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Putting Patients at the Centre of Health Policy

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Why put patients at the centre of health policy?



Bombay Hospital Motto

"A patient is the most important person in our Hospital. He is not an interruption to our work, he is the purpose of it. He is not an outsider in our Hospital, he is a part of it. We are not doing a favour by serving him, he is doing us a favour by giving us an opportunity to do so."

Adapted from a quotation of
Mahatma Gandhi

The challenges to healthcare systems worldwide

- Longevity
- Long term conditions and co-morbidity
- The rising cost of health technologies
- The global shortage of healthcare workers
- Consumer expectations and demand

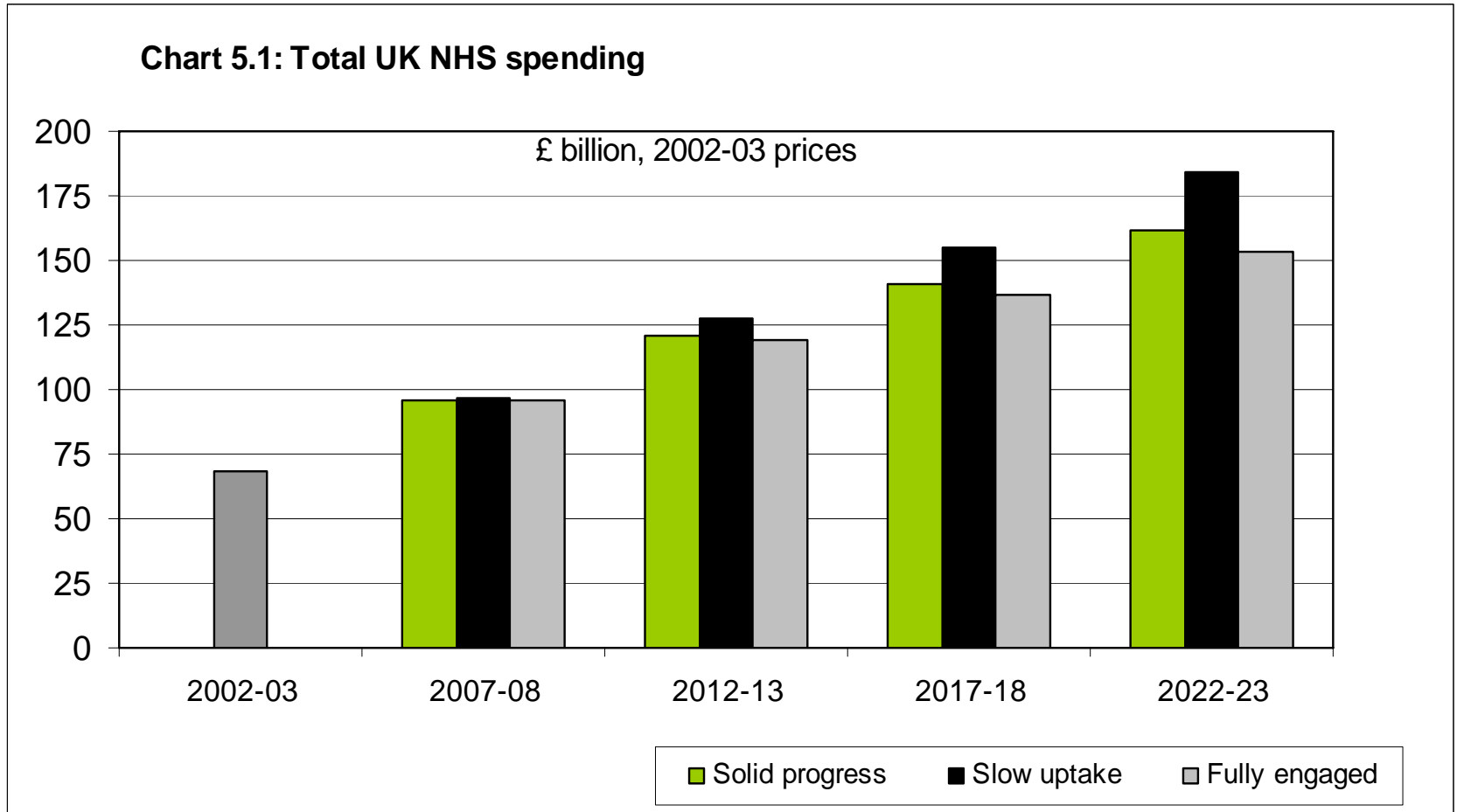
Global treats to health

- Smoking
- Eating
- The environment

The need for change in England

- Poor clinical outcomes
- Continuing health inequalities
- Not cost effective
- Poor patient experience

Health care spending in the UK



