



Prifysgol Cymru
Y Drindod Dewi Sant
University of Wales
Trinity Saint David

Changemakers: Creativity and Value Creation
Professions (BMHP5014)

Component 1: Online portfolio of set exercises

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Introduction

This portfolio shows my learning throughout the **Changemakers: Creativity and Value Creation**. It includes a range of classroom activities, discussions and reflections that demonstrate my understanding of creativity, innovation and problem-solving.

The portfolio has different topics, including the impact of innovation, creative and systems thinking, leadership, and the use of digital technologies on the improvement of health and social care services. Also presented here is evidence of my participation in training sessions, supported by screenshots and reflective analysis materials.

Completing these tasks helped me develop critical thinking, communication, and teamwork skills. Furthermore, I gained a better understanding of how innovative ideas and evidence-based approaches can enhance the quality of patient care, support healthcare professionals, and contribute to positive outcomes for individuals and communities. Overall, this portfolio reflects my learning and personal development throughout the module.

Innovation is the process what produces new ideas, theories or technologies in practice use that helps with founding healthcare solution and improves patient care. It is important because it creates effective solutions that make patient care being better and improve health outcomes. New vaccines, advanced treatments, and improved medical techniques, all of them can help to patients to get more effective and higher quality care. Example of it is vaccine from COVID-19, which safes million of peoples lives from serious illness. During pandemic lots of scientists developed vaccine using by new technologies such as mRNA vaccines, which helped reduce the incidence of severe disease, hospitalisations, and deaths.

Creativity is the ability that generated useful ideas and develops new ways for solution problems to improve patient care. It is important because every patient is different and for everyone needs new ideas, so it is important because to solve problems, improve communication, and provide personalised care. The one example for it is art therapy for people who have dementia. These therapy helps people to introduce their emotion, improve memory, and encourage social interaction.

Value Creation is the process that improve more important outcomes to individuals, what means providing high-quality, person-centred care that improve patients' health and experience. It is important because it helps health&social care organisations to provide more specific experience for patient and more personalised. The example of it is virtual wards which is int the NHS app it helps for patient to get treatment through app no going out. It allows patient to recover at heirs own and reduce hospital bed occupancy and lowering healthcare cost.

Change is the process when current way moves to better or new way. Change may involve introducing new policies, technologies, treatments, or care practices to improve the quality, safety, and efficiency of services. It is important as it should moves to new technologies, changing ways to the need of patients. A good example of changes is the introduction of electronic health records (EHRs) in NHS hospitals

and GP practices. Before it was on papers, which was more difficult to share record between H&S Care professionals. This improves communication between them and make less errors.

