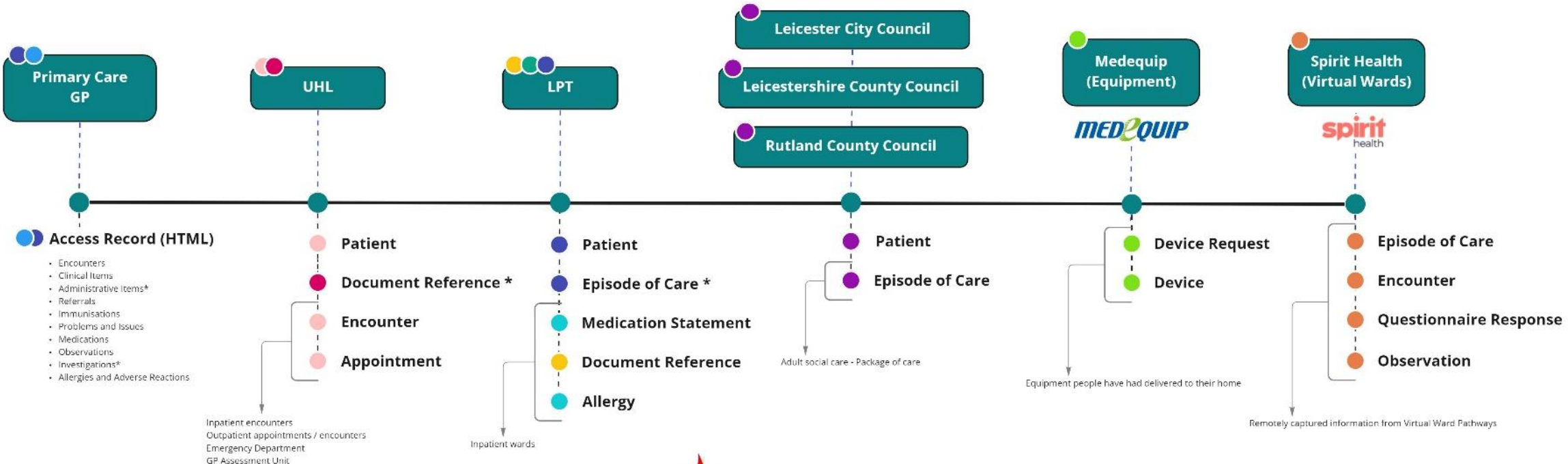
-  Joined-up and safer care
-  More time to spend on your care
-  Less paperwork
-  Your information in one place
-  You do not have to repeat details to different clinical and care staff.



Joining up health and social care in Leicester, Leicestershire and Rutland



National Sources      Acute      Community / Mental Health      Adult Social Care      Commissioned Suppliers



Design principles - NHS digital

service-manual.nhs.uk/design-system/design-principles

**NHS** Digital service manual

Standards and technology | **Design system** | Content style guide | Accessibility | Community and contribution

Home > Design system

Principles

**Design principles**

Setup

Prototyping

Production code

Design

Styles

Components

Patterns

# Principles

## Design principles

These principles guide all of our design. Use them to get started on a project and

They're inspired by the [NHS](#)

[Download design principles](#)

### 1 Put people at the heart of what you do

Patients, family, care

people's needs. Take

The NHS Constitution for England

www.gov.uk/government/publications/the-nhs-constitution-for-england/the-nhs-constituo...

**GOV.UK**

Home > Health and social care > National Health Service > NHS Constitution for England

Department of Health & Social Care

Guidance

## The NHS Constitution for England

Updated 1 January 2021

Applies to England

Contents

Introduction to the NHS Constitution

Principles that guide the NHS

NHS values

Patients and the public: your rights and the NHS pledges to you

Patients and the public: your responsibilities

### Introduction to the NHS Constitution

The NHS belongs to the people.

It is there to improve our health and wellbeing, supporting us to keep mentally and physically well, to get better when we are ill and, when we cannot fully recover, to stay as well as we can to the end of our lives. It works at the limits of science – bringing the highest levels of human knowledge and skill to save lives and improve health. It touches our lives at times of basic human need, when care and compassion are what matter most.

Government Design Principles

www.gov.uk/guidance/government-design-principles

**GOV.UK**

Home > Government > Government efficiency, transparency and accountability

## Guidance

# Government Design Principles

The UK government's design principles and examples of how they've been used.

