



# scottish universities insight institute

mobilising knowledge for a better Scotland

## **SUII Seminar Series – Integrated public services: learning from experience and from each other**

### **Seminar II**

Learning from and working with service users and carers

Tuesday 16<sup>th</sup> January 2018

### **Venue**

Conference Room, University of Edinburgh Business School, 29 Buccleuch Place, Edinburgh EH89JS

### **Programme**

*AM Chair – Marisa de Andrade (University of Edinburgh)*

9.30 Tea/coffee available

10.00 Introductions

10.15 Stephen P Osborne (University of Edinburgh) – A value co-creation framework for integrated services and for working with citizens and service users

10.45 Discussion

11.15 Tea/coffee

11.45 Taco Brandsen (University of Nijmegen) – Co-production between service professionals and service users in integrated services

12.15 Tim Montgomery (NHS Lothian Mental Health Services) – Reflections I: what lessons for practice?

12.30 Discussion

13.00 Lunch

*PM Chair - Tobias Jung (St. Andrews University)*

14.00 Valerie Carr (Snook) – Using service design to learn from and integrate service users in health and social care services

14.30 Discussion

15.00 Tea/Coffee

15.15 Greta Nasi (Bocconi University, Milan) – Using technology to support service user engagement and co-production in integrated health and social care services

15.45 Discussion

16.15 Tim Montgomery (NHS Lothian Mental Health Services) – Reflections II: what lessons for practice?

16.30 Concluding plenary discussion

16.45 Close