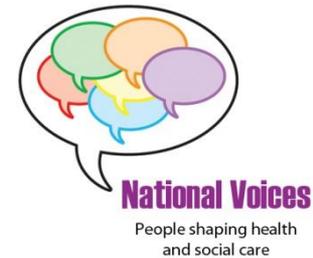


Patients first and foremost: what matters to patients?

Jeremy Taylor

25 September 2013

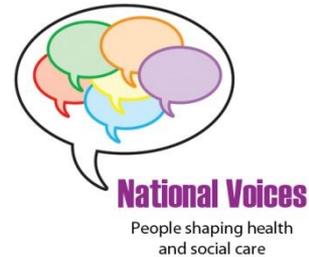
National Voices



- Goal: to promote person-centred care
- Goal: to be an effective and valued membership organisation
- *“The leading coalition of health and social care charities”* HSJ 2011
- *“the “sensible” patients’ group with a strong grasp on the complex reality of life in the modern NHS. HSJ 2012*

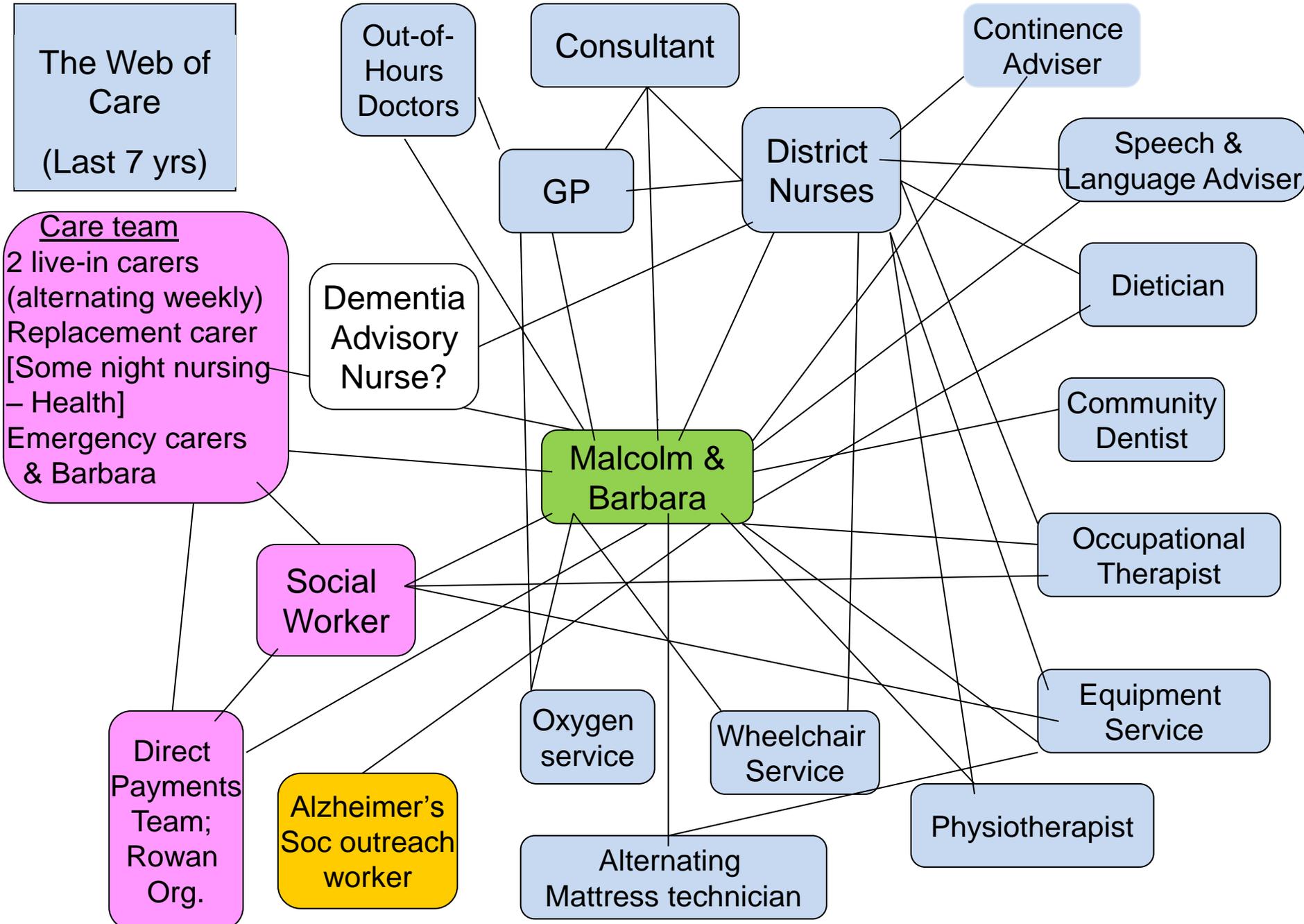


What matters to patients?