From: [Central Digital and Data Office](#)

Published 3 April 2012

Last updated 10 September 2019 — [See all updates](#)

Get emails about this page

Contents

- 1. Start with user needs
- 2. Do less
- 3. Design with data
- 4. Do the hard work to make it simple
- 5. Iterate. Then iterate again
- 6. This is for everyone

**Related content**

[Design: process and tools](#)

[National design guide](#)

[Style guide](#)

[Content design: planning, writing](#)

# I. Put people at the heart of everything you do

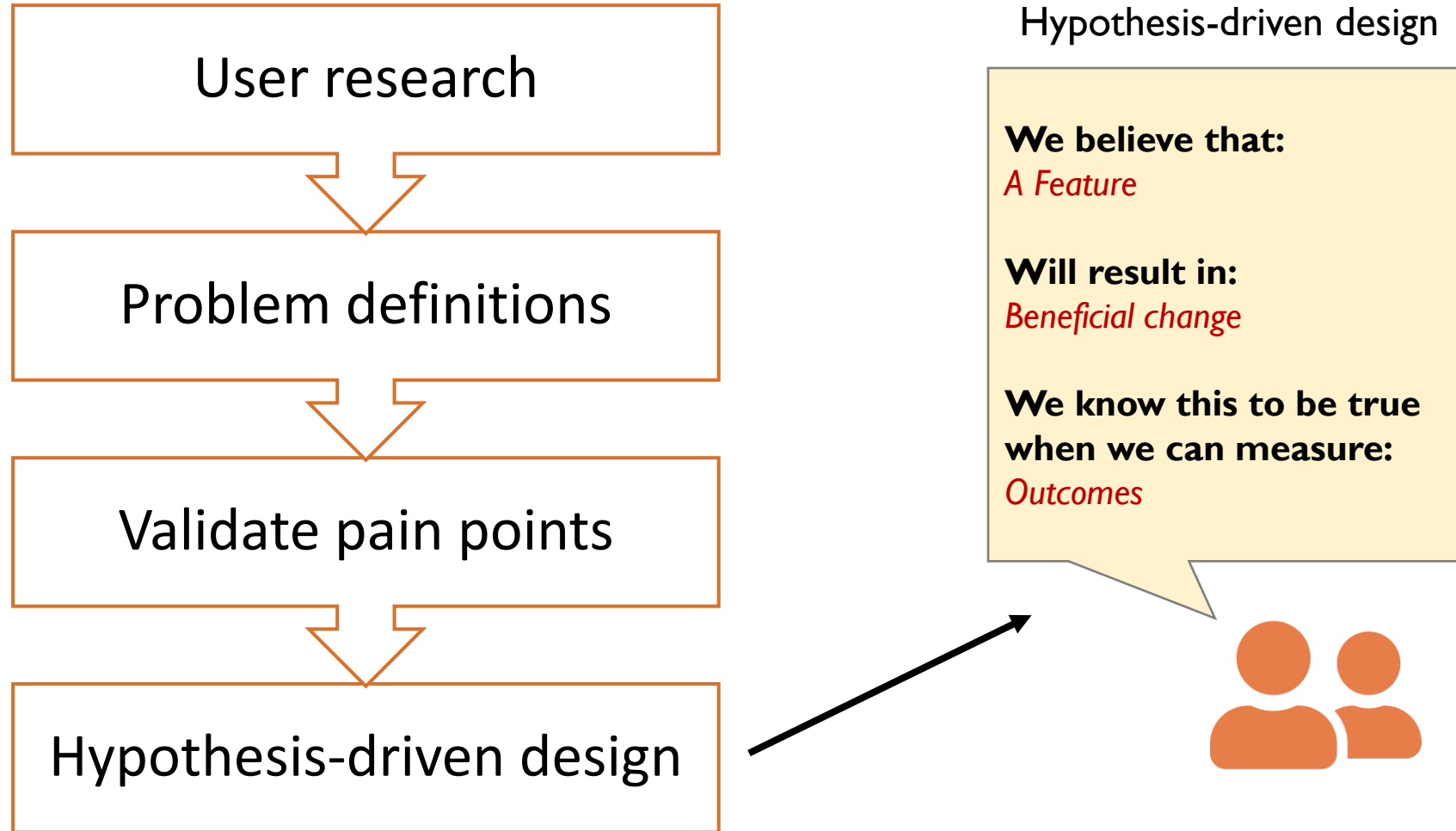
Patients, family, carers, staff. Design things that understand and respect people's needs.

