



# *Q Lab UK: Workshop 1*

Tuesday 23 November 10.00 - 14.30

Led by



In partnership with



# *Session 2: Understanding the system*



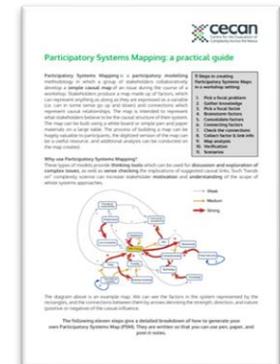
# Making sense of the factors that affect trust and confidence



Delving deeper into how different factors intersect through participatory system mapping

We've been guided by:

- [Systems Practice Workbook](#)
- [Participatory Systems Mapping: a practical guide](#)

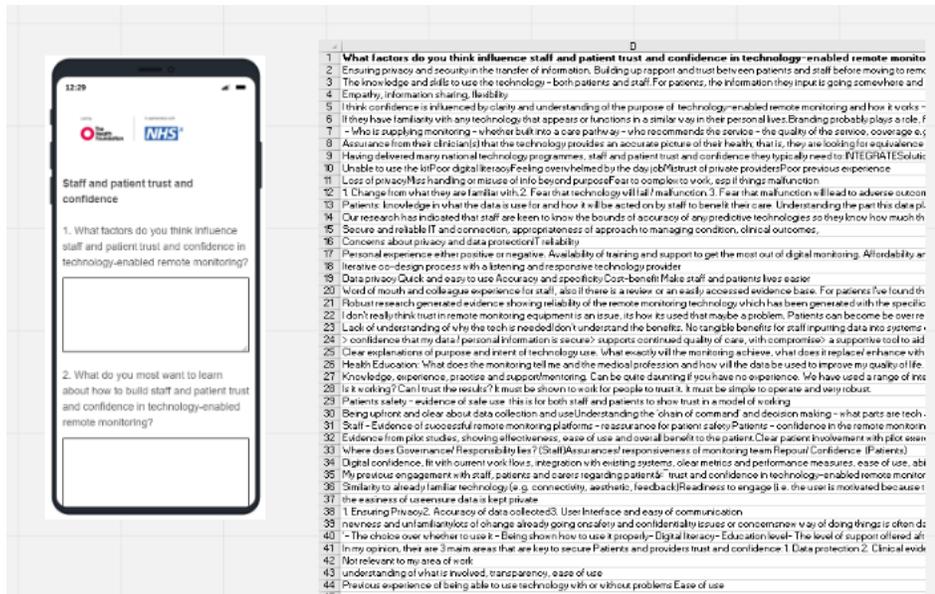


# Exploring the topic together

- ✓ Online questionnaire
- ✓ Open: 11 October – 9 November 2021
- ✓ 43 responses

## Questions:

1. What factors do you think influence staff and patient trust and confidence in technology-enabled remote monitoring?
2. What do you most want to learn about how to build staff and patient trust and confidence in technology-enabled remote monitoring?
3. Are you aware of any models of care or services that are doing this work well, or that have useful learning we can draw on?
4. From your experience, what factors influence collaborations between improvement and digital teams?
5. What do you most want to learn about working collaboratively across improvement and digital?





# Preliminary theming

What factors do you think influence staff and patient trust and confidence in technology-enabled remote monitoring?

Initial theme of factors that affect patient and staff trust and confidence in technology-enabled remote monitoring

Clinical leadership/credibility	Rationale and evidence on benefits	Clinical appropriateness	Patient outcomes	Whether and how information is used to inform care
Data privacy and cyber security	Digital infrastructure	Fear that tech will fail	Availability and access	Accuracy, reliability and quality
Healthcare professional-patient relationship	Integration	Role of tech providers	Finance and procurement	Ease of use
Training and support	Existing habits and behaviours	Previous experiences/attitude to tech	Knowledge and skills	Workload

Initial theming by Q Lab UK team, to explore and further develop in three collaborative sensemaking sessions between 8 – 16 November with 24 Lab contributors.

