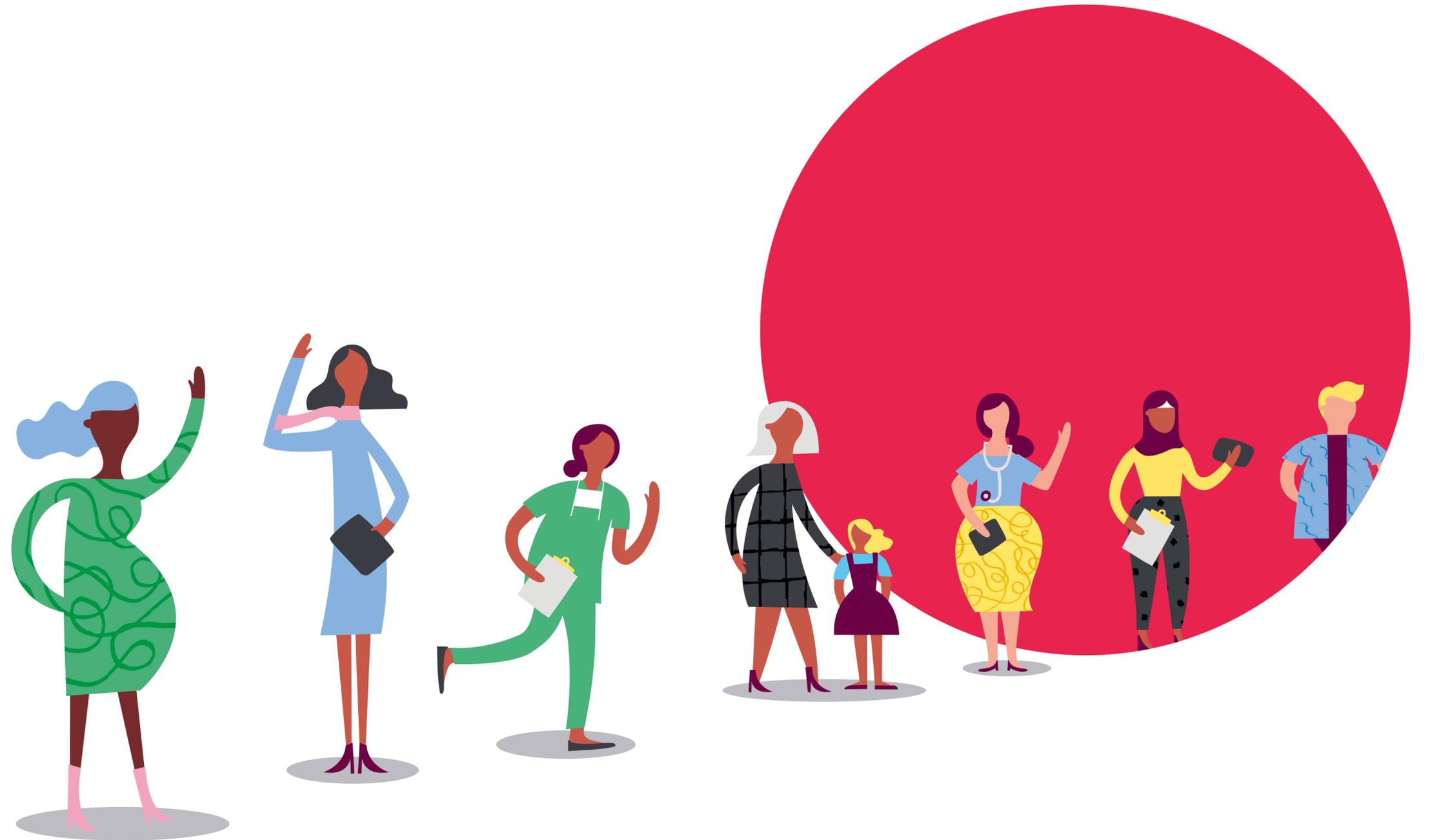


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# Impact Report 2024



To get involved visit [thiscovery.org](https://thiscovery.org)

# Welcome to our 2024 impact report

## Our values

“At Thiscovery we exist to support better health and care. We connect our clients to the experience and expertise of patients, staff and the public to allow them to create better products, policies and services. We do this by engaging the people who use, deliver and influence health and care in research projects on our online platform. We use our research design and management expertise and the very best user experience methods to deliver robust, actionable information to clients quickly and efficiently.

It all comes down to the fact that healthcare products and services are better when patients and health professionals are part of their development. In this, our first impact report, we've picked a few recent projects which show how this works in action. From groundbreaking guidance developed for remote health monitoring based on insights from kidney patients and clinicians, to understanding from professionals why surgical hubs are proving successful and harnessing that insight to help more patients.