Take the time to learn about the whole person - their emotional, physical and technical needs. Design with compassion.



## 2. Design for the outcome

What will good look like? What are the health, wellbeing or other measurable outcomes that your work will impact? Your work should improve lives, either directly or indirectly.



### 3. Be inclusive

NHS services are for everyone.

Make sure people with different physical, mental health, social, cultural or learning needs can use your design.

## LLR Care Record



The LLR Care record is a new, quick way of sharing information. It will give you better care.



It is for all people in Leicester, Leicestershire and Rutland (also called 'LLR').



Your care team can view it in one place.



This makes it easier to decide on the best care for you.



#### 4. Design for context

Don't just design your part of a service. Consider people's entire experience, and the infrastructure and processes involved. Think about how people begin and end their time with what you are designing.



**End-to-end**

Journeys across  
care settings



**Front-to-back**

Backoffice  
workflows;  
local, regional and  
national capabilities



**Cross-channel**

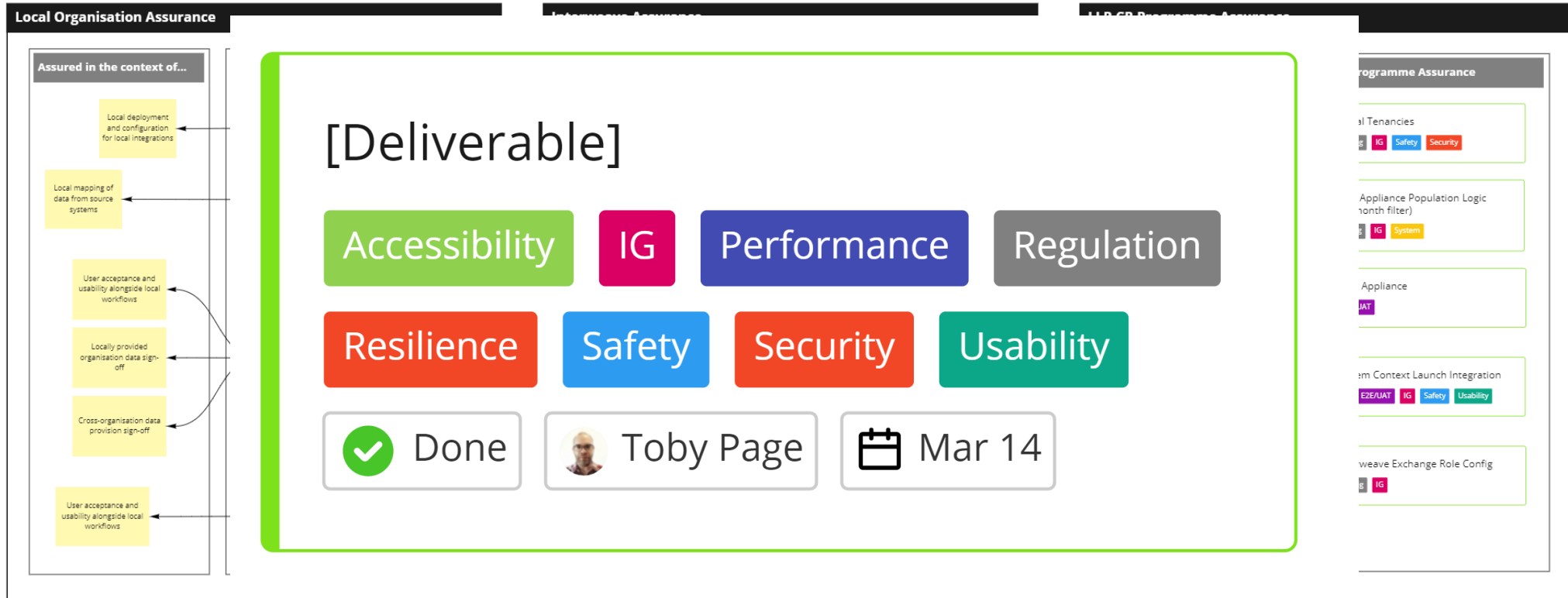
Acknowledge  
non-digital channels





## 5. Design for trust

People trust the NHS. Take care not to jeopardise that. Design things that are reliable and secure.



## 6. Test your assumptions

Design and test your work with real people. Observe behaviour and gather evidence. Work with subject experts and existing research. Do not rely on hunches.