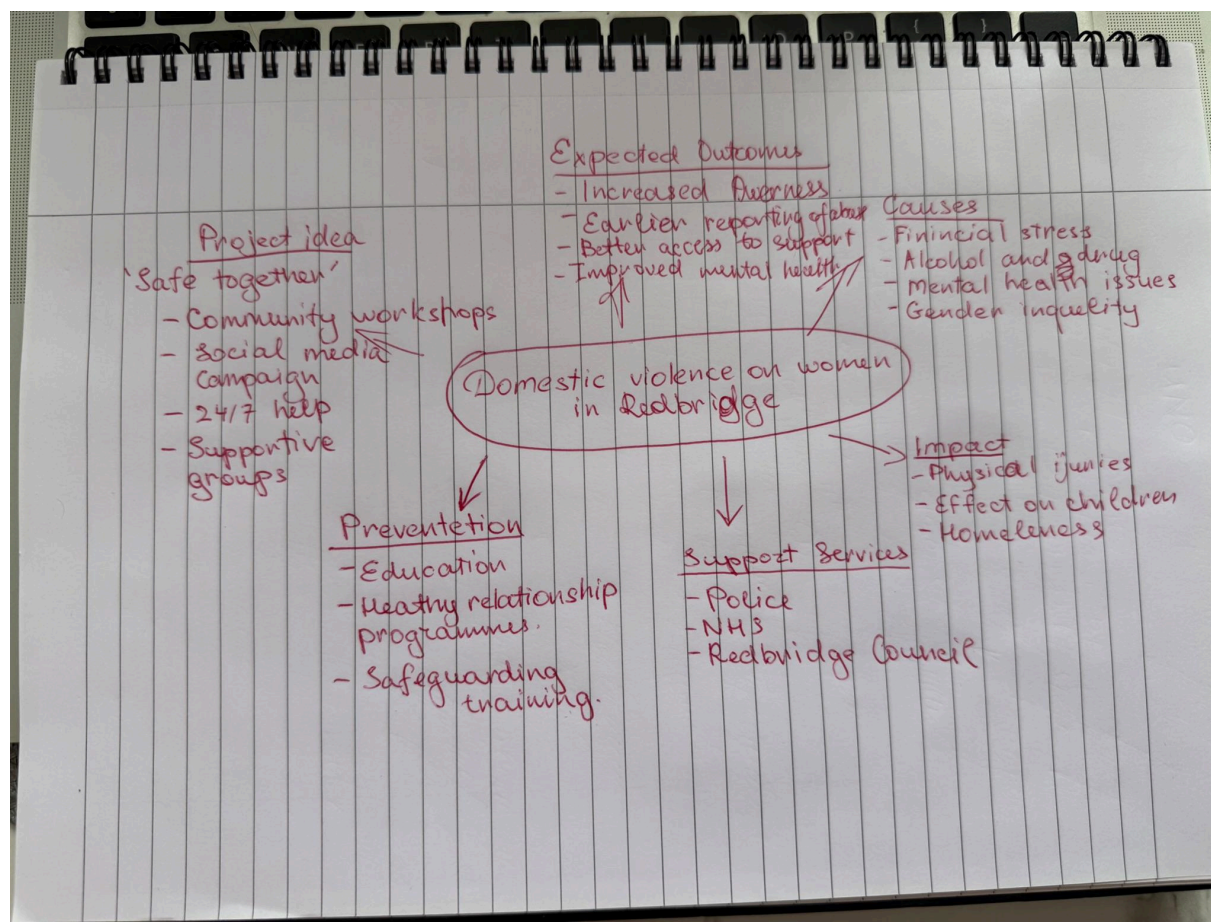


Figure 1 — **Week 2 Forum: Domestic Violence in Redbridge (Mind Map).**

This map shows Systems Thinking approach, which shows how social, economic and health factors are interconnected. Alcohol, drugs, financial stress, mental health issues can increase domestic violence and will lead to poor physical and mental health outcomes. At the same time, limited awareness of support services and fear of reporting abuse may prevent victims from seeking help, allowing the cycle of abuse to continue. These factors are connected to each other and make difficult problems that affect others.

These solutions focus more on the roots of the problem than only consequences. Announcing to the public the problem like that will help to get an earlier report and reduce stigma. Providing consultations, safe accommodation and legal support help victims recover independence. Interagency collaboration among healthcare professionals, social services, the police, and local organisations improves information sharing and ensures coordinated support. Educational programs and public campaigns also help combat harmful stereotypes and foster healthy

relationships. A comprehensive approach that addresses the interconnected causes of domestic violence is more likely to lead to long-term improvements in safety and well-being.