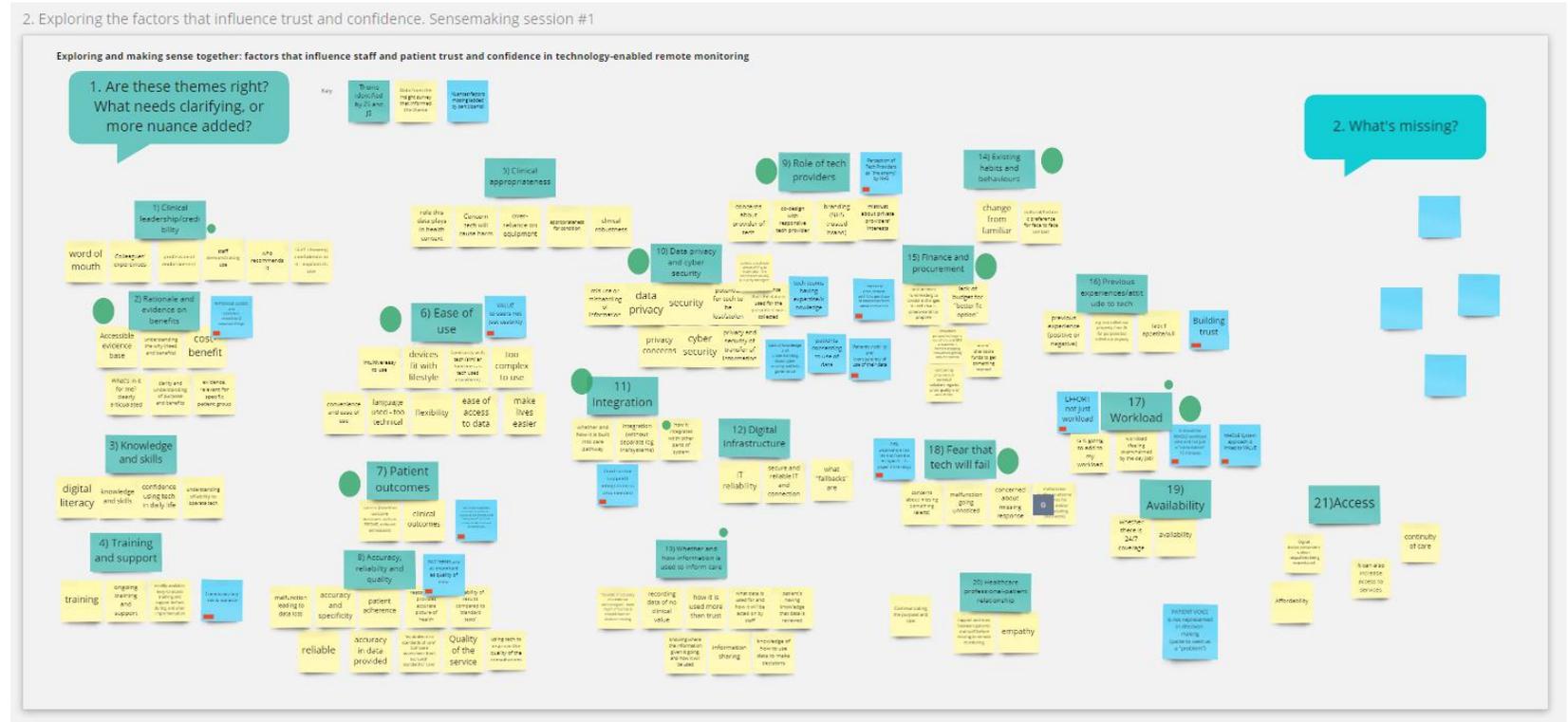


# Sensemaking session 1: consolidation

Explored initial themes of factors that affect trust and confidence shared via the online questionnaire

Checked what themes:

- needed clarifying
- needed more nuance added
- were missing

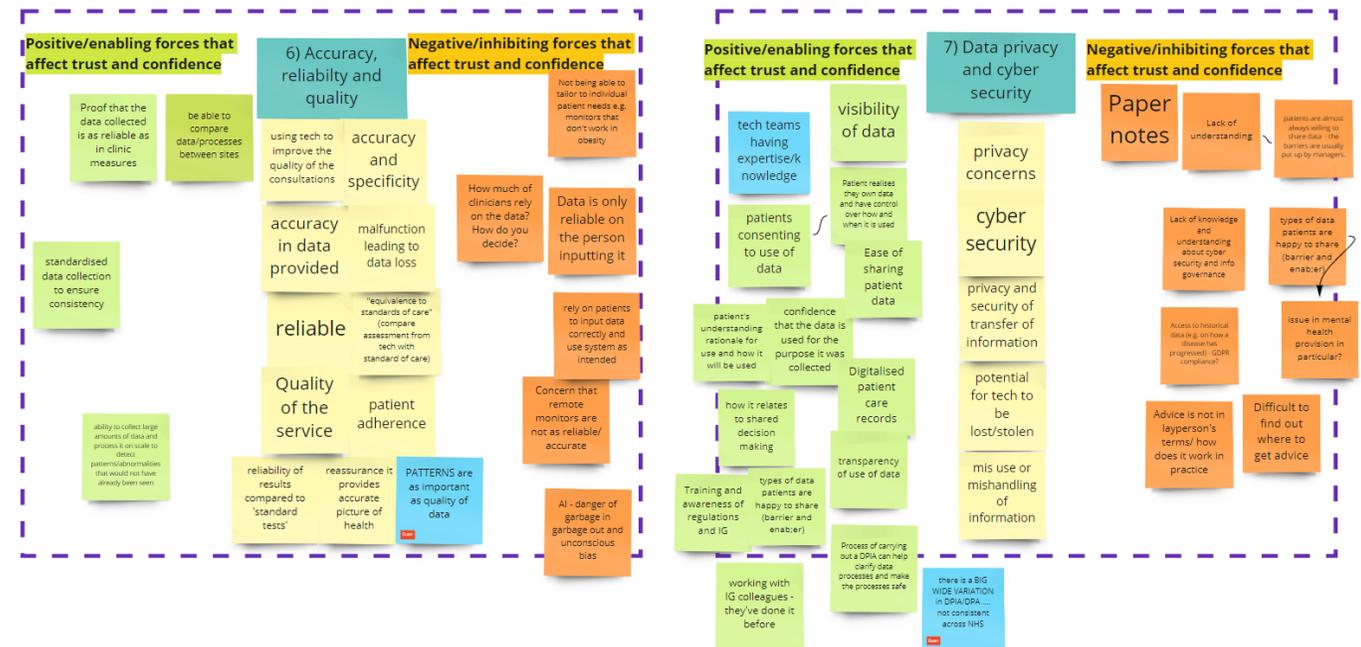


# Sensemaking session 2: enablers and barriers

Explored the individual themes in more detail.

For each theme:

- What forces cause this? Consider people, events, norms, beliefs, policies, institutions.
- What are the negative/inhibiting forces?
- What are the and positive forces/enablers?



During the session it was apparent that many of the themes were connected - so after the session we then attempted to group them further.

