

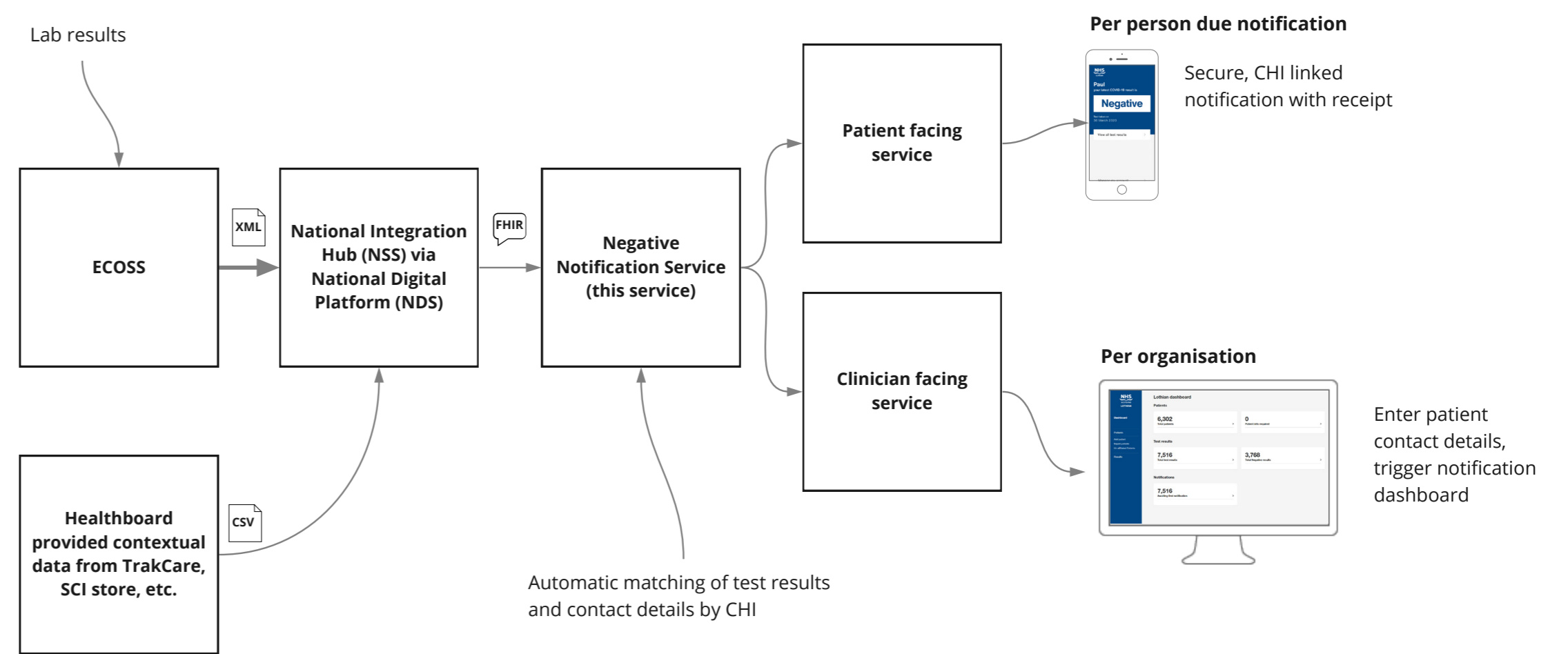