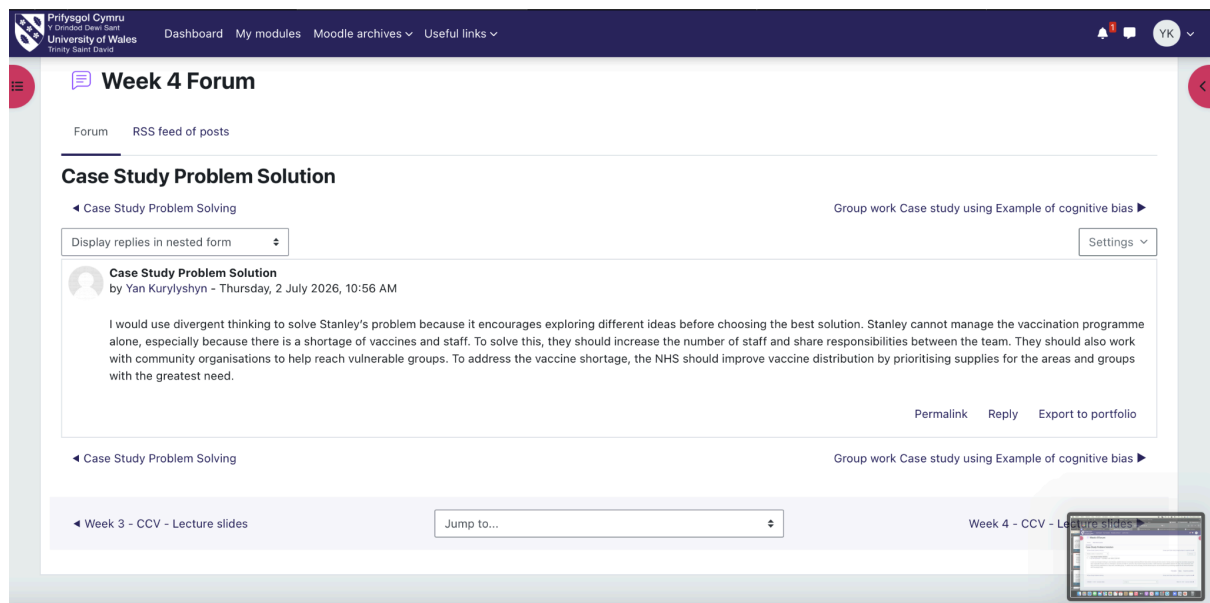


Figure 2 — Week 4 Forum: Case Study Problem Solution.

During activity I was able to understand what Convergent and Divergent thinking, used Gibbs' Reflective Cycle. So the difference between them is that divergent thinking generates many different ideas of solution when convergent thinking focus on practical way to solve. During activity we chose divergent thinking as it makes many ideas to approach. This experience showed me how people think in different way. For me more divergent thinking is natural to me as I generated many ideas to find solution. In the next time I'll be more confident in discussions and sharing with my opinions.

One of innovation in NHS became Virtual Ward. It helps people to get treatment at their own through remote monitoring and contact with healthcare professionals. This innovation was needed to reduce pressure for hospital beds, reduce waiting time for patient and deliver higher service and with high quality care to patients. Creativity played a key role in this innovation by mixing digital technologies with traditional clinical care. Patient could monitor vital signs remotely and contact to healthcare providers quicker instead going to hospital. The value made more comfort and independence for patients, reduces risk of infection spread. Also people who needed hospital treatment were prioritised by staff. Evaluation showed in South East England the implementation of this innovation helped to reduce emergency hospital admissions and got economic benefits. Overall, 'virtual wards' are effective innovation that improve patients outcomes and makes more sustainable healthcare system.

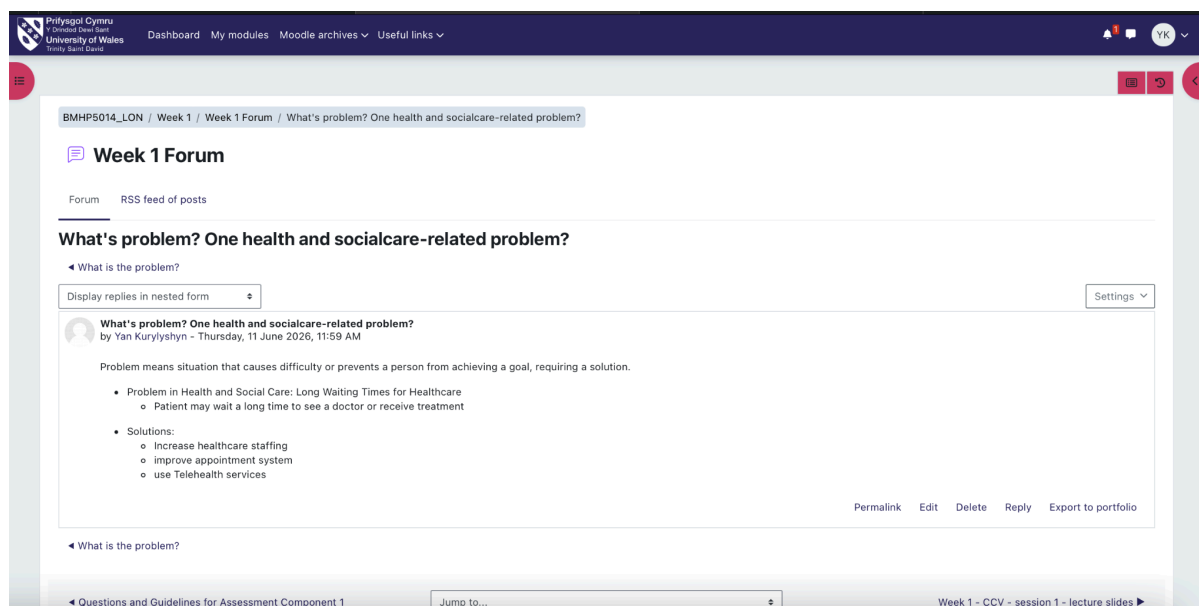


Figure 3. Classroom activity identifying the problem of long waiting times in healthcare and discussing possible solutions.

