



Scottish Improvement Science Collaborating Centre

Research, Development and Evaluation

Project Aim:

To examine how service managers/planners understand, implement and sustain co-creation as part of improvement programme delivery within the health and social care organisations across Scotland.

What's the problem?

Co-creation and co-production have become recognised by public and third sector bodies in Scotland as vehicle to achieve positive outcomes more effectively^{1, 2, 3, 4}

Service managers/planners have been tasked with delivering improvements in health and social care, yet it is not clear how co-creation is understood and enacted by those undertaking integration programmes in Scotland. Little is known about how service planners undertake co-creation⁵ in Scotland's health and social care services.

Given the centrality of co-creation for improving public services, this study will work with key stakeholders to ask how co-creation can be sustained based on the perspectives emerging from the lived occupational experiences of those tasked with undertaking co-creation practices.

What will the research explore?

The aim of this study is to inform policy-makers and practitioners about how co-creation is (and can be) implemented at scale and the potential for sustainable impact in service improvements in health and social care.

More broadly, the project seeks to enhance the evidence-base of the implementation of co-creation as part of public sector reform agendas.

The research questions that underpin this study are:

- Q1) what are the perceived impacts of co-creation on service improvements?
- Q2) how do service managers/planners evidence the effectiveness of co-creation?
- Q3) what are the facilitators and barriers to sustaining co-creation in improvement programmes in Scotland?
- Q4) how does the social, policy and political context shape the sustainability of co-creation in health and social care in Scotland?



Scottish Improvement Science Collaborating Centre

Research, Development and Evaluation

What's the benefit and impact?

- **Inform service planners** across health and social care areas in Scotland about lived occupational experiences of co-creation in the planning, design and integration of services across partnerships to **support an evidence-based approach to co-creation**.
- **Transferable lessons** – best practice approaches to co-creation.
- **Inform national policy-makers** of the approaches, opportunities, successes and challenges of contemporary public sector reform in a multi-level policy system within the context of the health and social care integration agenda.
- **Develop greater understanding about the pivotal role of** service professionals in co-creative practices. Addressing a gap within improvement science and policy implementation literature.

Collaborators

This project is being led by Dr John Connolly, Reader in Public Policy at the University of West of Scotland. He will be working with researchers from the Scottish Improvement Science Collaborating Centre. The project advisory group is made up of multiple stakeholders including Healthcare Improvement Scotland, Alliance Scotland, Health Scotland, and representatives from health and social care areas across Scotland.

Want to know more?

If you would like to know more or become involved – please contact Dr John Connolly at john.connolly@uws.ac.uk

References

1. Evaluation Support Scotland (2017). 'Evidencing genuine co-production in the third sector', http://www.evaluationsupportscotland.org.uk/media/uploads/tsrf/evidencing_successful_co-production_in_the_third_sector_-_final.pdf (Accessed 21st February 2018).
2. Alliance Scotland (2018), 'Our co-production team review activities over 2017 for our annual report', <https://www.alliance-scotland.org.uk/blog/news/alliance-co-production-activity-review-2017/> (Accessed 21st February 2018).
3. Healthcare Improvement Scotland (2018), 'Who we are', <http://ihub.scot/about/who-we-are/> (Accessed 21st February 2018)
4. Scottish Co-production Network (2018), 'Background' <http://www.coproductionscotland.org.uk/about/background/> (Accessed 21st February 2018)
5. Osborne, S.P., Radnor, Z. and Strokosch, K (2016), Co-Production and the Co-Creation of Value in Public Services: A suitable case for treatment?. *Public Management Review*, 18(5), pp.639-653