**We believe that:**

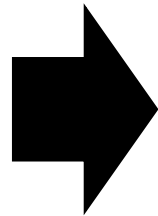
*A Feature*

**Will result in:**

*Benefits*

**We know this to be true when we can measure:**

*Outcomes*



**We believe that:**

Giving discharge coordinators access to information about social care packages and equipment in place for a given patient (within an acute setting)

**Will result in:**

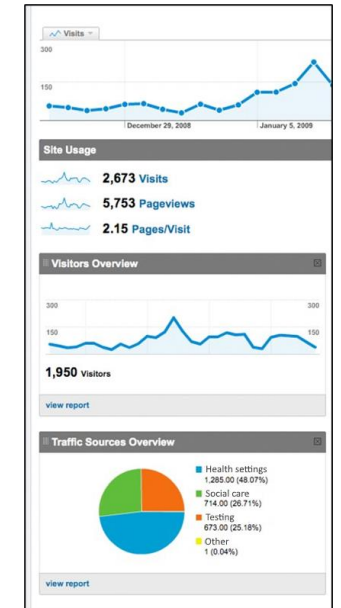
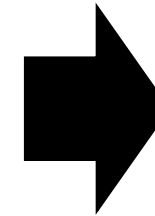
Faster discharge from acute settings as discharge hub will be able to confirm arrangements more quickly

**We know this to be true when we can measure:**

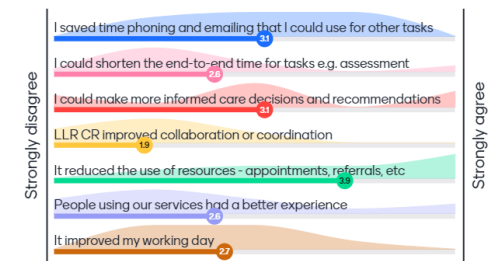
Reduced discharge delays from acute settings and less re-admission;

**Secondary measures:**

An increase in the number of patients achieving the LLR Target to leave hospital within 72 hours of being medically fit to discharge;  
Fall in NHS Outcomes Framework indicators 3b, 3.6.i



