



OPPORTUNITY





PROBLEM

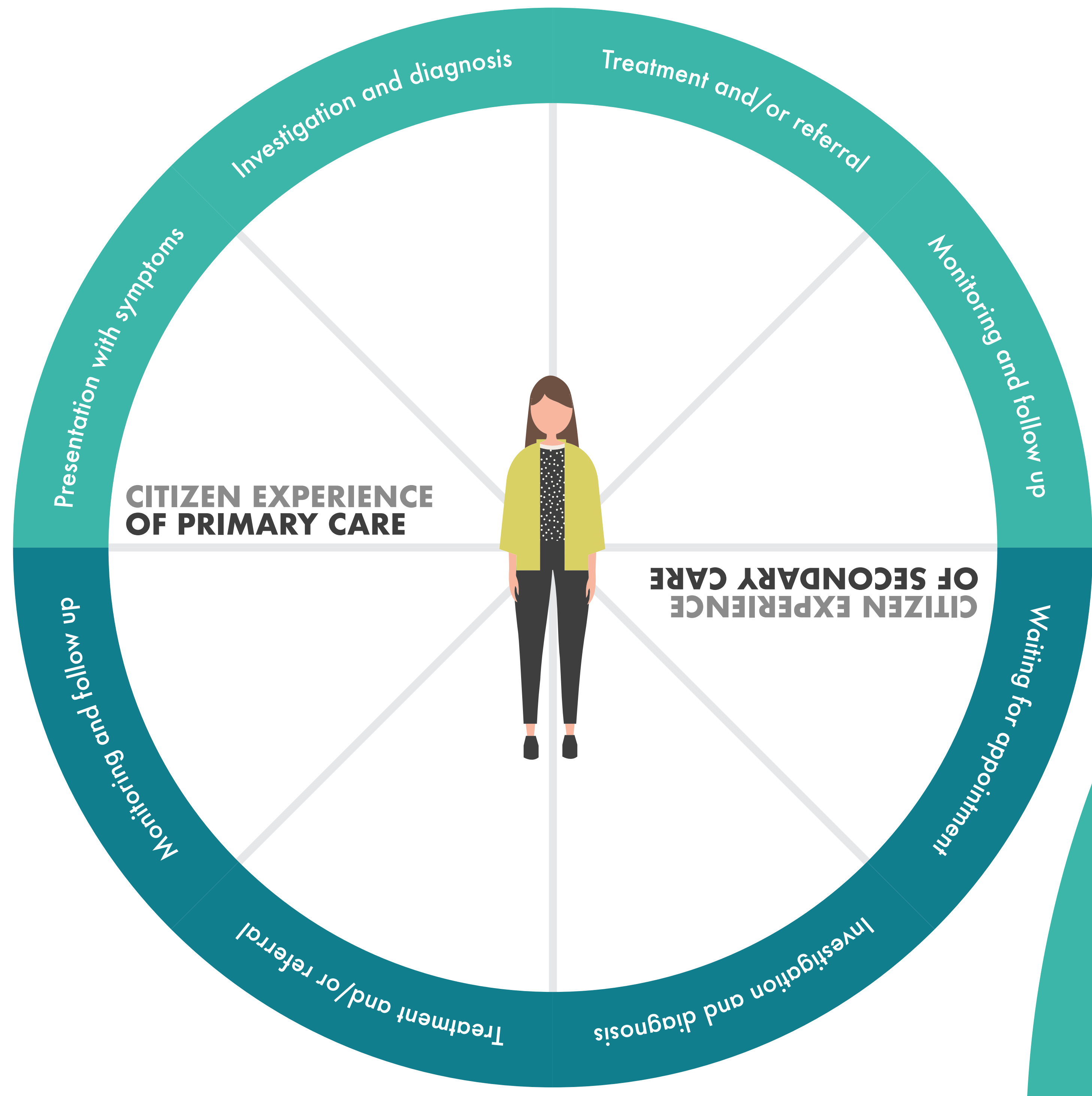


Imagine you work in secondary care.

A citizen presents with Graves Disease.

Following along the circle, map what works well for you and what frustrates you. Consider for example quality of care, quality of information, flow, and waiting times.

What do you need? How do you access it?
How long does it take you? How easy or difficult is it?



Imagine you work in primary care.

A citizen presents with Graves Disease.

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How long does it take you? How easy or difficult is it?

Imagine you are a citizen accessing NHS services.

You experience symptoms of Graves Disease.

Following along the circle, map what works well for you and what frustrates you. Consider for example quality of care, quality of information, flow, and waiting times.

What do you need? How do you access it?
How long does it take you? How easy or difficult is it?