Patients at the Heart of Care

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Chief Executive

Patients Association

The Patients Association

- Nearly 50 years old, independent national charity
- Listening to patients, speaking up for change
- Helpline 7,000+ enquiries a year
- Campaigning
  - Media
  - Stakeholders
  - Consultation submissions
  - All Party Parliamentary Group on Patient and Public Involvement in Health
  - Local Ambassadors

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Why Patient Centred Care Matters

- To ensure patients are treated as people not statistics
- To make sure patients have access to the right information
- *No decision about me without me*
- To inform and improve healthcare

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Patient Stories

"As you can imagine, my mother was horrified when she then turned up in Hospital to discover Dad sat beside his bed, quite literally sitting in his own faeces…In general during dad's time in hospital the nursing staff treated him as an object that they had to treat rather than a human being who should be included in his care and given the dignity that he deserves."

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Care Campaign

- **The CARE Challenge:** As a minimum, all patients should get assistance when they call for help, encouragement to eat and drink, assistance with going to the toilet and have their pain addressed.
- Care stands for:
  - C – communicate with compassion
  - A – assist with toileting, ensuring dignity
  - R – relieve pain effectively
  - E – encourage adequate nutrition
- CARE Best Practice report – ***'Practices in CARE Review'***

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Patient Involvement

- Involving patients in their care is key to ensuring patient centred care
- Two aspects –
  - Shared Decision Making and co-production
  - Patient and public involvement

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Shared Decision Making and co-production

- Fundamental to putting patients at the centre
- Huge benefits for both patients and clinicians including potentially better care outcomes and lower costs to the NHS
- Lack of meaningful information is stopping shared decision making from becoming a reality
- Also hampered by healthcare professionals' communication skills

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Patient and Public Engagement

- “No decision about me, without me” must go beyond individual GP consultations
- Patients should have a key role in the design of their local health services
- PPGs are useful but are not widespread enough nor are they a full solution
- Examples are out there of the benefits of actively engaging with patients
- Patients Association Blueprint for Engagement

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Summary

- Patient centred care must be the watchword of modern healthcare
- The culture of care in many hospitals and across the NHS needs to changes
- Involving patients in decisions about there care is key to putting patients at the heart of care
- Must go beyond the individual and bring patients into decision making processes about service design as well

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Any Questions?

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