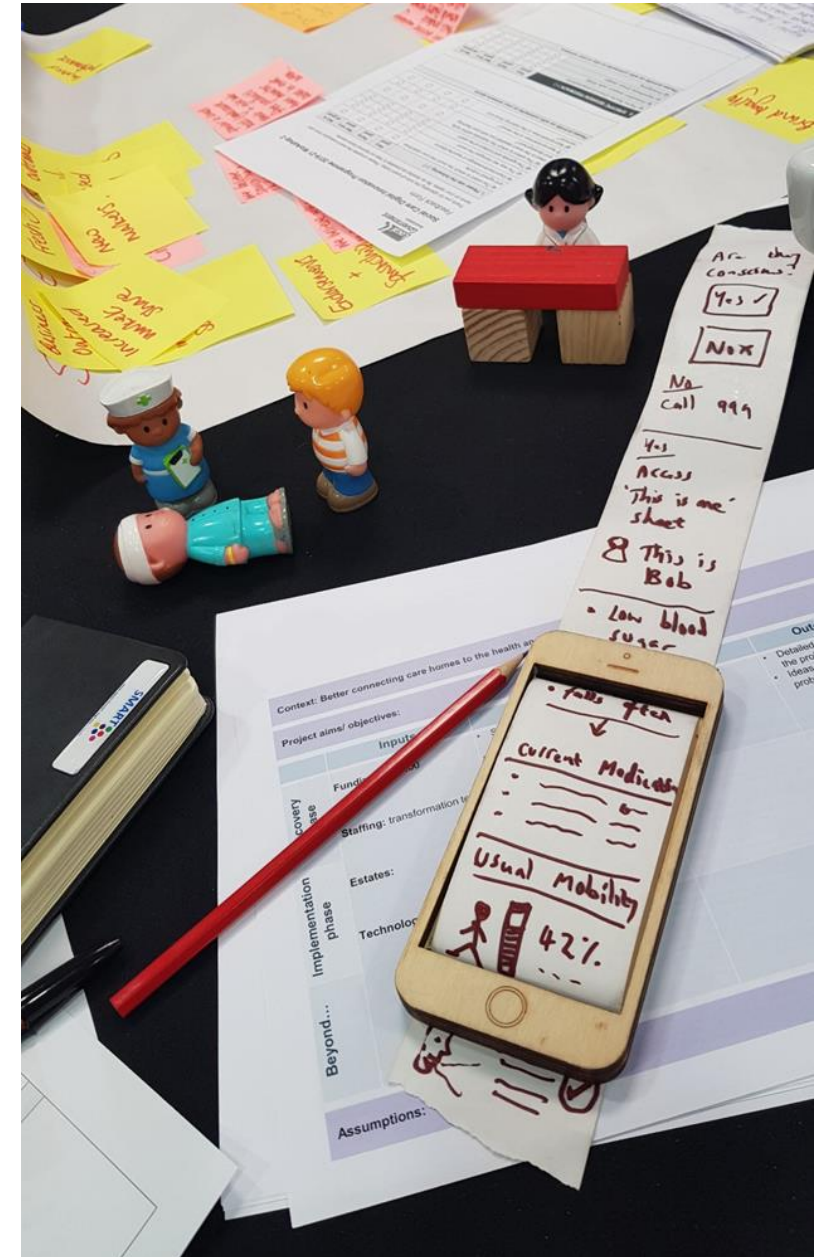
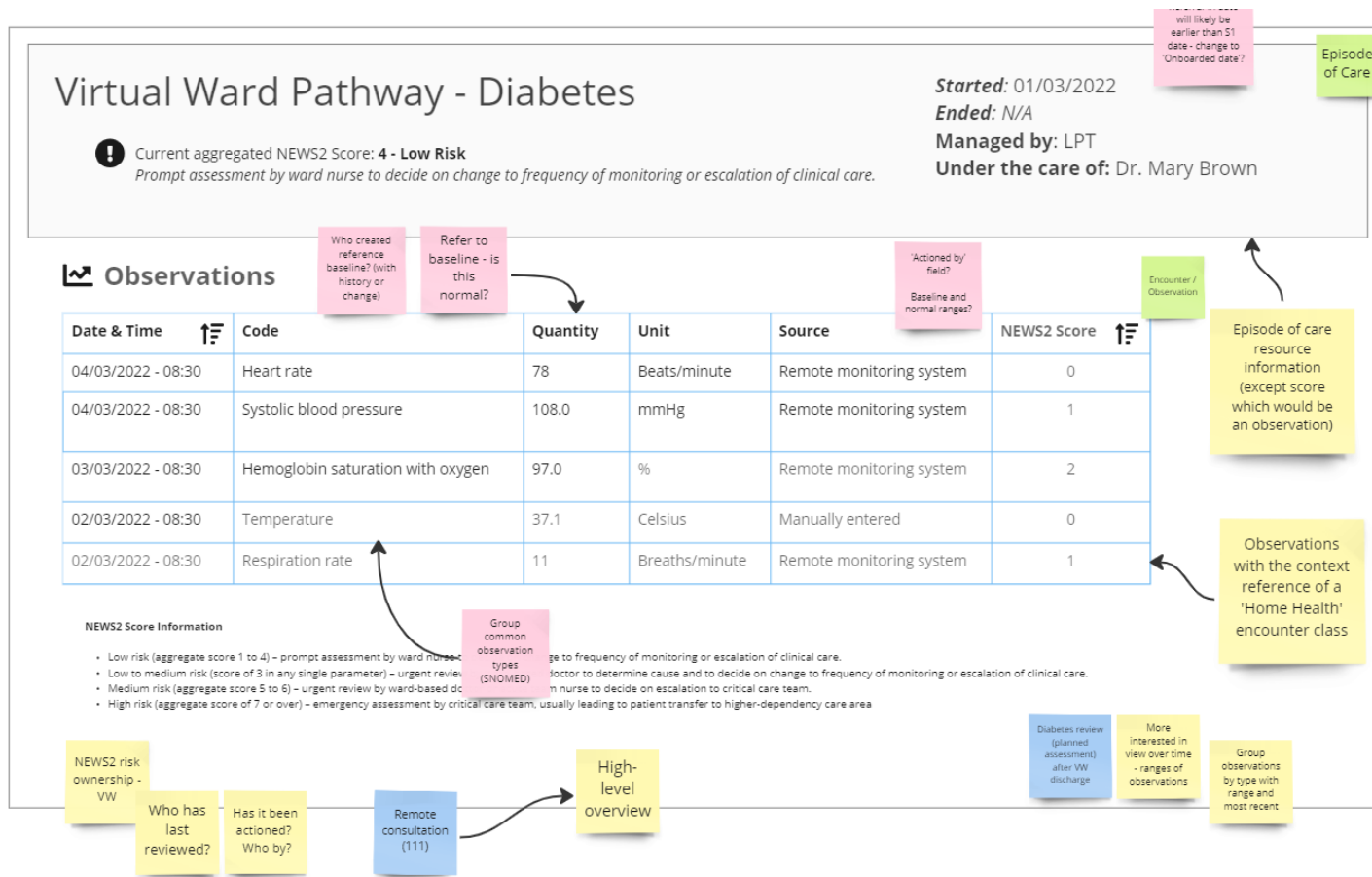
Did you see any of the following benefits?