Long waiting times are a significant problem within the NHS because they can delay diagnosis and treatment, worsen patients' health and reduce satisfaction with healthcare services.. Solution is:

- Increase healthcare staffing, which means that the government needs to increase spaces for doctors, nurses and healthcare assistants. It allows them to be seen each day and also reduce staff burnout.
- Improve appointment system, which means using a more efficient appointment booking and medical triage system makes it possible to admit patients based on the urgency of their condition. Online booking, reminders, and appointment schedule optimisation help reduce the number of missed visits and ensure a more efficient use of available time.
- Use telegraph services. Telegraph enables patients to communicate with medical professionals via telephone or video link for routine consultations and follow-up appointments. This reduces the number of unnecessary visits to hospitals and general practitioners, thereby making in-person appointments more accessible to patients requiring more serious medical care.

Long waiting times are a serious issue in the NHS, as that delays treatment for patients and effects on bad patients' experience.

Siciliani, Borowitz, and Moran(2013) explain that long waiting times are mostly caused by high patient demand, staff shortages, and limited hospital resources. Kreindler(2010) explains that waiting time is caused by poor organisation within the healthcare system. Using systems theory, the article demonstrates that delays can occur when hospitals, general practitioners, and community services fail to collaborate effectively.

Both these articles agree that the issue was caused by systematic issues rather than individual staff healthcare. However, the first one focused on staff when another one

on the organisation of healthcare.

Exploring Digital Innovation in Health and Social Care

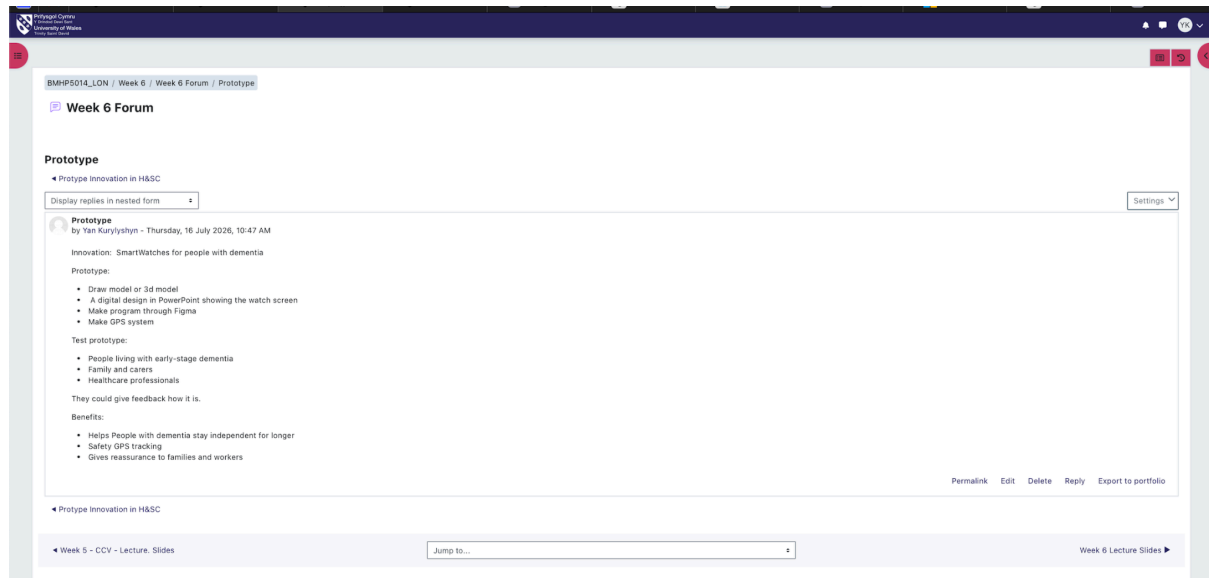


Figure 4. Classroom prototype activity showing a smartwatch concept designed to support people living with dementia.

