

Service design and handbooks

Put the knowledge behind a service into a form another person can use.

A service can depend on knowledge held by a few people. IAE turns that knowledge into a clear service map, working guidance and handover arrangements, connecting regulatory judgement with the decisions staff meet each day.

A useful first output

Begin with one journey. Leave with a service map and a handbook module your team can put to work.

For the organisation

Your team has a shared reference for who decides, who acts and what confirms a complete handover. New contributors have somewhere useful to start.

For the people it supports

People using the service can understand the next step and where to ask for an update, without needing to understand the organisation behind it.

Review the benefit

Check whether staff and service users can identify the next action and responsible role.

Bring the handover or recurring question that needs a clearer answer.

Explore the relevant IAE work and choose an enquiry route at iaeconsults.co.uk/working-together.html#offer-01

Prepare a useful first conversation

Use this sheet privately to shape a short outline. It is not an application, agreement or request for medical information.

Who is the work for?

Name the intended users and what they need to do. This keeps the output connected to a real task.

What is difficult now?

Describe one recurring question, handover or resource gap. An example helps define the work.

What would help first?

Choose a manageable output and how someone would use it. This prevents the brief becoming a list of activities.

Who should review and maintain it?

Identify the appropriate role and any format, language or timing needs. These shape the handover.

Leave out personal medical records and confidential case details. Keep or edit this on your device. Nothing is sent by downloading or completing this sheet.

Choose the appropriate contact route at iaeconsults.co.uk/working-together.html. Scope and arrangements are agreed before work begins.