## 7. Make, learn, iterate

Start small. Experiment with different ways of doing things.

Make prototypes to improve your understanding. Test and refine.



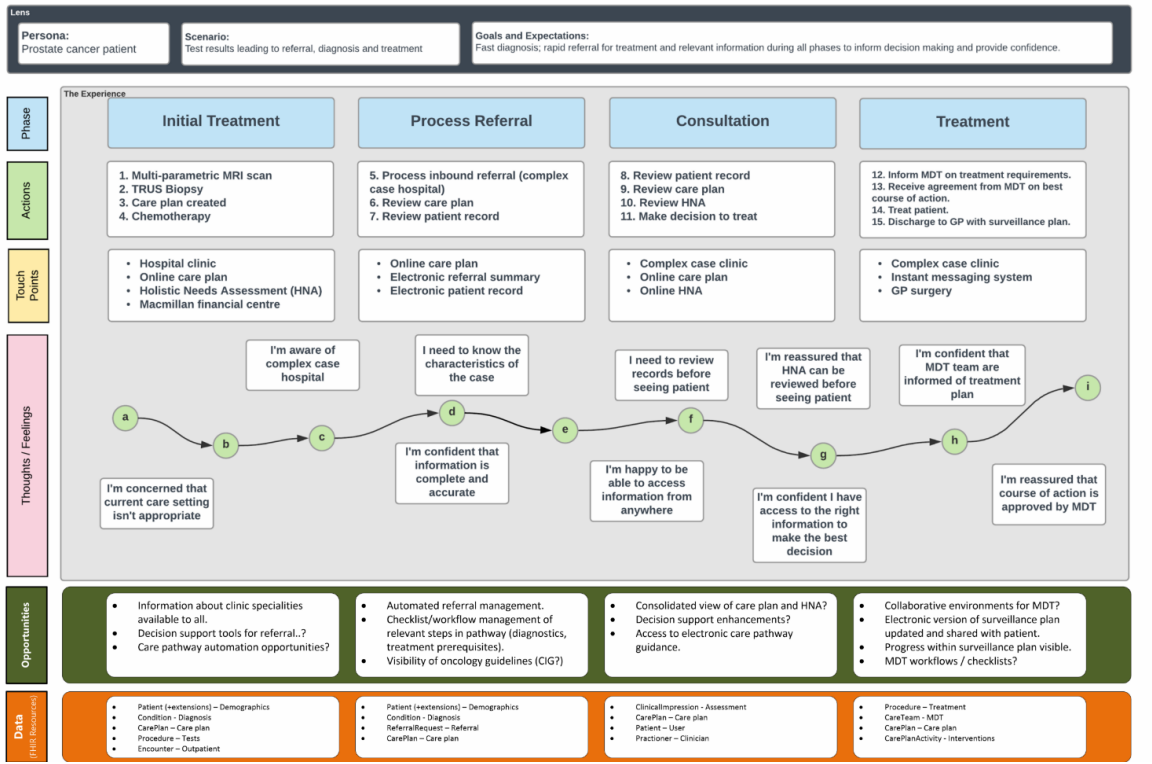
# 8. Do the hard work to make it simple

Healthcare journeys can be complex. Take the time to understand what you are trying to solve. Do not push complexity onto the people using what you are designing.



## IDEAL ONCOLOGIST EXPERIENCE - USER JOURNEY MAP

Toby.page | November 5, 2018





## 9. Make things open. It makes things better

Share your learning. Share your work. Be transparent in your design decisions. Be accountable and have confidence in your solutions.



**LLR Care Record**



**NOTTS**  
CARE RECORD



Yorkshire & Humber  
**Care Record**

Connecting care. Improving lives.



 **LLR Care Record**

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