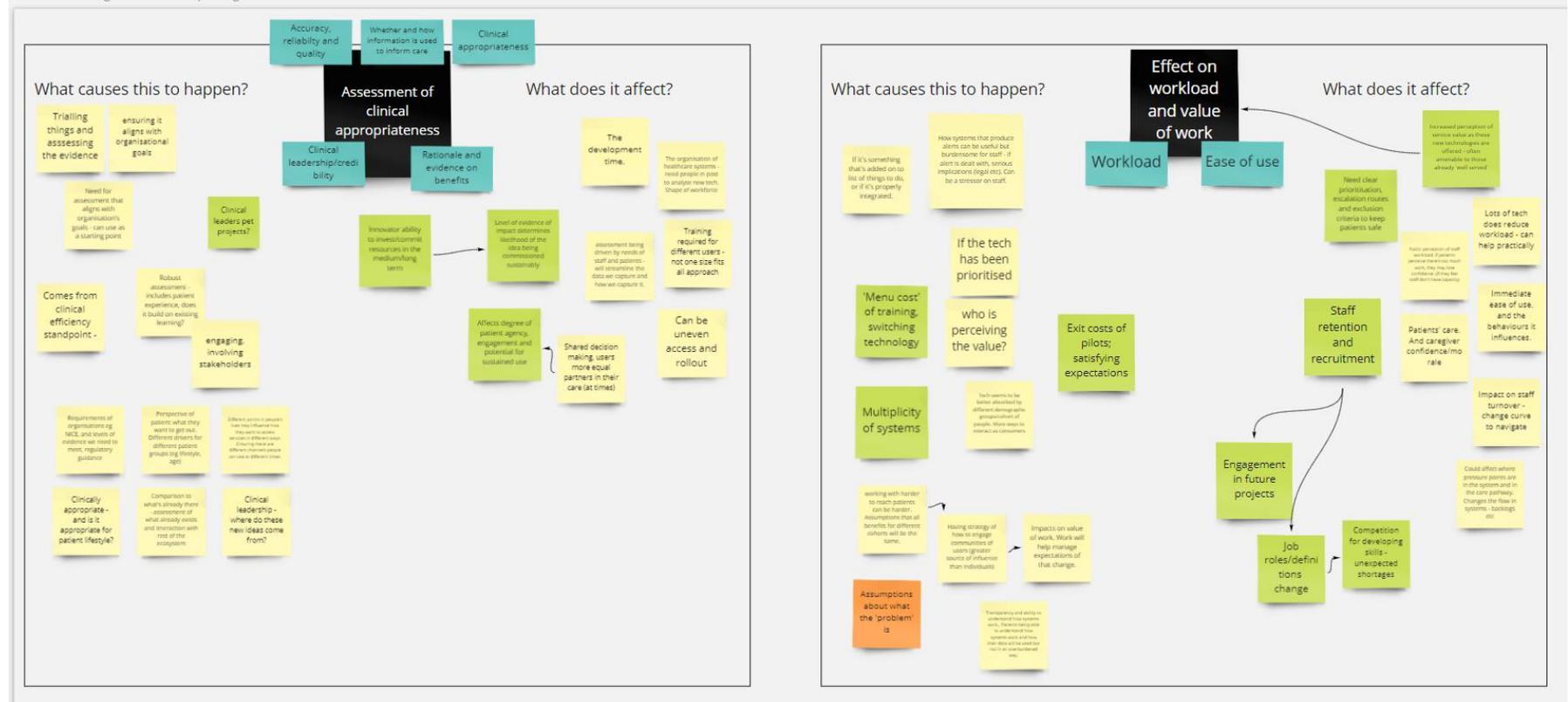


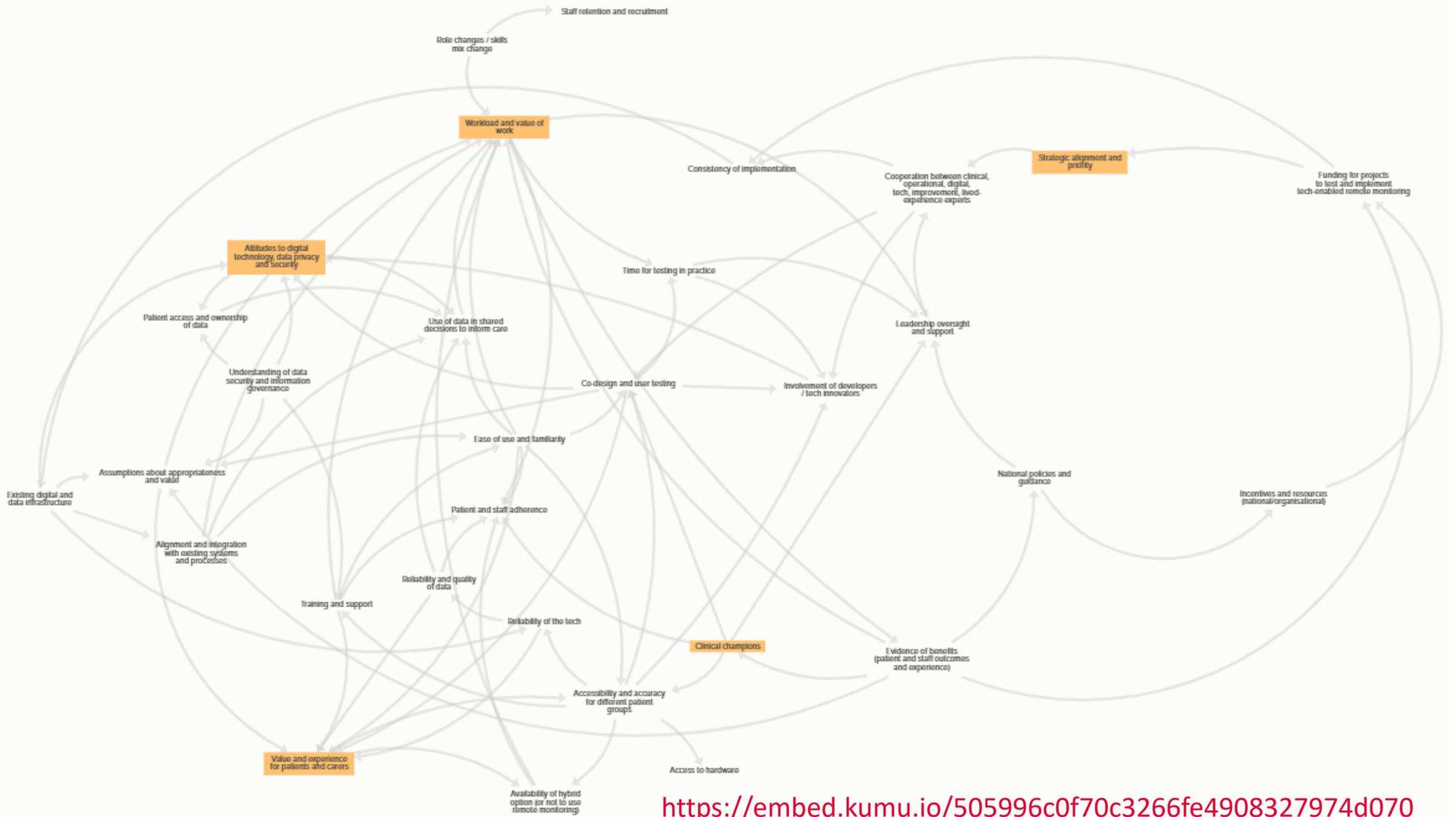
# Sensemaking session 3: cause and effects

Explored the consolidated themes (in black post-its) in more detail.

