

Activity	Aim	Process	Workshop #
Persona Cards	Find out information about the participants and their experience of assistive technology	<p>Participants were invited to complete an A5 persona card. This included questions on:</p> <ul style="list-style-type: none"> - Best thing about their job - One thing that would make their job easier <p>Responses to the questions were used to facilitate discussion between the participants and researchers.</p>	1-5
Current custom AT user-journey map review	Gather feedback on the current user journey for prescribing custom assistive technology	Participants were presented with all of the steps and resources involved in prescribing a custom assistive device for a patient (anonymised). Participants were asked to comment on the journey map to identify areas they feel could be improved.	1
Review of current Digital design and manufacturing process	Gather feedback on the current process for designing and manufacturing custom assistive technology using DDM	Participants were presented with a flow chart summarising the digital design and manufacturing. Participants were asked to mark which stages they would currently feel comfortable with and what were the facilitators and barriers to improving this process.	1
Your role in custom AT delivery	Identify the current confidence level of participants being involved in the custom AT process.	Participants were presented with key steps identified as being key to the provision of a custom AT. For each step, participants were asked to mark on a scale how interested they were in being involved (from “as little as possible” to “as much as possible”) and provide a comment on their response. Additionally, participants were asked to comment about their most recent experience of prescribing AT for a client (scale of “negative” to “positive”)	2-5
Services user journey map	Identify the current steps involved for different services in providing assistive technology	<p>Participants were presented with a sample user journey map for the custom AT process to provide them an example.</p> <p>Participants were asked to consider their own service and identify the stages from patient referral to provision of equipment and/or onward referral to a more custom solution being required. Participants were asked to think about the location of appointments, equipment used, who was involved, the resources involved and timescale of which process happened. Prompts were provided to help guide participants.</p>	2-5
Ecosystem map	Identify the different stakeholders to be consider within a custom AT process	<p>Participants were asked to think of all the relevant stakeholders involved in the process of providing assistive technology. This ranged from an individual level to a systems level. Individuals put ideas on sticky notes and categorised them into:</p> <ul style="list-style-type: none"> - Immediate influence - Local influence - System based influence <p>Depending on the influence of that individual/organisation on the process of providing customised AT.</p>	1-5