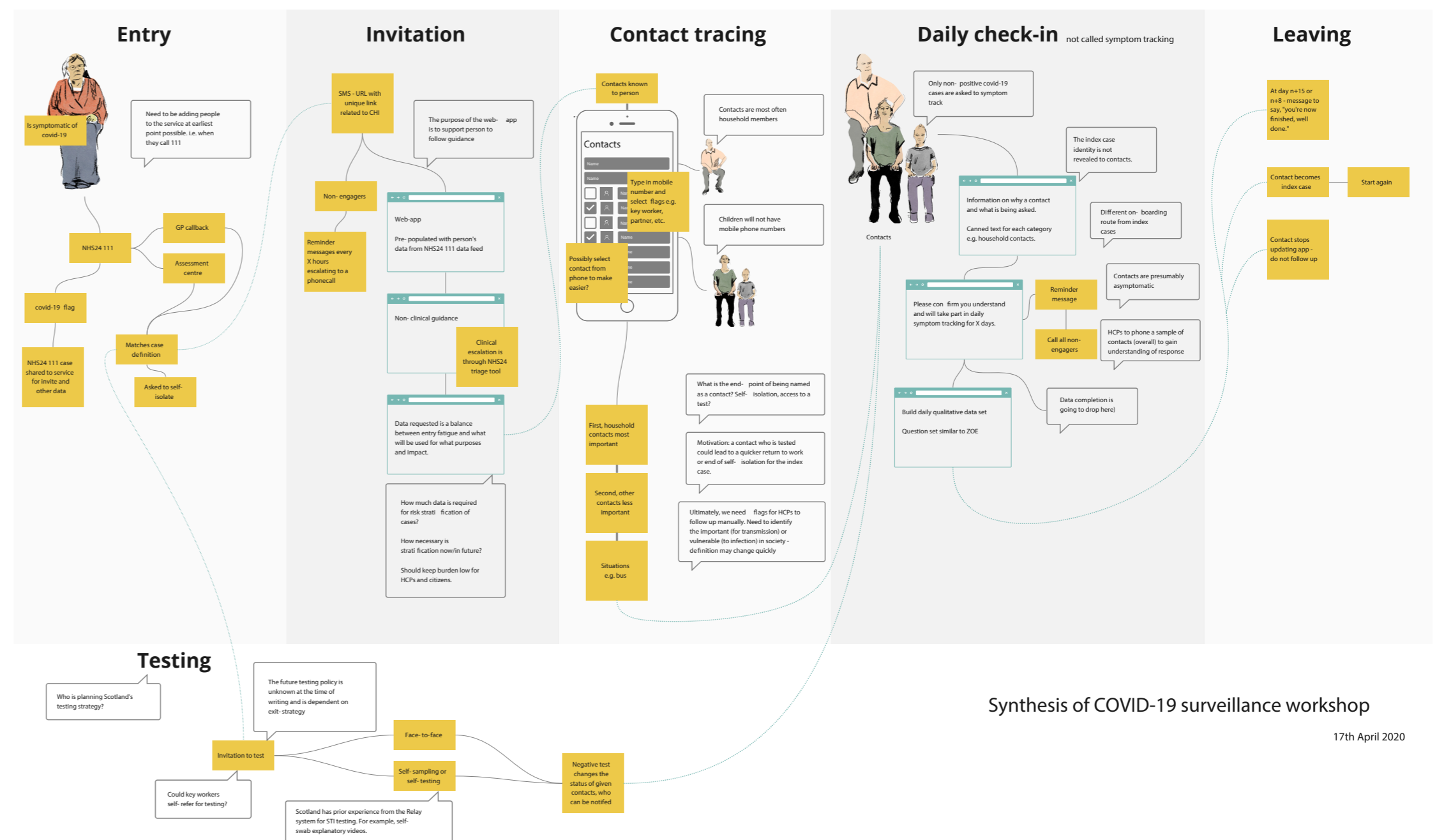
# COVID-19 Public Health Services

