



Citizen Focused Research and Design
Lessons learnt from a New Zealand Internship

October 15th 2019

Oh, the places you will GO!

- Joining the dots
- Community and Connections
- A Journey of Chance, learning and friendships
- Goal – Making a better safer life for people



*Abby Moore, Product Manager Chiptech
Graeme Moore, MD & Owner Chiptech*



David Hammond, CEO Chiptech UK

**PRODUCT
DESIGN
ENGINEERING**

**THE GLASGOW
SCHOOL OF ART**

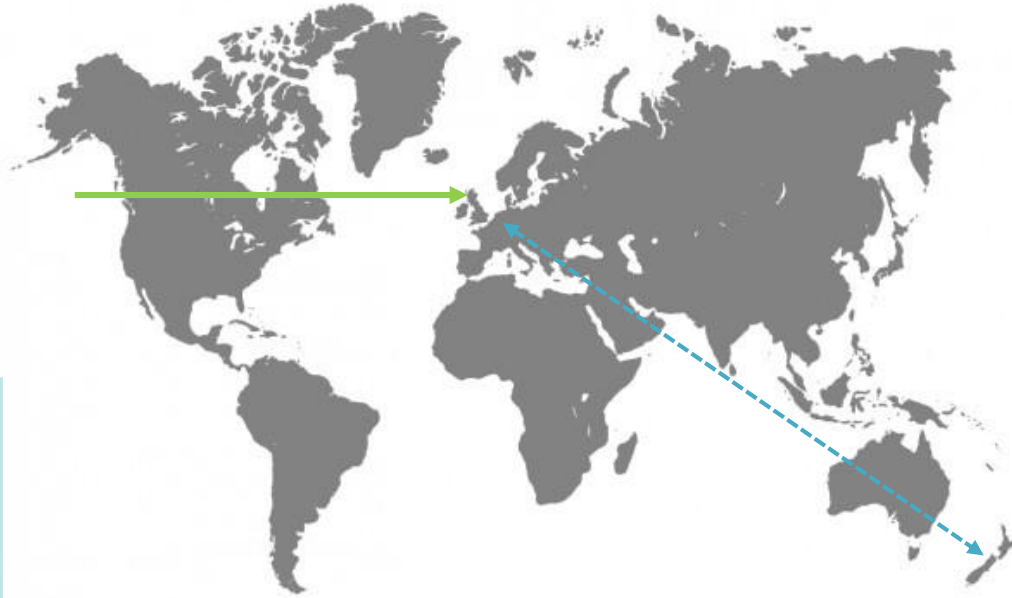


University
of Glasgow

Research collaboration with:

Glasgow City
HSCP
Health and Social Care Partnership

Citizen Focused Research and Design –
UK, New Zealand and Australia



Digital Telecare around the world





Introduction to Telecare and The Digital Challenge at Glasgow University

Accompanied by Glenda Cook, Glasgow Health and Social Care Partnership, John Campbell, Glasgow Council and the Staff at the Glasgow School Of Art

PROJECT OVERVIEW

- User Centred Design Approach – Future of Digital Telecare
- DOUBLE DIAMOND – Discover, Design, Develop & Deliver
- 11 week Glasgow project, 29 Students
4th year Meng Product Design Student
- 71 Adults representing 3 main User Groups
 - *Users*
 - *Carers*
 - *H&SC Professionals*
- Locations included
 - *Campus Briefings*
 - *Housing Communities*
 - *Alarm Receiving Centre*
 - *Community Halls (Day in Life Storyboarding)*
 - *Technology Flat*

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Introduction to

Rebecca Jones & Robert Muller



UK Research – Included Campus Briefings, Housing, Alarm Receiving, Community Halls and TECS Flats



UK Research – Included Campus Briefings, Housing, Alarm Receiving, Community Halls and TECS Flats

Digital Design Requirements in the UK could be broken down to

- Community Engagement
- Reduction of Stigma
- Reduction of False Alarms
- Early adoption
- Easy to use

Joining the dots...

Our Design and Research journey took us to New Zealand!



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CHIPTECH - INTERNSHIP

- ▶ 9 week Internship with CHIPTECH in Christchurch, New Zealand
- ▶ Established in 2000, Chiptech are a leading TECS Design and Manufacturer, creating products to help people remain independent, safe and well in their homes
- ▶ Access to Customer Base, R&D teams, Manufacturing and engaging with Snr Management NZ
- ▶ Regular Skype Calls with Chiptech UK
- ▶ Participation in Community Events
- ▶ Customer Research included:
 - ▶ St Johns, New Zealand
 - ▶ Age Concern, New Zealand
 - ▶ Vital Call, Australia
 - ▶ Safety Link, Australia
 - ▶ Blueforce, Australia



