

ReSPECT3 Public Awareness Campaign

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Abstract:

As part of a plan to test and implement ReSPECT3 (Recommended Summary Care Plan for Emergency Care and Treatment), NHS Tayside hosted two design interns on a 12-week placement from DJCAD to support the development of a Public Awareness Campaign highlighting the importance of meaningful conversations between healthcare professionals and people who would benefit from having a ReSPECT3 discussion to document their agreed future care and treatment.

Related publications:

- ReSPECT, www.resus.org.uk/respect (2021)
- Design Council Double Diamond, www.designcouncil.org/uk/ (2021)

This poster is part of
the SPPC Poster
Parade 2021



How do we make difficult conversations around a person's future care and treatment a positive experience?

PREVIOUS WORK



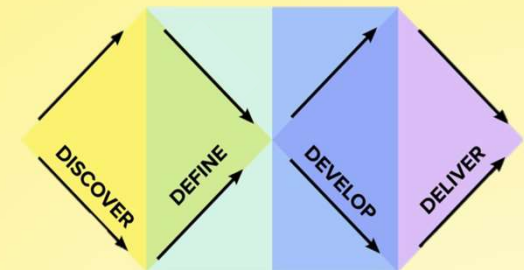
Reviewing and continuing the ideas and themes created by Resuscitation Council UK for research and aligning with the national ReSPECT3 campaign.

INFORMATION



Gaining vital information from health and social care professionals and people who access services to guide content.

STRATEGY



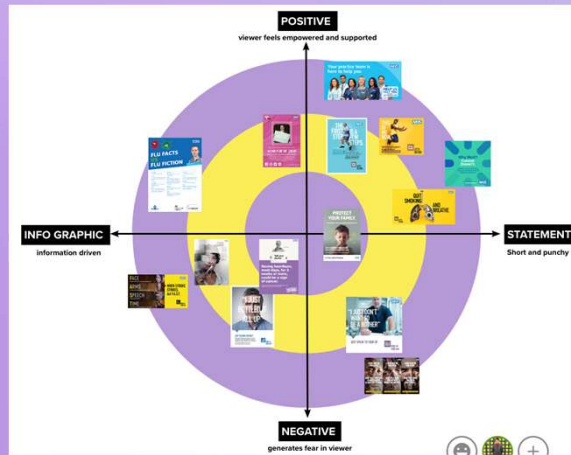
Use of the Design Council's Double Diamond to drive a human-centered approach and catalyze innovation.

Innovative design methods engaged users in developing content

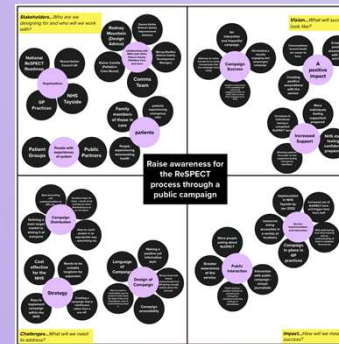
ROSE, THORN & BUD

ROSE (+VE)	THORN (-VE)	BUD (-)
<p>Knowing that you are in control</p> <p>Feeling prepared and supported for emergency situations</p> <p>Joint decision making</p> <p>Displays your wishes and preferences when you can't communicate them</p> <p>Allows a doctor to feel more confident and supported in their decisions</p> <p>Support/Prepared/Clarity/Personalised</p>	<p>Prepared for unexpected situations</p> <p>Difficult conversation to have</p> <p>Upsetting topic for patient and families</p> <p>pressure put on family members if decision has to be placed on them</p> <p>needs a further information pack?</p> <p>Negative topic/Overwhelming info/Being in an emergency situation</p>	<p>Feeling what we can do rather than just focusing on what we can't do</p> <p>not many people know about it. Therefore, not a lot of people have a plan in place</p> <p>should everyone have one? (longterm)</p> <p>GP Awareness</p> <p>Clarity</p> <p>Making it common knowledge and easier to talk about</p>

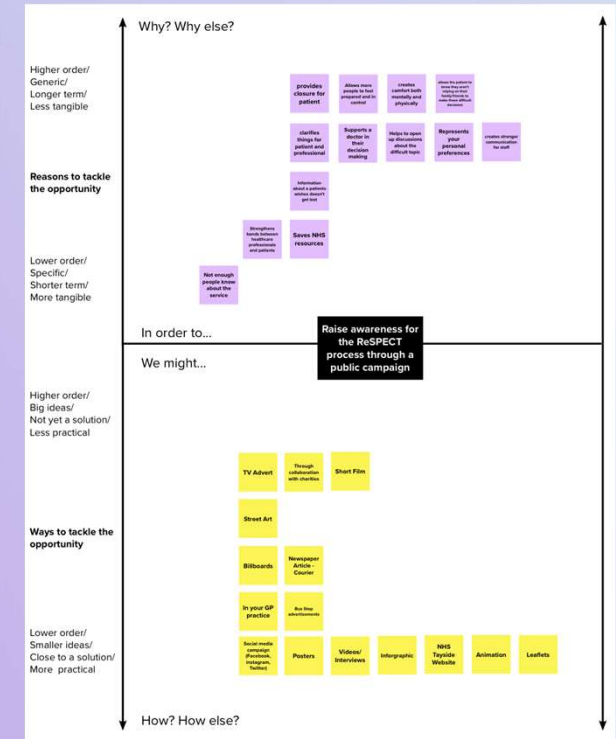
VISUAL RESEARCH MAP



PURPOSE PRIMER

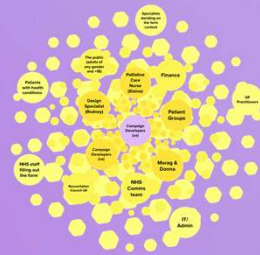


WHYS & HOWS



JOURNEY MAP

	1	2	3	4	5
DOING	What are you doing to ensure the patient stays safe in an emergency situation?	How can the patient's health be supported in an emergency situation?	How can the patient's health be supported in an emergency situation?	How can the patient's health be supported in an emergency situation?	How can the patient's health be supported in an emergency situation?
THINKING	How can the patient's health be supported in an emergency situation?	How can the patient's health be supported in an emergency situation?	How can the patient's health be supported in an emergency situation?	How can the patient's health be supported in an emergency situation?	How can the patient's health be supported in an emergency situation?
FEELING	Confident	Empowered/Supported	Relaxed/Comfortable	Prepared	Relieved



RESOURCE MAP

EMPATHY MAP

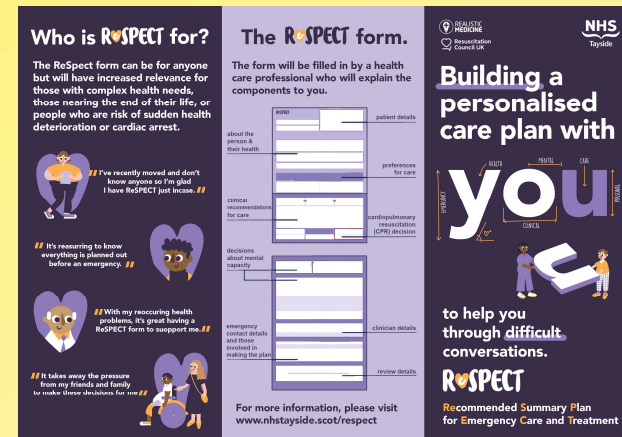


Final Prototypes for Testing in NHS Tayside

POSTERS



LEAFLET



TAKE HOME MESSAGE



“This innovative, design led project, has given us a simple and attractive product that can be used across many different health and care settings”

Dr Shobhan Thakore, Associate Medical Director for Quality Management



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