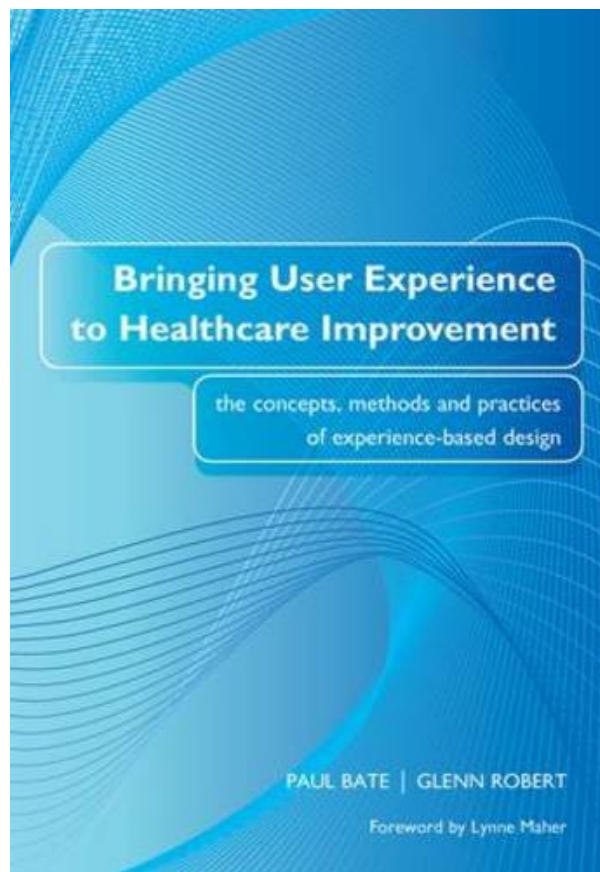
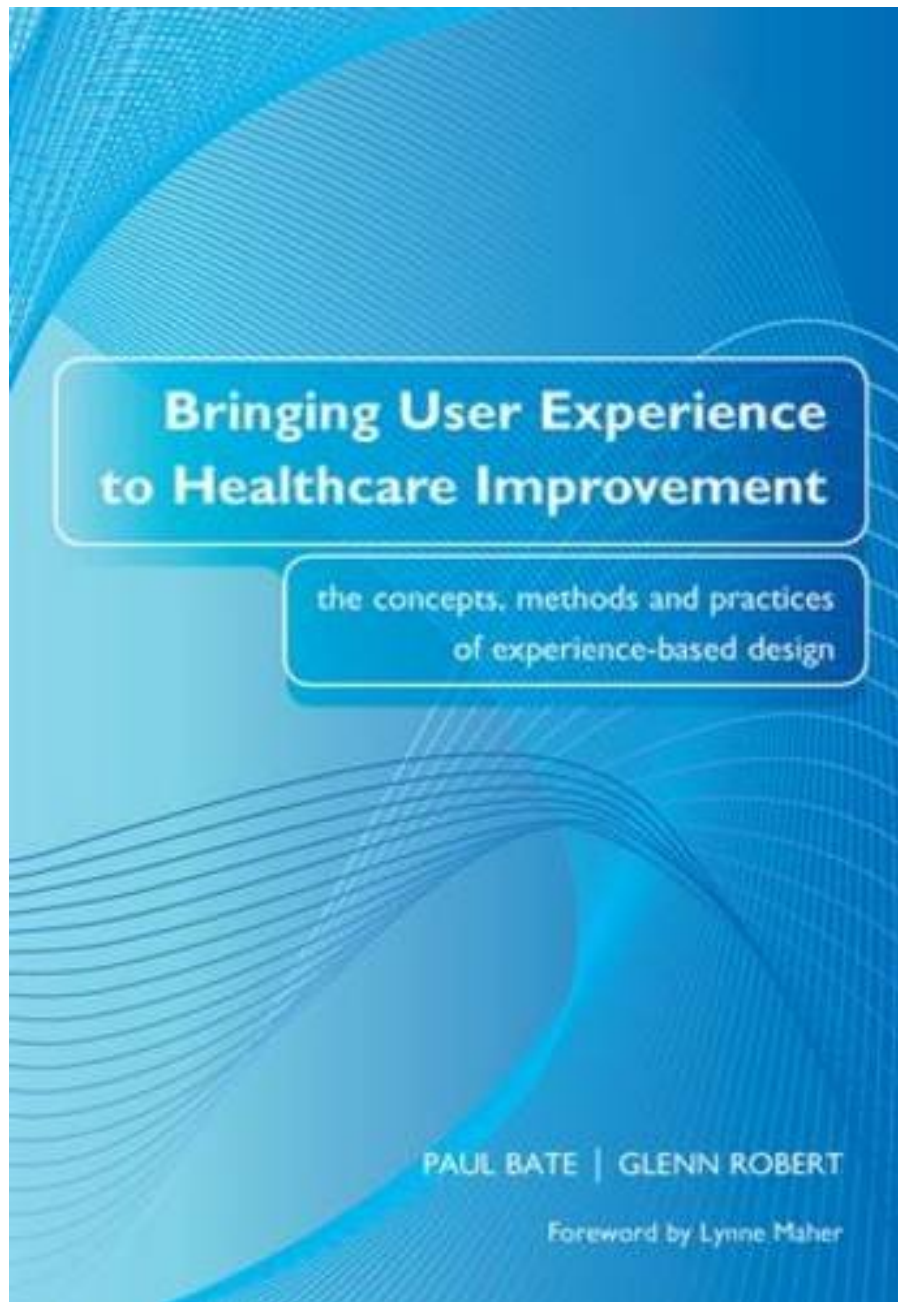


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This work includes a foreword by Lynne Maher. Head of Innovation Practice, NHS Institute for Innovation and Improvement, University Of Warwick, Coventry. "Experience Based Design" (EBD) is a new way of bringing about improvements in healthcare services by being user-focussed. Facilities, healthcare professionals, carers, family and friends are all involved in the patient experience and systems and policies need to adapt to take this into consideration. By exploring the underlying concepts, methods and practices of EBD, this exciting guide offers a unique approach to healthcare customer satisfaction. It offers recommendations for the future and many interesting points for discussion. It will be of great interest to health and social care management, particularly directors of service improvement in hospitals and directors of nursing, health and social care policy makers and shapers, and quality improvement and organisational development specialists in healthcare. Patient groups and national organisations, too will find the book inspirational. 'Experience based design-you cannot do without it. Read this book and it will change the way you think about providing health services for ever.' - Lynne Maher.

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