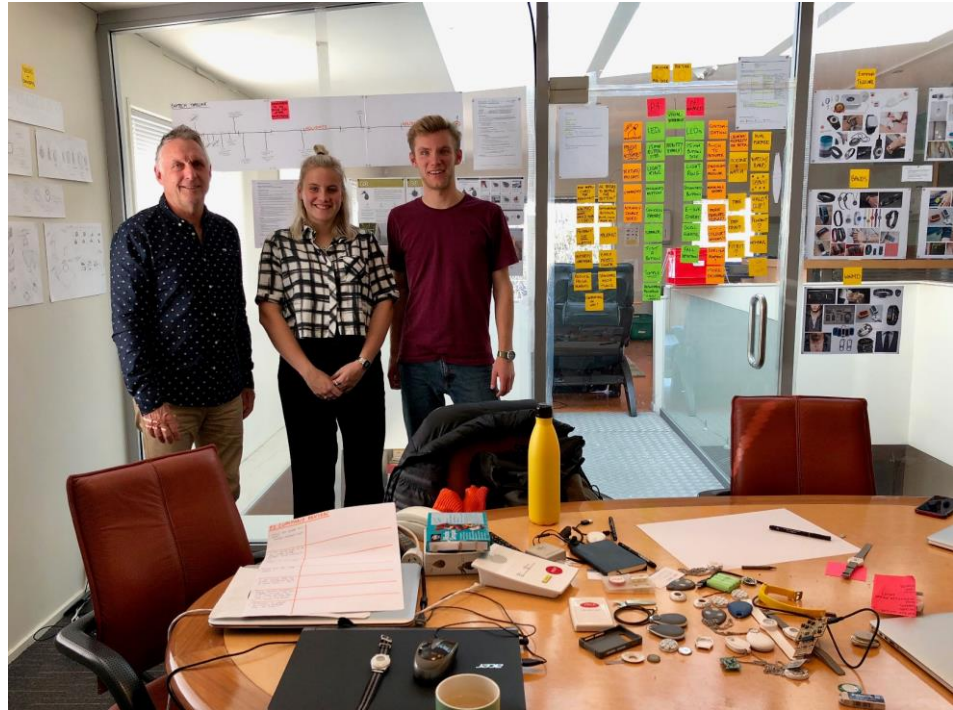
CHIPTECH - INTERNSHIP

Parallels Included:

- ▶ Community Requirement
- ▶ Requirement for more wearable options
- ▶ Early Adoption and breaking down the Stigma of Elderly devices

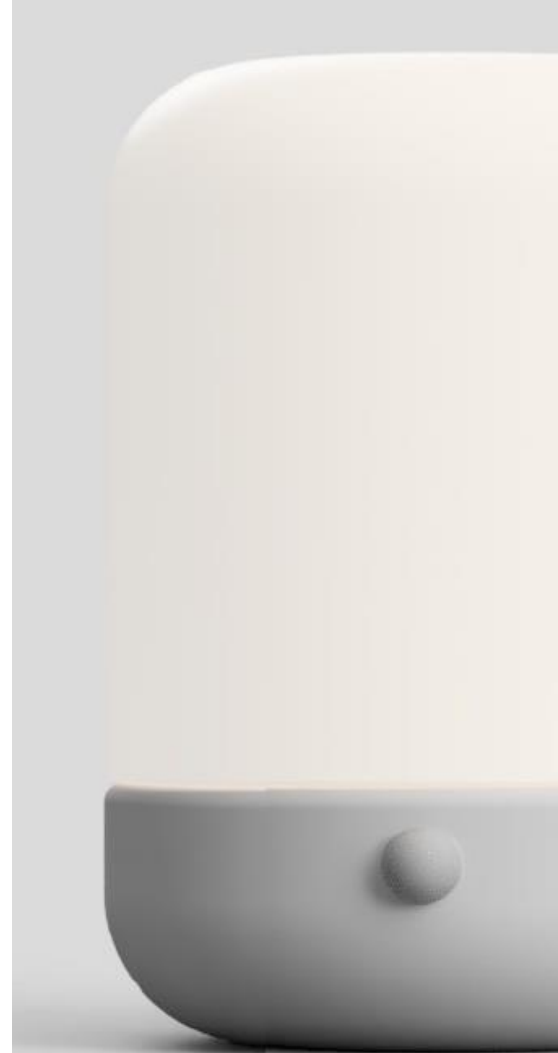
New research findings included

- ▶ What can we do with all the digital data?
 - ▶ AI (Artificial Intelligence)
 - ▶ Predictive Telecare



- ▶ The User based research lasted approx. 10. months and has provided clear product insights from around the world. Chiptech are working on these now.
- ▶ Digital Technology coupled with Community and Communication provides the path for improved Care around the world
- ▶ Chiptech will continue to invest in Education and Research
- ▶ Engagement will continue to be the most important factor in design and Data will be the most important asset for change
- ▶ Robert and Bex have returned to the UK feeling positive changing the global community
- ▶ The future is bright

“Lumi” – One of the new products coming soon.



Citizen Focused Research and Design – Lessons learnt from a New Zealand Internship – THANK YOU!

Bex

Robert