Source: Wanless Report 2002

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Patient Choice

Patient choice

- Choice of healthcare provider
- Competition
- Locality based commissioning
- Payment by results
- Independent regulation

The electronic NHS

- Safe, secure communications
- Choose and Book
- Electronic transmission of prescriptions
- Picture Imaging and Archiving
- Electronic patient records
- My HealthSpace
- Information for quality, audit and management

NHS Care Records Service

- Will provide individual electronic NHS Care Record for 50 million patients in England
- 400 thousand NHS Staff registered to date including 44 thousand GPs

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Information

Patient Insight

- Information from patients
- Information for patients
- Information about patients

Information Prescriptions

the right information

for the right person

at the right time

Electronic patient records

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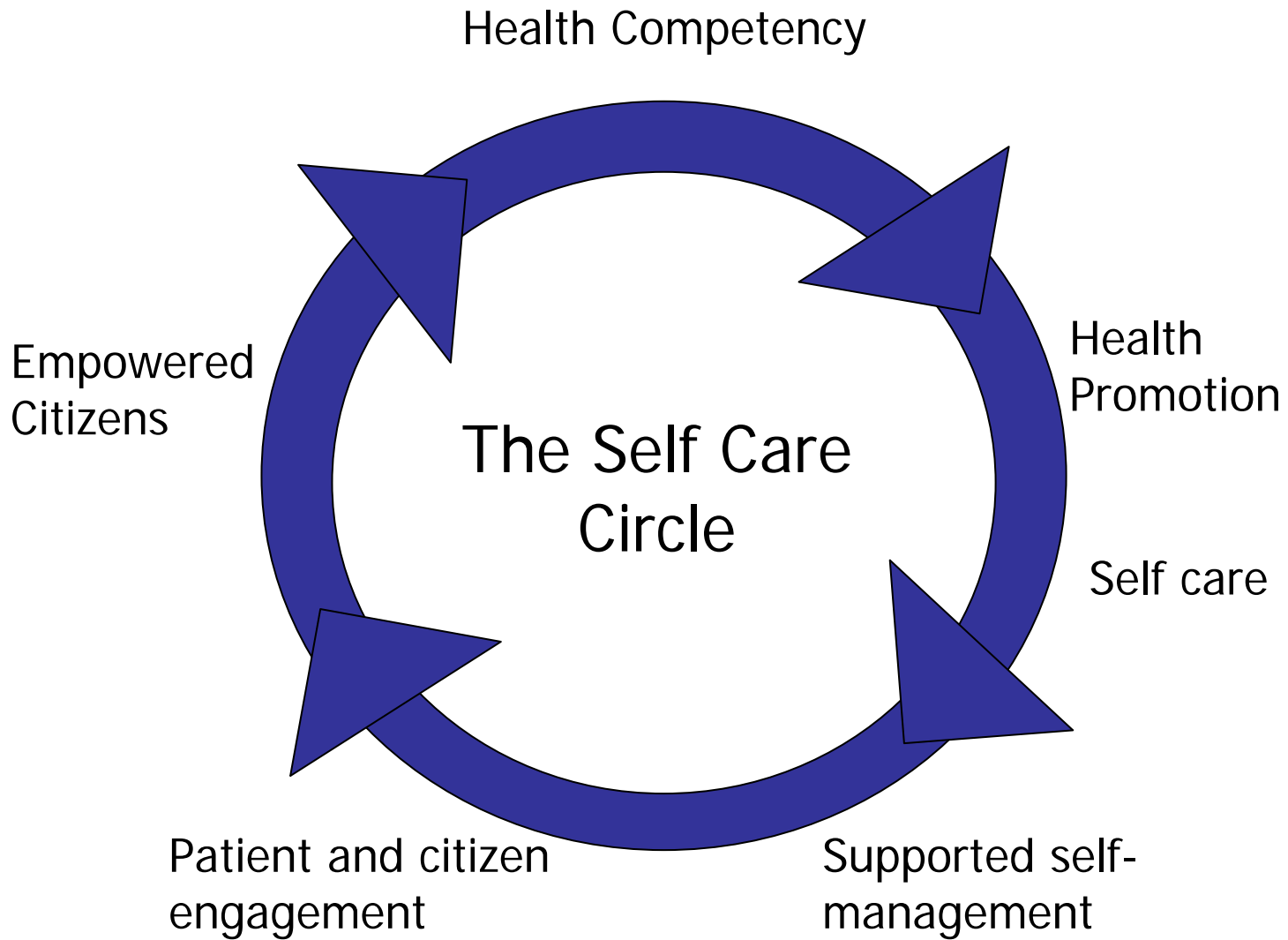
Empowerment

