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LIVING LAB: THE CO-CREATION TECHNIQUE

There are many commercial products and services to aid people living with long term health conditions. However, many are limited in their utility and flexibility due to no user involvement in the creation and development process. The design and development of products and services in collaboration with people living with long term health conditions is one way to ensure the user's needs are addressed. Living lab is a methodology based on the involvement of users in the creation, development, and production of a "prototype" of a product or a service. During a living lab session an appropriate participant panel, guided by 2-3 living lab facilitators will discuss and identify their current challenges, solutions and ideal product or service to meet their needs. Living lab facilitators may ask additional, specific questions to help identify user flow. If applicable, the participant panel will also review, evaluate and offer improvements upon existing or proposed products. The co-creation process should engage four key stakeholders in a quadruple helix to ensure that the proposed product fits within the health ecosystem. The co-creation process contains 4 phases; Open design, co-design, co-production and customisation. Each co-creation phase may be worked through sequentially or the living lab facilitator may choose to skip phases, depending upon the needs and innovation stage of the company producing the product or service. This process is flexible and bespoke for each organisation commissioning the living lab. This workshop will provide the opportunity for participants using their own experiences in conjunction with a living lab exemplar to learn about the usefulness of the living lab approach within their own sphere of practice.

Biography

Grahame Smith is mental health nursing academic and a reader in participatory engagement in mental health. He is also a subject head at the School of Nursing and Allied Health. He is centre lead for the Centre for Collaborative Innovation in Dementia, an accredited health living lab- European Network of Living Labs (ENoLL). His specific interests include living well with dementia, user-centric innovation (health), and Living lab.

Bibha Simkhada has background in Adult Nursing (RGN) with PhD in Public Health. She is working as a researcher at the Liverpool John Moores University working in the Centre for Collaborative Innovation in Dementia, which is an accredited Living Lab (European Network of Living Labs) in the UK. She has key role in different research activities around health innovation especially on living lab. Her research interest includes Dementia, Mental health, Health Innovation, Health Inequalities, and lifestyle.

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