We're also creating connections so that the ripple effect of our work goes beyond our projects, whether that's bringing our partners together in person at our first ever collaboration event, or creating supportive online communities for the people contributing to our research.

Finally, to fully understand us you might be interested in our values. These really are more than just words – they're the bedrock of everything we do and how we do it. We'll keep living these values in 2025 to make sure we deliver more projects to create positive change in health and care.”



**Ruth Cousens**  
Chief Executive Officer  
Thiscovery



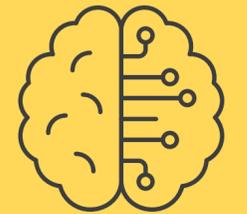
**Dr Jag Ahluwalia**  
Chair  
Thiscovery



**Innovation**  
Build a better way



**Rigour**  
Base it on evidence



**Pragmatism**  
Focus on what's useful



**Inclusivity**  
Empower everyone fairly



**Expertise**  
Champion knowledge, skills and experience



**Integrity**  
Take responsibility and secure trust

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# Our year in numbers

In 2024 we:

**18**

Ran 18 **projects**

**24**

...featuring 24 **tasks**

**37**

...with 37 **partners**

**2,781**

...which allowed us to generate 2,781 **contributions across all of our projects and tasks**

**86%**

of participants rated their Thiscovery experience as **'good'** or **'very good'**

**1**

Supported the launch of 1 **national pilot** informed by insights gathered on Thiscovery in an earlier project

**1,804**

Welcomed 1,804 new **Thiscovery users**

**12,487**

...expanding our **total crowd** to 12,487

**9**

Created 9 **individual project communities**

**431**

...for 431 **community users**

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# Shaping new remote monitoring health technology

Insights from people living with chronic kidney disease are informing future healthtech across a range of long-term health conditions

Previous studies have shown an opportunity to improve the lives of people with chronic kidney disease if they had access to devices which monitored their kidney function. We worked with the team at the What Works Centre for Wellbeing to understand what patients and staff wanted and needed to make this kind of device a success. The resulting guidance can be applied to the development of future personal healthtech devices, reducing reliance on in-person healthcare visits and giving patients more autonomy over their condition.

## How it worked

We consulted with 120 targeted participants - 80 people living with kidney disease and 40 renal healthcare clinicians. By putting their differing experiences at the centre of our project we could design tailored engagement methods and make sure they knew that their answers were leading to real-world solutions.

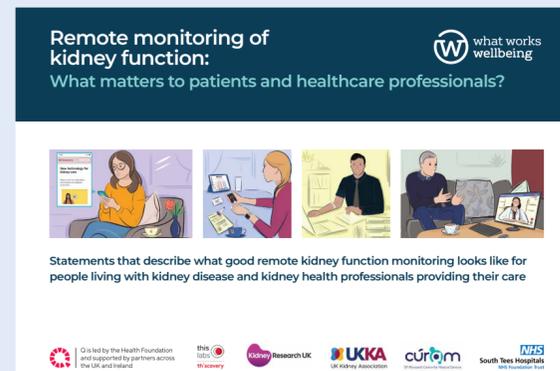
The engagement from participants on this project was deep, detailed and highly specific, resulting in the team developing evidence-based core service principles to underpin the provision

of remote kidney monitoring. Crucially the team could also show how this insight can be used to complement two existing frameworks from the NHS and NICE.

## Outputs and outcome

Projects like this are creating real change in UK healthcare. The team has built a guide to what matters to patients and healthcare professionals for remote monitoring of kidney function, released in early 2024.

This guide offers practical guidance with applications beyond kidney monitoring. The approach developed through this project can also be applied across multiple settings: for device developers, evaluators of remote devices and technologies, and NHS Trusts' commissioning and procurement, clinical standards, and auditing and improvement activities.



“What we were able to do through Thiscovery and their platform was produce a resource that was much richer than we anticipated; that gave us a broader and deeper understanding of the challenges for healthcare professionals and people living with kidney disease.”



**Joanne Smithson**

Head of Implementation and Learning  
What Works Centre for Wellbeing



what works  
wellbeing



# Expanding our reach and our impact

**We're building a community of people who understand that working together creates powerful and positive change. Our approach is one of the reasons we can unlock insights at scale, work with our partners at speed, and ensure a diversity of participants and responses.**

**Breadth and depth of insight:**

Our biggest asset is our crowd of participants. This now stands at more than 12,000 people - patients and professionals - who have directly contributed to projects on Thiscovery. It's their knowledge, experience and expertise which ultimately gives our partners the insights needed to create real change.

**Peer to peer support**

A growing part of our platform, specifically for participants, is the provision of online spaces for people supporting individual projects to connect, share and learn from each other. With one project exploring views on emergency laparotomy pathways, for example, we've created an invitation-only community of around 150 members, all with professional experience of the pathway from the emergency department to the operating theatre.