Health is created in the context of everyday life, where people live, love, work and play.

WHO Ottawa Charter

‘I’ve been in charge of this body for over 70 years but every time I go into hospital I’m expected to leave my responsibility at the door.’

Florence, 79 years



Shared decision-making improves safety and quality

- Promotes evidence based practice
- Supports informed consent
- Improves concordance
- Helps people understand uncertainty
- Enhances self-management
- Increases vigilance

The Expert Patient Programme

- Six sessions over six weeks
- Highly structured
- Trained volunteer tutors
- Tutors all have long-term health conditions
- Quality assured
- 30,000 courses given in England
- 760 trained tutors

Health details

- Home
- Personal details
- Health details ▶
- Library ▶
- Calendar ▶
- Choose & Book ▶
- Logout
- Settings ▶
- Sitemap
- Contact us
- Help
- Welcome
Thomas Green
- [Add new calendar entry](#)

[Home Health details](#) [Medication - Thomas Green \(17-Jun-1939\)](#)

Medications

The table below contains a summary of your medications.
 Use the links in the table to change or delete your medications.

Add a medication

Global Navigation		Global Search Bar	
Active medication <small>Short definition of active medication</small> 14		Past medication All	
Regular: 6 One-off: 3 As required: 3 Infusions: 2 No filter		Arranged by: Start date Newest on top	
R	Seritide Accuhaler (purple) 500mg - 1 puff 2 x a day Take 1 puff twice a day (morning/evening)	Start due: Today 10:00 Prescribed by: P Clift (SHO)	⌵
R	Symbicort 200/6 - 1 clicks 2 x a day One click twice a day (morning/evening)	Start due: Today 10:00 Prescribed by: P Clift (SHO)	⌵
R	Carbocisteine 700mg - 2 x a day Take one tablet twice a day	Start due: Today 10:00 Prescribed by: P Clift (SHO)	⌵
R	fluids	Next: Today 11:00	⌵
R	Bricanyl turbohaler - take as necessary	Discontinued	⌵
I	Prednisolone 30mg - 1 3x a day	Completed	⌵
R	Amoxicillin 500mg - 3 x a day	Completed	⌵
I	sodium chloride 0.9% 40 mL per hour - IV infusion	Discontinued	⌵
O	sodium chloride 0.9% 160 mL over 30 minutes - IV infusion	Completed	⌵
O	diazepam 3 mg - one off - IV injection	Completed	⌵