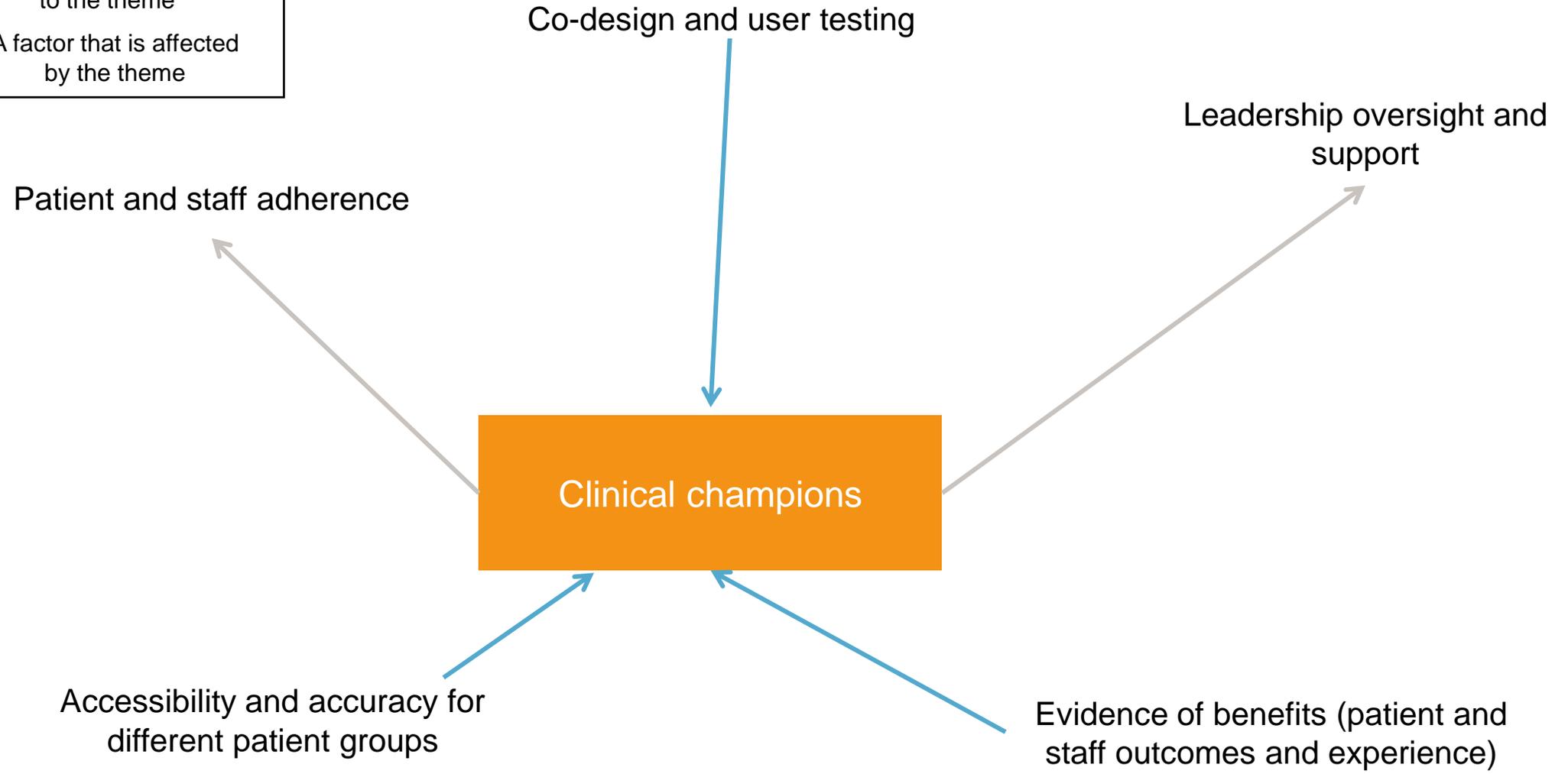
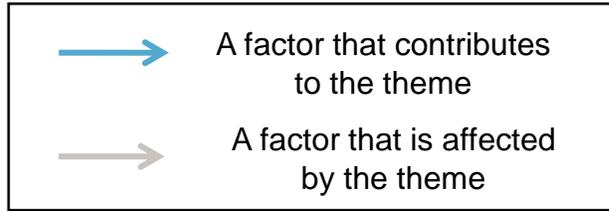
For each theme:

- What causes this to happen?
- What does it affect?

