

COLLEGE OF MEDICINE

SERVICE • SCIENCE • HEALING



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The Patient's Perspective

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Patient centred?



Primary Care Foundation

Patient centred?



"...the NHS scores relatively poorly on being responsive to the patients it serves.

It lacks a genuinely patient-centred approach in which services are designed around individual needs, lifestyles and aspirations.

Too often, patients are expected to fit around services, rather than services around patients."

Equity and excellence:

Liberating the

NHS

What do patients want?

- To be treated with **dignity** and **respect**
- Fast **access** to reliable health advice
- Effective **treatment** from **trusted professionals**
- **Involvement** in decisions and respect for preferences
- Clear **information** and support for **self-care**
- Involvement of, and support for, **family & carers**
- **Continuity** of care and smooth transitions
- To be **safe**

With thanks to Picker Institute Europe

What do patients get?

- **One in ten** patients admitted to hospital is **accidentally harmed** - and in one in 300 cases, medical error causes **death**. (PAC 2006)
- **More than half** of GP practices say patient safety is put at risk by inaccurate, inadequate or late discharge **information**. (NHS Alliance)
- **Lessons are not learned**. Official inquiries come up with the same findings every time. (University of Manchester)

College of Medicine – Patients' Council

- An equal voice, not tokens
- Provides six members of the Governing Council
- One of the two vice chairs





Patients' Council

- People who have seen the NHS at its very best and its worst.
- Experience - patients, carers and families:
 - adult, child and elderly services
 - physical and mental health conditions
 - acute serious illness, major injury and long term conditions
 - working as lay people helping the NHS, and in charities, business, the law, journalism and science