1. Benefit of Wearable Technologies .

Technologies such as smartwatches help people manage their conditions when they can monitor their health for all day. Devices like that can measure heart rate, physical activities, sleep and blood oxygen. So it helps healthcare professionals to collect data from watches and use it to identify problems early and provide support. According to the Technology Acceptance Model(Davis,1989), mostly of people use digital technology when it's helpful and easy to use. This can help improve self-management, which will be good for hospitals as it reduce hospital visit and can for for long-term. For example people with dementia can use this device to monitor their heart rate and use GPS if they lost or receive an alert if it becomes abnormal.

2. Electronic Health Record (EHRs)

This technology really helps for healthcare professionals because it gives access and share patient information quickly and securely. EHRs reduces the risks of errors and repeated tests. This is helpful for healthcare professionals to make right decisions and provide safer care. For example, if patient visits emergency department, professionals can immediately have access to their records, allergies, and current medicines. Also it make clearer communication between healthcare staff where this can effect in good way for patients' outcomes.

3. Digital technologies for disease prevention and health promotion

Digital technologies can help people be healthy by introducing healthy lifestyle and

preventing any illness. There are lots of apps which can remind to people about exercises, health eat, take medicine and health appointments. For example NHS app can remind about appointment and also easy to book in GP's. Also there can have information about medicine which should take, receive advice on healthy lifestyle changes.

NHS Leadership Framework is national standard for clinical and non-clinical manager understand and improve effective leadership behaviours. It contains nine main dimensions: inspiring shared purpose, leading with care, evaluating information, connecting services, sharing the vision, engaging the team, holding to account, developing capability and influencing for results. These behaviours represent the right way to support staff, make informed decisions, communicate goals and improve connection between health and social care services. This model is important as leadership behaviour affects workplace culture, staff, wellbeing and the quality of patient care. For example, leaders who are creative they can make safe environment where staff can confident during the work.

A leader with care means that person understands individual needs and strength of team members and creating a supportive and safe work environment. A leader can encourage creativity by listening staff, respectfully reacts to their situations by suggesting new solutions for better services. For instance, the manager of a care facility might invite staff to develop ideas for reducing social isolation among residents and then support a small-scale pilot of the most practical idea. This aligns with the concept of transformational leadership, as such leaders motivate employees through encouragement, a shared vision, and personal support. When staff feel valued, they are more willing to offer ideas, participate in changes, and contribute to improved treatment outcomes or service quality (Bass and Avolio, 1994). The NHS (UK National Health Service) leadership model also highlights caring for staff and fostering teamwork as key leadership qualities.

Reflective Journal

Studying this module has significantly deepened my understanding of creativity and value creation in health and social care. Previously, I associated creativity primarily with the invention of groundbreaking technologies. I now realise that a creative approach can also involve improving communication, redesigning service delivery, or finding more person-centred methods of patient support.

Working with mind maps helped me visualise the interconnections between causes, consequences, and potential solutions. Exercises in convergent and divergent thinking demonstrated that teams need to first generate a wide range of ideas and then carefully select the most practical one. Exploring digital technologies—such as wearable devices and electronic health records—showed how innovation can create value by enhancing safety, accessibility, and service efficiency.

The NHS leadership model helped me realise that leaders must support their staff and create an environment where their ideas are taken seriously. In my future professional practice within the healthcare and social services sectors, I intend to listen to colleagues and service users, base my decisions on evidence, and remain

open to changes that can improve the quality of care.

To analyse my learning experience during this module, I used Gibbs's (1988) reflective cycle model. Before the module began, I believed that a creative approach primarily entailed the development of new technologies. I now understand that creativity also encompasses improving existing services, problem-solving, and finding solutions that are person-centered and deliver tangible benefits to patients and service users. My perspective was particularly shaped by activities such as creating mind maps and exercises designed to foster convergent and divergent thinking. These activities demonstrated that effective problem-solving requires understanding root causes, working collaboratively, and exchanging ideas before reaching a final decision. Exploring digital innovations—such as electronic health records and wearable devices—also helped me realize how innovation can enhance the quality and safety of healthcare.

Moving forward, I will apply the skills acquired during this module: listening to colleagues, using evidence to substantiate decisions, and remaining open to new ideas. This module demonstrated to me that a creative approach is a vital component of delivering high-quality, person-centered care.

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