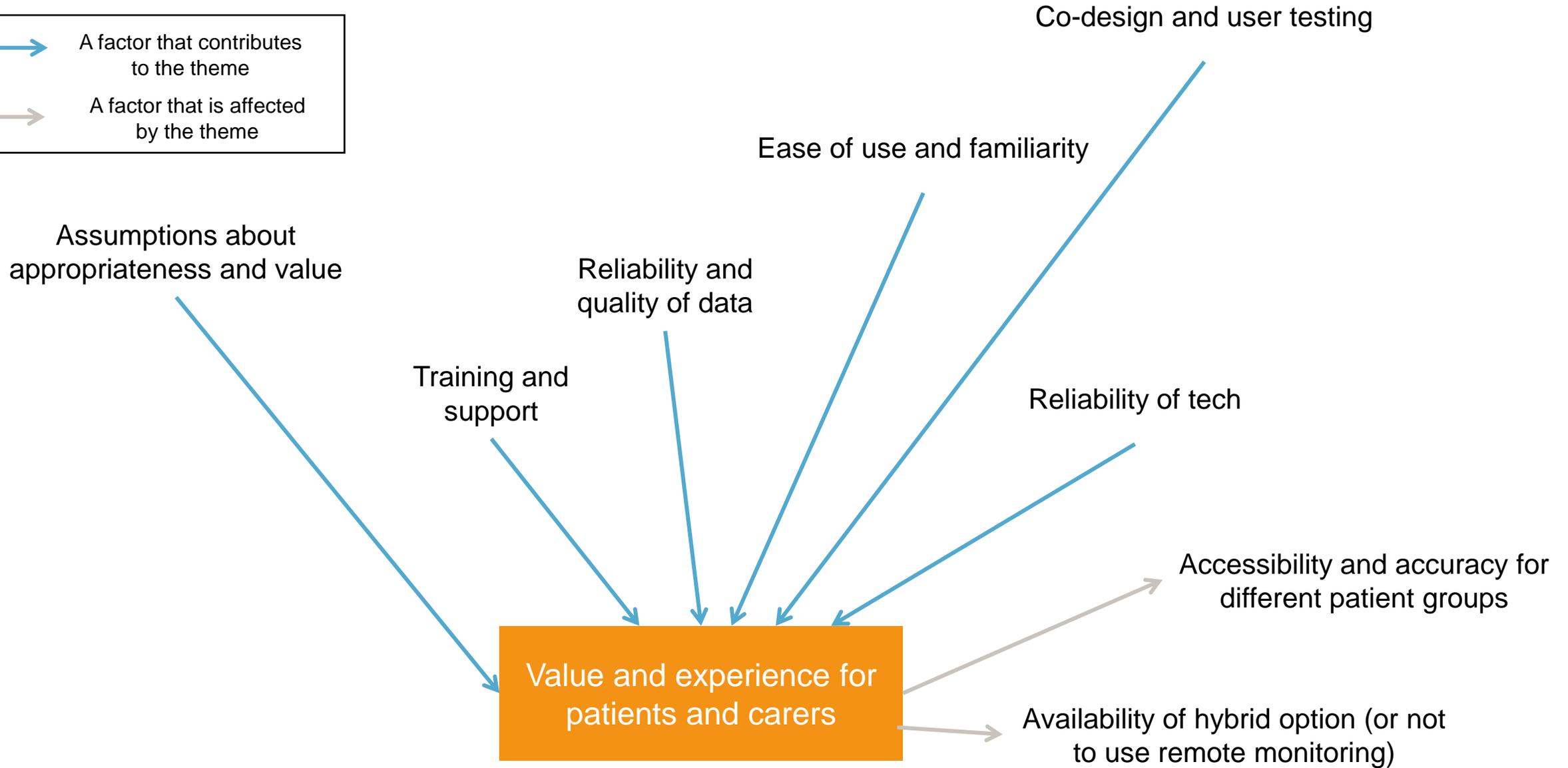
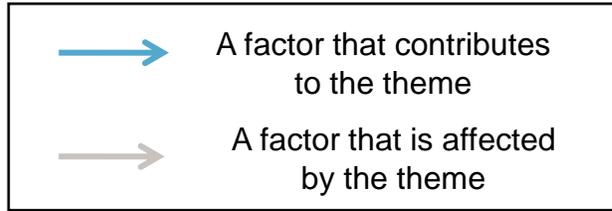




