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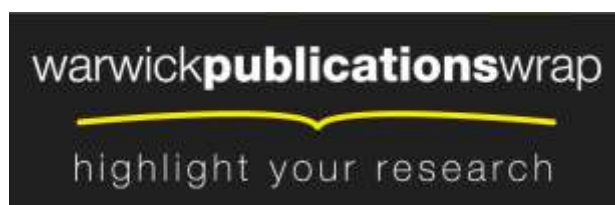
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Co-designing the physical environment of Wellbeing Centres

Wellbeing Centre = A centre for wider life-style related issues

- Offers psychological support
- Supports behaviour change
- Provide basic health checks
- Signpost to other services
- Provide individual consultations
- Computer self assessments



Research Aims

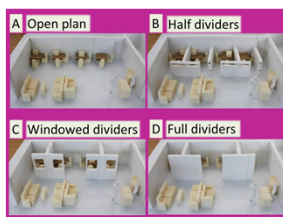
Engage users in the design process for the physical environment of a Wellbeing Centre.

Establish end **users' expectations**, preferences and **needs** from the physical environment of a Wellbeing Centre.

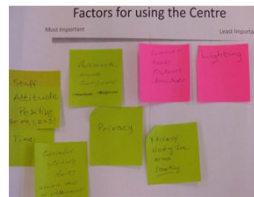
Method

53 Royal Free Trust members

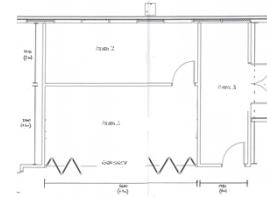
3 focus groups, 3 tasks:



1) Multiple choice questions



2) Defining important design features and attributes



3) Designing the layout in 2 dimensional (left) and 3 dimensional moveable models (right)



Results

Six themes emerged from the triangulated data. Combined with literature to form design recommendations. This was interpreted by design specialists Boex to create designs, followed by further evaluation from end users.

Initial points of contact

- + Visible reception, close to entrance
- + Visible, clear queuing system
- + Easy access for all
- Avoid "intimidating" desks

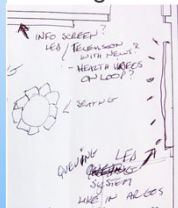
User model



Waiting experience

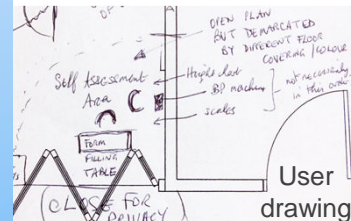
- + Comfortable and relaxing
- + Display appropriate health information in uncluttered way
- + Display waiting times
- + Provide choice (furniture, waiting areas)
- Avoid unrelated distractions

User drawing



Health assessment areas

- + Consider auditory and visual privacy e.g. position of computers, sound proofing
- + Provide places with varied privacy levels
- + Use self-assessment areas to "help get people in", as long as privacy still offered
- + Non confrontational seating



Atmosphere

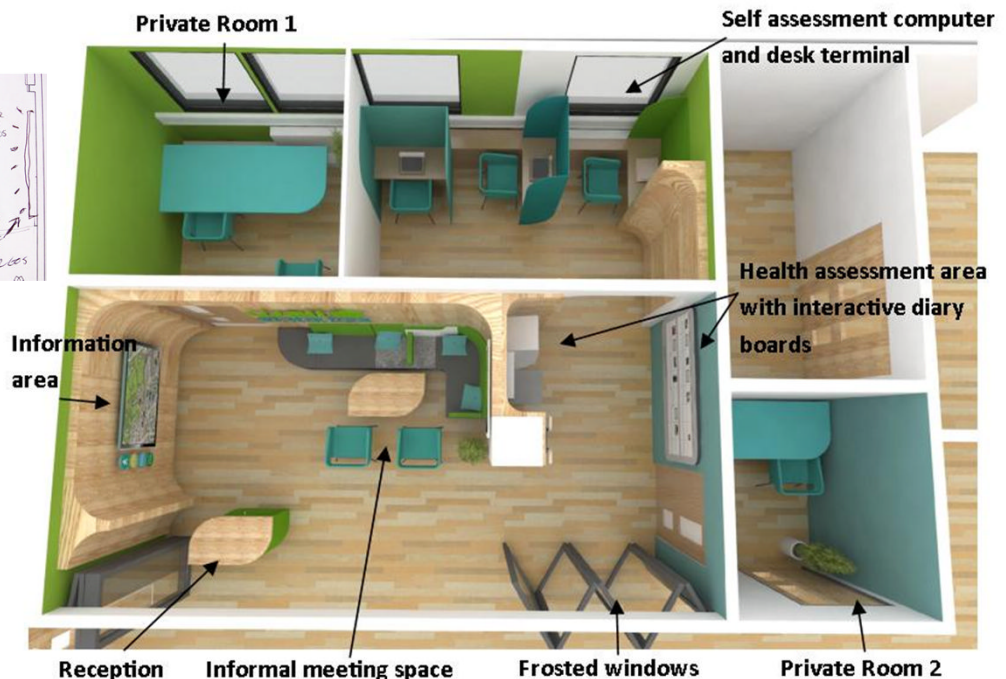
- + Homely/Modern atmosphere, informal, comfortable, with natural elements
- + Low level lighting for visually impaired
- + Tonal colours for visually impaired
- + Maximise natural lighting

Service

Ensure this is determined before engaging users in design process

Spatial layout, size, structure

Allow flexibility as service develops



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