

Health implementation and re-design: the role of clinical staff and how to involve them

Jo Taylor

Dr Jo Taylor will focus on implementation issues that arise at the frontline and how to tackle them, drawing on research from the MALT study, which aimed to identify solutions to increasing clinical adoption of telehealth. In this study, Jo worked alongside multiple stakeholders in four community healthcare providers in England, using participatory research methods to address some of the barriers to implementing telehealth successfully. This presentation will look at some of the potential benefits and drawbacks of involving clinical staff in service re-design, and introduce different approaches to help achieve this.