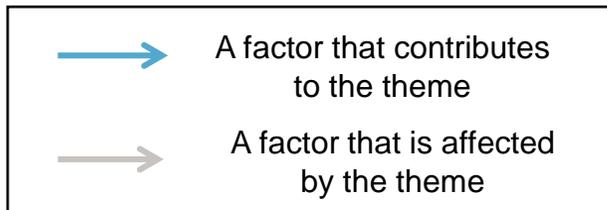
# Theme 1



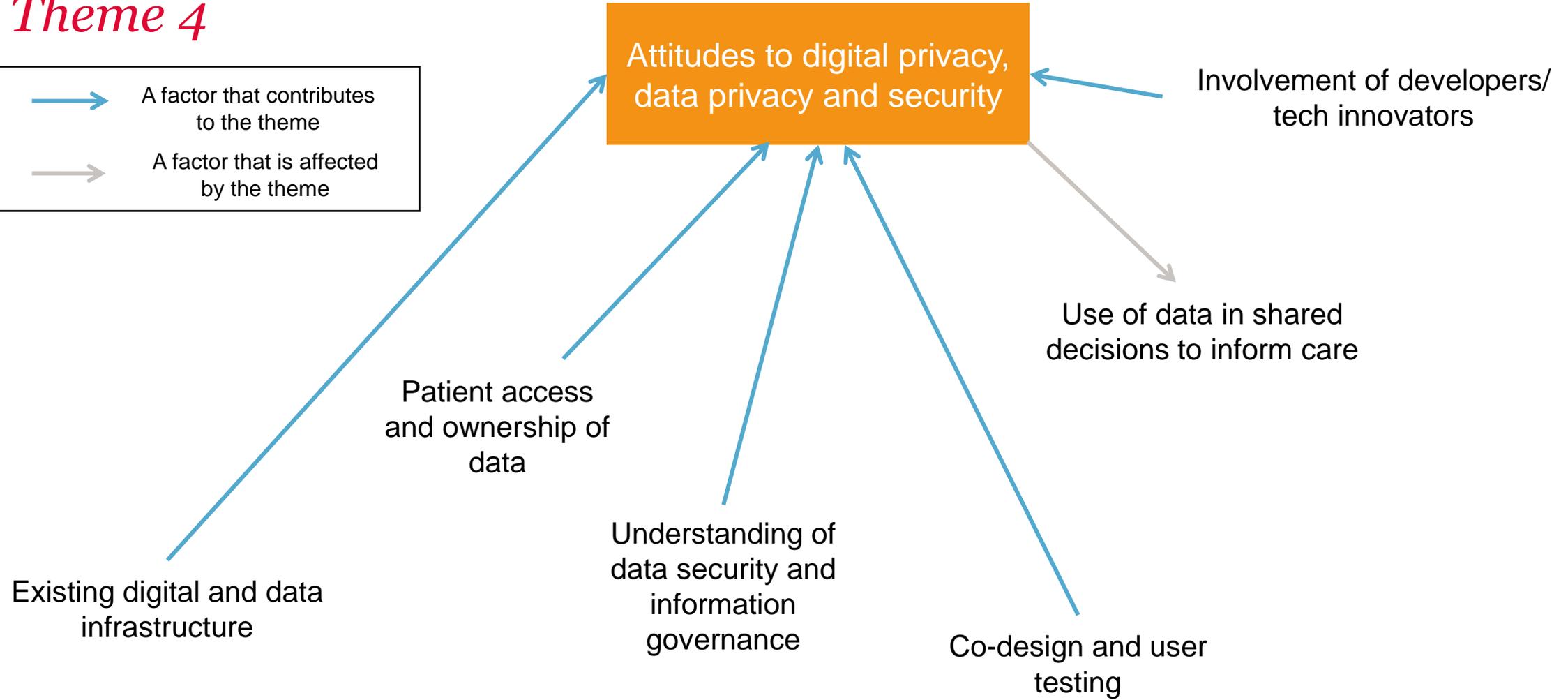
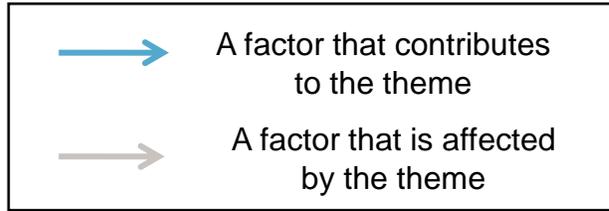
# Theme 2