- Safe, effective, reliable care
- Fast access to appropriate help and advice
- Reliable and useable information
- Good communication, emotional support and empathy
- Involvement in decisions
- Involvement of family and friends
- Education and support for self-care
- Personalised service, coordination and continuity
- Attention to physical comfort and pain relief
- Attention to privacy, confidentiality and dignity
- Practical support

After Coulter 2011





National Voices

People shaping health
and social care

A Narrative for Person-Centred Coordinated Care

www.nationalvoices.org.uk
www.thinklocalactpersonal.org.uk

NHS England Publication Gateway Reference Number: 00076

@NVTweeting
@TLAP1

Care planning

My
goals/outcomes

Person centred coordinated care

"I can plan my care with people who work together to understand me and my carer(s), allow me control, and bring together services to achieve the outcomes important to me."

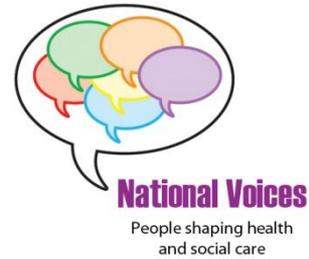
Information

Transitions

Communication

Decision making

My goals and outcomes



- All my needs as a person are assessed.

My carer/family have their needs recognised and are given support to care for me.

I am supported to understand my choices and to set and achieve my goals.

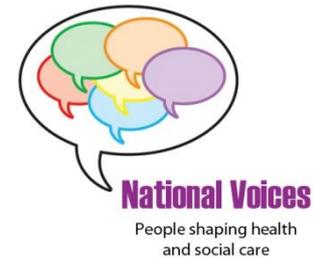
Taken together, my care and support help me live the life I want to the best of my ability.

Care planning



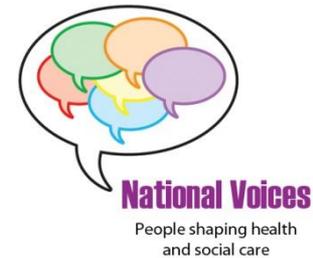
- I work with my team to agree a care and support plan.
- I know what is in my care and support plan. I know what to do if things change or go wrong.
- I have as much control of planning my care and support as I want.
I can decide the kind of support I need and how to receive it.
- My care plan is clearly entered on my record.
- I have regular reviews of my care and treatment, and of my care and support plan.
- I have regular, comprehensive reviews of my medicines.
- When something is planned, it happens.
- I can plan ahead and stay in control in emergencies.
- I have systems in place to get help at an early stage to avoid a crisis.

Information



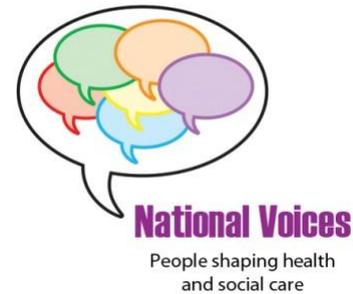
- I have the information, and support to use it, that I need to make decisions and choices
- I have information, and support to use it, that helps me manage my condition(s).
- I can see my health and care records at any time. I can decide who to share them with. I can correct any mistakes in the information.
- Information is given to me at the right times. It is appropriate to my condition and circumstances. It is provided in a way that I can understand.
- I am told about the other services that are available to someone in my circumstances, including support organisations.
- I am not left alone to make sense of information. I can meet/phone/email a professional when I need to ask more

Communication



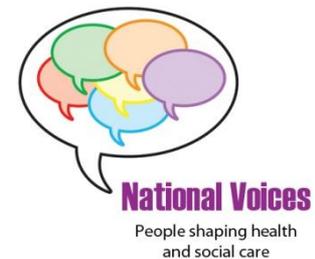
- I tell my story once.
- I am listened to about what works for me, in my life.
- I am always kept informed about what the next steps will be.
- The professionals involved with my care talk to each other. We all work as a team.
- I always know who is coordinating my care.
- I have one first point of contact. They understand both me and my condition(s). I can go to them with questions at any time.

Decision-making

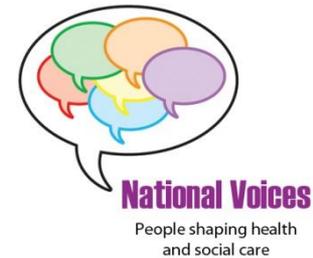


- I am as involved in discussions and decisions about my care, support and treatment as I want to be.
- My family or carer is also involved in these decisions as much as I want them to be.
- I have help to make informed choices if I need and want it.
- I know the amount of money available to me for care and support needs, and I can determine how this is used (whether it's my own money, direct payment, or a 'personal budget' from the council or NHS).
- I am able to get skilled advice to understand costs and make the best use of my budget.
- I can get access to the money quickly without over-complicated procedures.

