Putting patients at the heart: what do we really mean?

Jeremy Taylor
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National Voices is:

• The national coalition of health and social care charities for England
• Mission: to strengthen the voices of patients, service users, carers and their representatives
• 150 organisations as members
• “the leading coalition of health and social care charities” HSJ
Our themes

• quality -  *Safety, clinical effectiveness, experience* – eg “Not the Francis Report”

• voice, choice and involvement -  *turning “no decision about me” into actions* - eg Patient Involvement duty in H&SC Act

• right care, right place, right time – eg working with NHSCB on year of care and tariff reform

• a seamless service – “joined up around my needs, not your organisations” – eg our Principles of Integrated Care

• fairness and justice – eg involvement in Future Forum review of NHS Constitution
What do these have in common?

• Putting patients at the heart of the NHS
• Putting patients first
• A patient-centred health service
• No decision about me without me
What do these have in common?

- Patient and public involvement
- Patient and public engagement
- Patient participation
- Personalisation
- Integration
- Consultation
- Empowerment
- NHS Constitution
Ways of looking at patients

• Patient as human being – *the whole person, joined up care, support*
• Patient as citizen – *rights and responsibilities, NHS Constitution, equalities,*
• Patient as partner – *involvement, shared decision making*
• Patient as customer – *choice, responsiveness, redress, customer insight*
• Patient as leader – *individually and collectively shaping services*
• Carers as well as patients
• Communities as well as individuals – *community consultation, community development, co-production*
Patients as human beings

- Dignity and respect
- Compassion
- Patient and family experience
- Joined up services
- Support
- Advocacy
Out-of-Hours Doctors
Consultant
District Nurses
Social Worker
Malcolm & Barbara
Continence Adviser
Speech & Language Adviser
Dietician
Community Dentist
Occupational Therapist
Equipment Service
Physiotherapist
Oxygen service
Wheelchair Service
Alternating Mattress technician
Alzheimer’s Soc outreach worker
Care team
2 live-in carers (alternating weekly)
Replacement carer
Some night nursing
Health
Emergency carers & Barbara
The Web of Care
(Last 7 yrs)
Direct Payments Team; Rowan Org.
Patients as citizens

- NHS Constitution – rights and pledges
- Right to a safe, high quality service
- Equalities
- Health inequalities
- Active citizenship – responsibilities
- The power of volunteering
Patients as partners

• Patient involvement duty – shared decision making
• Health literacy
• Information
• Access to health records
• Care planning
• Supported self management
Patients as customers

• Choice - meaningful, informed
• Listening and responsiveness
• Redress
• Different kinds of insight
• Using it
Patients as leaders

• Not “usual suspects”
• Not “professional patients”
• Not “representatives”
• Finding the “thoughtfully passionate”
• Agreeing a role
• Establishing legitimacy
• Providing training and development
• Ensuring parity of esteem
Carers as well as patients

- Stay for Dame Philippa Russell
- Carers have legal rights
Communities as well as individuals

- Communities by location
- Communities by provider
- Communities by affiliation
- Communities by experience
- How can you find them?
- What is the conversation you want to have?
- When?
Thanks for listening!

jeremy.taylor@nationalvoices.org.uk
www.nationalvoices.org.uk
@NVTweeting
@JeremyTaylorNV