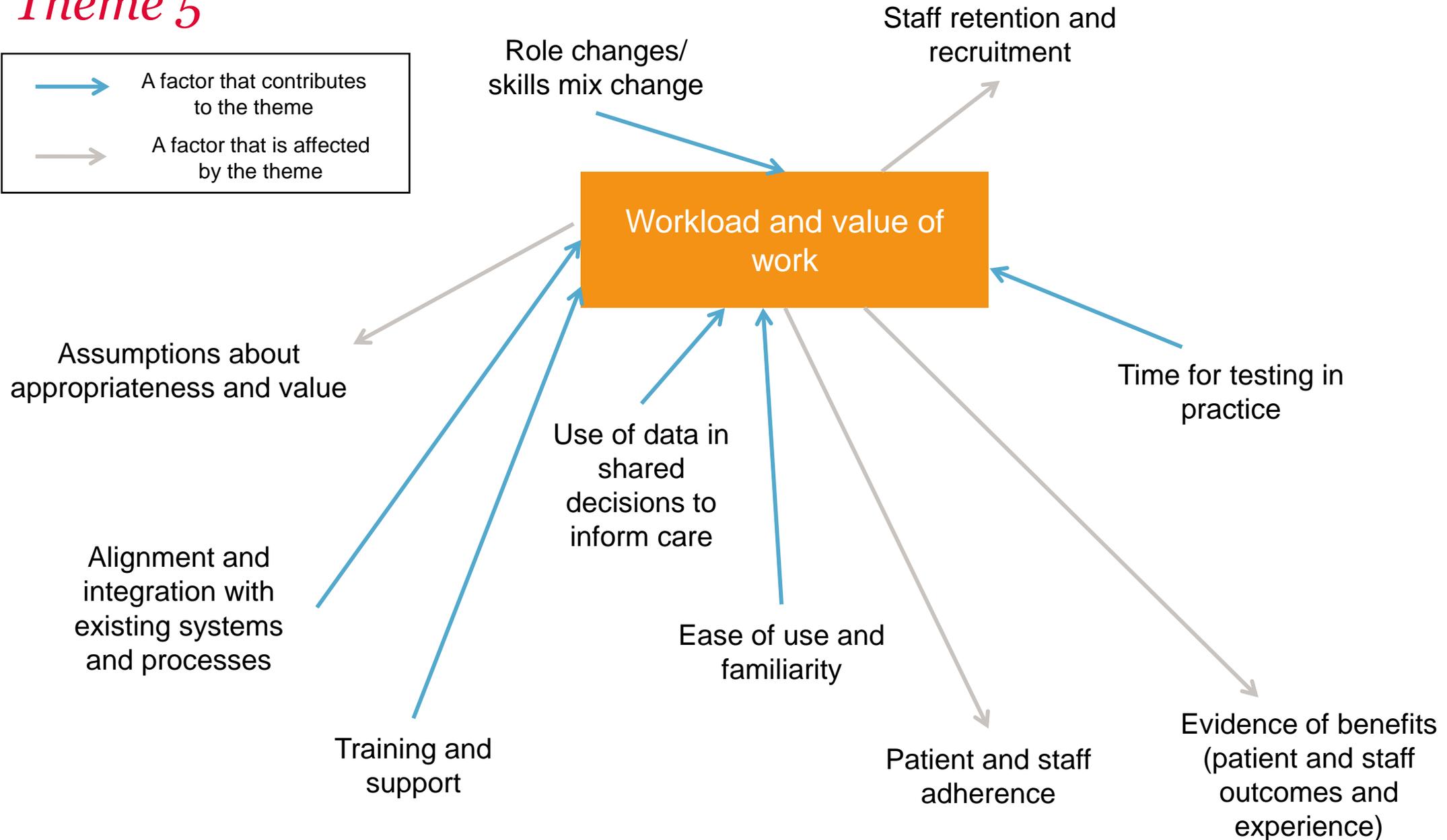
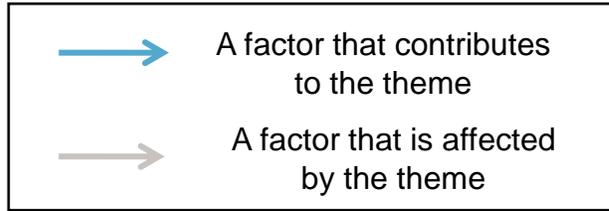
# Theme 3



# Theme 4



# Theme 5



## *Group discussion*

### **Aim:**

- To progress our understanding of the different factors that influence patient and staff trust and confidence in technology-enabled remote monitoring by **considering who and what will need to change** so that it can be scaled across the health and care system

### **In small groups:**

- Reflect briefly on the map and the main themes highlighted.
- Select one (orange) theme.
- Review the factors that contribute to / are affected by this theme and consider:

**1. Who** influences this factor and why?

**2. Which factor** do you think is most **vulnerable to change** and why?

## *What next?*

The map will continue to evolve as we go through the Lab process, taking into account the comments from this and future sessions. We hope it will be used by participants and other improvers as they progress work in their services and local systems to design and implement technology-enabled remote monitoring.

### **What we'll be paying attention to moving forwards**

- As we use the insights from our discussions to progress our understanding of the system and its influences further, and edit and continue to develop the system map, we will need to pay attention to and provide more clarity on the language used as people interpreted some of the descriptors differently.
- We will also need to provide more detail on the evidence that sits behind the descriptors.