We the patients....

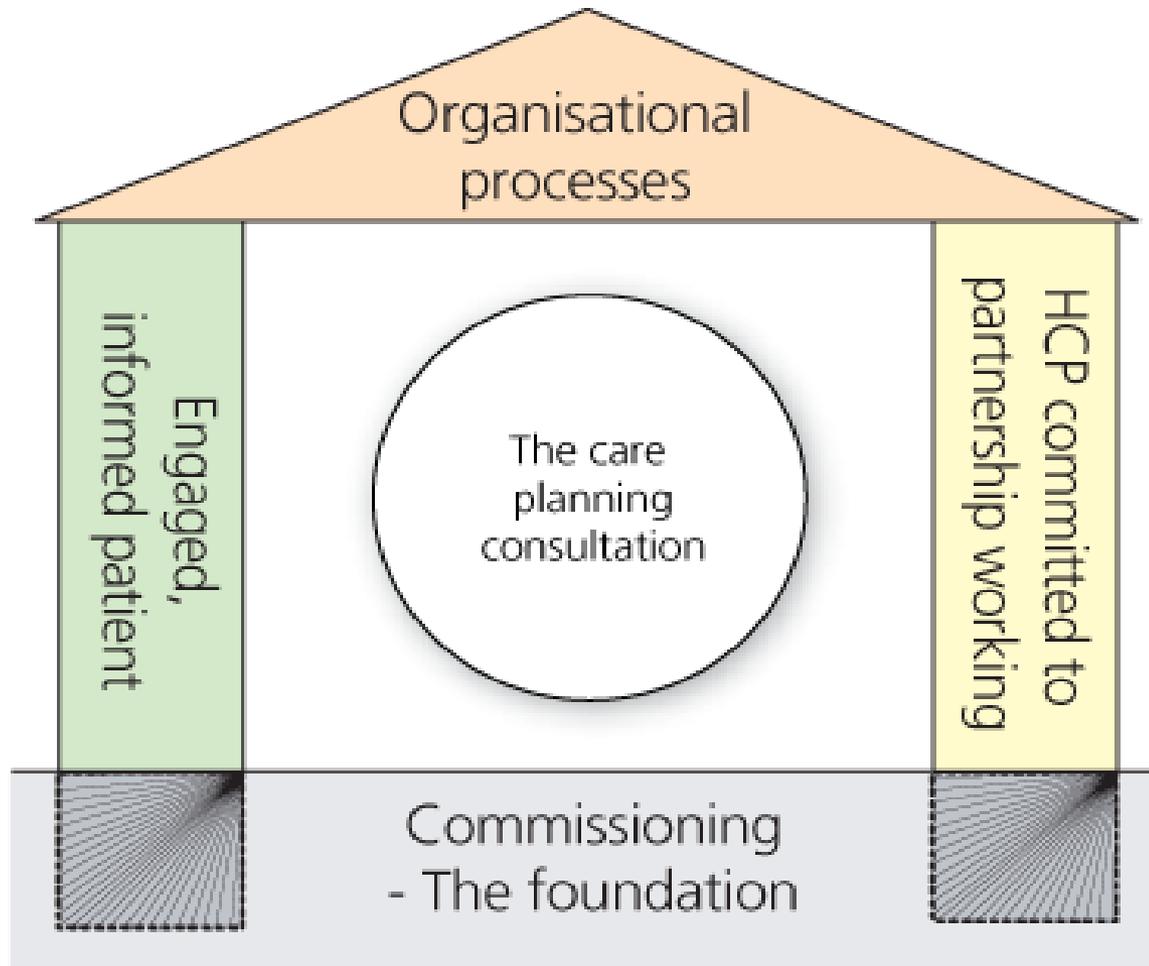


We the patients..

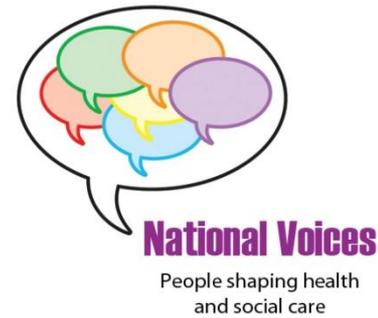


- Are owners - *“the NHS belongs to us all”*
- Are citizens - *health as a human rights issue*
- Are partners - *from consent to shared decisions*
- Are managers - *of our lives and conditions*
- Are customers - *needing a responsive service*
- Are leaders - *helping you get it right*
- Are commissioners – *with personal budgets*
- Have families - *who need to be at the table*
- Live in communities - *with solutions as well as needs*

What needs to happen....



Thanks for listening!



- www.nationalvoices.org.uk
- Narrative on person centred care
- Care and support planning principles

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