## Co-design of three services to support the Scottish Government's Test and Protect Programme.

The DHI led a partnership with Public Health Scotland, NHS National Services Scotland, all fourteen of Scotland's territorial health boards and industry to co-design three services in the early stages of the COVID-19 pandemic in Scotland.

The National Notification Service aggregates test results and delivers them to the public, thus relieving the burden of administering test results. The Simple Tracing Tools supported professional contact tracing during the peak early stage. This service supported Scotland to leave its first lockdown. The COVID-19 Community Co-Management service allowed the public to better self-manage and contribute to contact tracing.

**“The partnership’s approach showed that digital health can have a fundamental role in public health services and can be developed at pace.”**



Using Innovation to Develop Digital Tools for Public Health During the COVID-19 Pandemic. Kate Mark, Jay Bradley, Chaloner Chute, Colin Sumpter, Mahmood Adil, George Crooks. European Medical Journal. 2021.

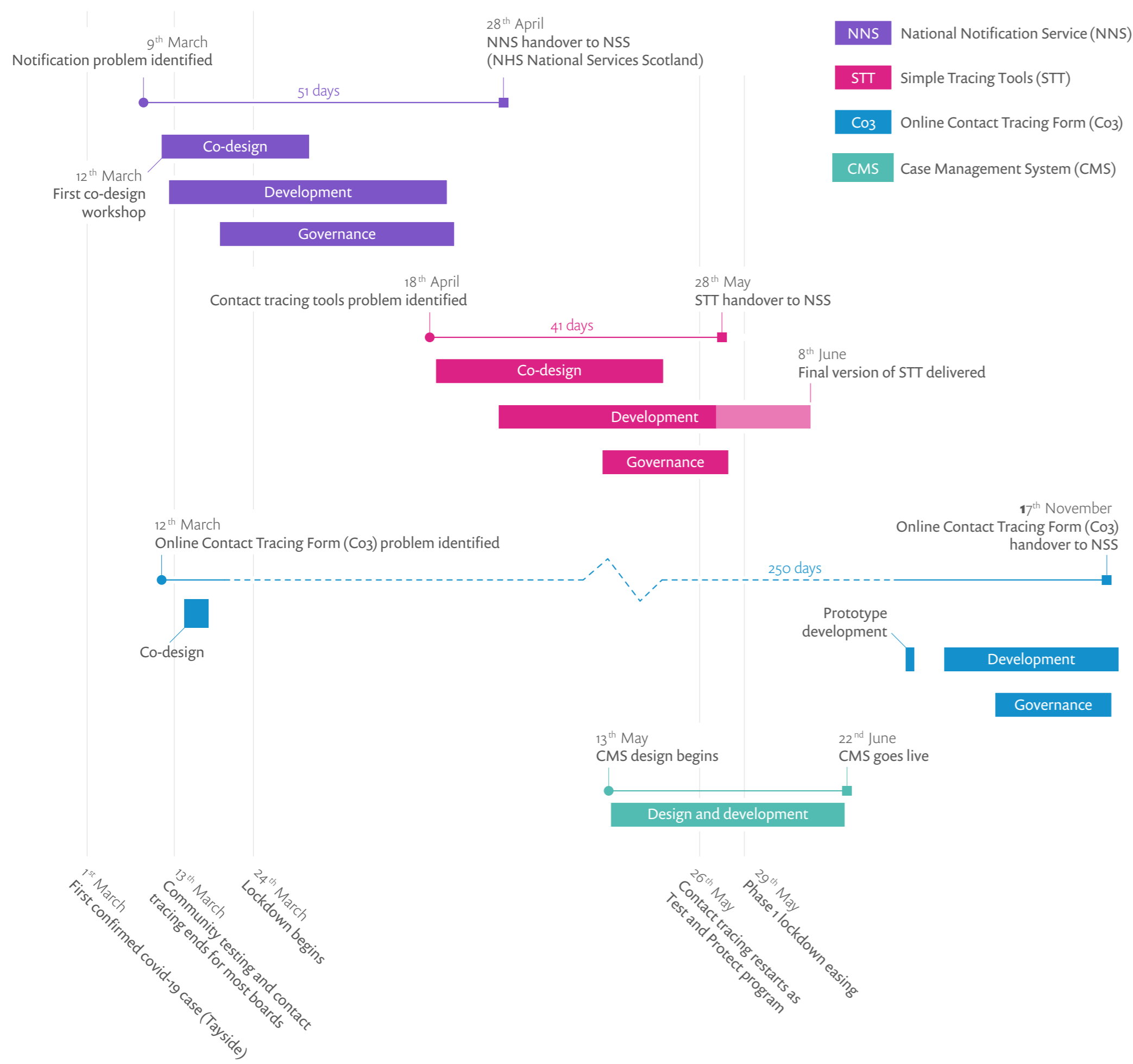
## Translating Insights into Concepts

The DHI led many relevant health professionals in Scotland to co-design the services Scotland needed during the early stages of the pandemic.

Preferences of the participants such as not developing proximity based apps were reflected in the final services.

Participatory design allowed us to design innovative services in a chaotic, turbulent environment and the Scottish Government published some of the DHI's research in their first COVID-19 strategy document.

**“...the partnership chose not to develop proximity apps (as in the UK and beyond), instead focusing on a whole-system digital approach as the preferable solution decided at the workshops by relevant stakeholders.”**



Unpublished. Jay Bradley. 2021.