**Bringing people together**

In September 2024 we hosted our first Thiscovery Together event. We brought together some of our participants, partners and wider healthcare organisations, to celebrate the power of large-scale collaborative approaches to create improvement and innovation, and to reflect on our impact so far. We heard from partners who've worked with us on maternity care, sepsis research, and medical technology, and we announced our series of newest projects on mental health support, dementia diagnosis, cancer screening and missing hearing devices in hospitals.

**Wish you'd been there or want to re-watch the day's sessions? You can find them all here in our dedicated playlist on YouTube**



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## Improving post-sepsis care and long-term outcomes

Using patient, caregiver and staff experiences to reduce hospital readmissions for sepsis survivors

Patients who survive an admission to critical care from sepsis often have an exceptionally challenging recovery journey in the following months and years, with many experiencing psychological, cognitive and physical difficulties. As a result, up to 60% of survivors are readmitted to hospital in emergency circumstances in the year after their initial discharge. This can have a significant impact on the person themselves, their family and the healthcare system.

Working with the research team at THIS Institute and the team at Sepsis Research FEAT, we have been collecting examples of individual experiences of sepsis survivors and those who oversee their care.

### How it worked

Since 2023 we have heard the experiences of 200+ people: sepsis survivors, their family members, and staff caring for those diagnosed. The project's first phase included an online survey customised to meet people's differing experiences. The second phase, held in summer 2024, invited a representative sample of participants back to take part in individual 1-1 online interviews. The teams are using these contributions to develop an intervention which can support patients and caregivers and improve long-term outcomes.



**“The Thiscovery team helped tailor our approach to ensure that people from diverse backgrounds could access this research project. The findings from this work have helped us understand the longer-term impact of sepsis for patients, family members and the healthcare system.”**



**Professor Jo McPeake**  
Professor of Nursing  
THIS Institute

**THIS.**Institute The Healthcare Improvement Studies Institute

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**“Thiscovery provided us with advice on survey design, and rapidly built us an online survey that could be sent to staff at elective hubs. We shared the results of the survey with our GIRFT colleagues in the NHS to provide them with more insight, and we intend to publish our results in early 2025. We’ve had great support from Jenni and the Thiscovery team, and we’ll definitely use them again.”**



**Carl Mayers**

Assistant Director and Head of the Improvement Analytics Unit  
The Health Foundation



## Understanding how elective surgical hubs are working

**Collecting insights from healthcare professionals on elective surgical hub processes and outcomes**

Elective surgical hubs have been widely introduced across the NHS in England with the aim of increasing elective surgery throughout, improving patient and staff experience, and optimising the use of resources. They perform planned care only and should have facilities and staff which are dedicated to the hub, separating the elective work from emergency patient flows. In response to widely varying local circumstances, elective surgical hubs differ in their design and set-up, but all aim to deliver more efficient and effective care.

The Health Foundation has been working with NHS England and Getting It Right First Time (GIRFT) on an evaluation of these hubs. With our support the teams have been able to record in-depth first-person stories and hear what’s working and what could be improved from healthcare professionals working in and with elective surgical hubs directly.

### **How it worked**

This project used a target online survey to explore, in depth, staff and stakeholders’ views on how hubs are currently working. Over 4 months we heard from 83 stakeholders. The findings from this consultation are being used to supplement the broader evaluation, to help GIRFT to develop the most effective advice and support for hubs across the country.

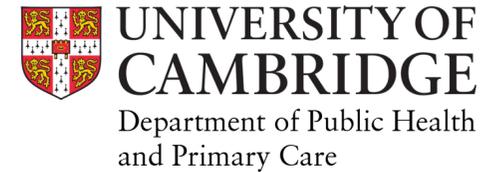
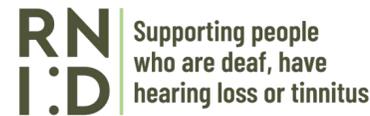
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# Our partners

The healthcare, research and third sector organisations we've worked with to run and recruit for projects during 2024. If you'd like to join them in 2025, we'd love to hear from you: [hello@thiscovery.org](mailto:hello@thiscovery.org)



Q is led by the Health Foundation and supported by partners across the UK and Ireland



With special thanks to Healthwatch Surrey, Healthwatch Essex, Healthwatch Barnet, Healthwatch Hackney, Healthwatch Stockport, Healthwatch Tower Hamlets, Healthwatch Derby, Healthwatch Shropshire, Healthwatch Havering, Healthwatch East Sussex, Healthwatch Norfolk, Healthwatch Southwark, Healthwatch Northamptonshire, Healthwatch Devon, Plymouth and Torbay, Healthwatch Wolverhampton, Healthwatch Sheffield, Healthwatch Westmorland and Furness, Healthwatch Sunderland, Healthwatch York, and Healthwatch Warwickshire.