This guide sets out guiding principles of service redesign and outlines the steps involved.

Service redesign is an approach to improving outcomes and efficiency in health by developing whole patient pathways.

General principles for good service redesign are that it should:
- follow the patient’s journey or pathway of care
- be clinically led with facilitation and help from all clinical support services
- involve all stakeholders (e.g. clinical staff, senior management, patients, support staff)
- promote effective team working
- focus on improving the patient’s experience and outcomes of care
- follow a structured methodology.

There are a huge number of tools for service redesign and there may also be an agreed local approach as part of a wider programme. It is important to agree with commissioners which approach should be followed to ensure the quickest possible approval of the outcomes.

Whichever approach is followed, the following steps will need to be undertaken:
- getting started - define scope, set objectives, set terms of reference, build team, develop communication strategies
- current situation - map existing pathways, analyse current processes, identify best practice, assess needs of customer and service provider, identify unmet needs
- visioning - create new concepts, seek novel solutions, design new process, define infrastructural changes
- piloting - develop implementation plan, develop support mechanisms for implementation, disseminate new concepts and processes, review the pilot and respond to feedback
- implementation - roll out innovations, provide support, monitor benefits and provide feedback, sustain benefits.