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Modern Outpatient Care

Gemma Teal - Glasgow School of Art

[A Digital Health & Care Institute (DHI) Collaboration, University of Strathclyde]

A Person-Centred Vision for Modern Outpatient Care for People Living with Multiple Long-Term Conditions

The Modern Outpatient project employed a participatory design approach to develop a person-centred vision for the future of Outpatient services. Through interviews with people living with multiple long-term conditions, pop-up public engagement and co-design workshops with NHS staff, rich insights were generated about how people would like to be supported to self-manage, and new models of person-centred care were designed.

The project was undertaken in collaboration with the Scottish Government in order to inform the ongoing and future work of The Modern Outpatient Programme.