



Improvement Lab

Empowering people to manage their own health and care needs

16 March, 10:00am – 4:30pm

Wallacespace Covent Garden, 2 Dryden Street, London, WC2E 9NA

Agenda

9:45 – 10:00	Arrival and coffee
10:00 – 10:30	Welcome and introduction to Q Lab
10:30 – 11:00	Discussion: What empowerment means to you
11:00 – 11:15	Tea and coffee break
11:15 – 11:45	Learning and discussion: The insight wall
11:45 – 12:30	Activity: Working with personas
12:30 – 13:30	Lunch and networking
13:30 – 13:45	Short group activity
13:45 – 14:45	Activity: Identifying opportunities from the morning's activities
14:45 – 15:00	Tea and coffee break
15:00 – 16:15	Discussion: Exploring and testing the opportunities
16:15 – 16:30	Discussion and reflection: Summing up and thinking about the next steps
16:30	Workshop ends