

The future patient and you – enabling citizens to change healthcare

Marlene Winfield

Patient Advocate

marlenewinfield@lineone.net

Trust me more

- The NHS has spent 63 years removing the burden of care from my shoulders rather than enabling me to care for myself.
- Even if I have the most complex conditions, I look after myself 99% of time and yet I am very much the junior partner in my encounters with you, starved of information and tools. **Is this logical?**



Equity and Excellence: Liberating the NHS, Department of Health, 2010

... compared to other sectors, healthcare systems ...have barely started to realise the potential of patients as joint providers of their own care and recovery...We intend to put that right.

para 2.2, p. 13

Encourage me to share my health goals and take control of my health

- Everyone else has figured out how IT can enable them to use my cheap labour to defuse the demographic time bomb – banks, supermarkets, airlines, trains.

What more could I do for you?



If I am willing, why can't I:

- Use a symptom sorter to decide if I need to see you, and an app to walk me through the visit
- Fill in a short online questionnaire before I see you (including my goals and concerns) so that we use our time together well
- Order routine tests myself and get the results directly with links to explanations; monitor myself and add results
- Use my records to manage my health and interact with you and others as required

People have a heightened interest in taking a more active role in their healthcare. Encouraging this interest, using fresh ideas and new technologies, can help to promote ...better healthcare utilisation by citizens.

Royal College of Physicians, *Future Physician*, 2010

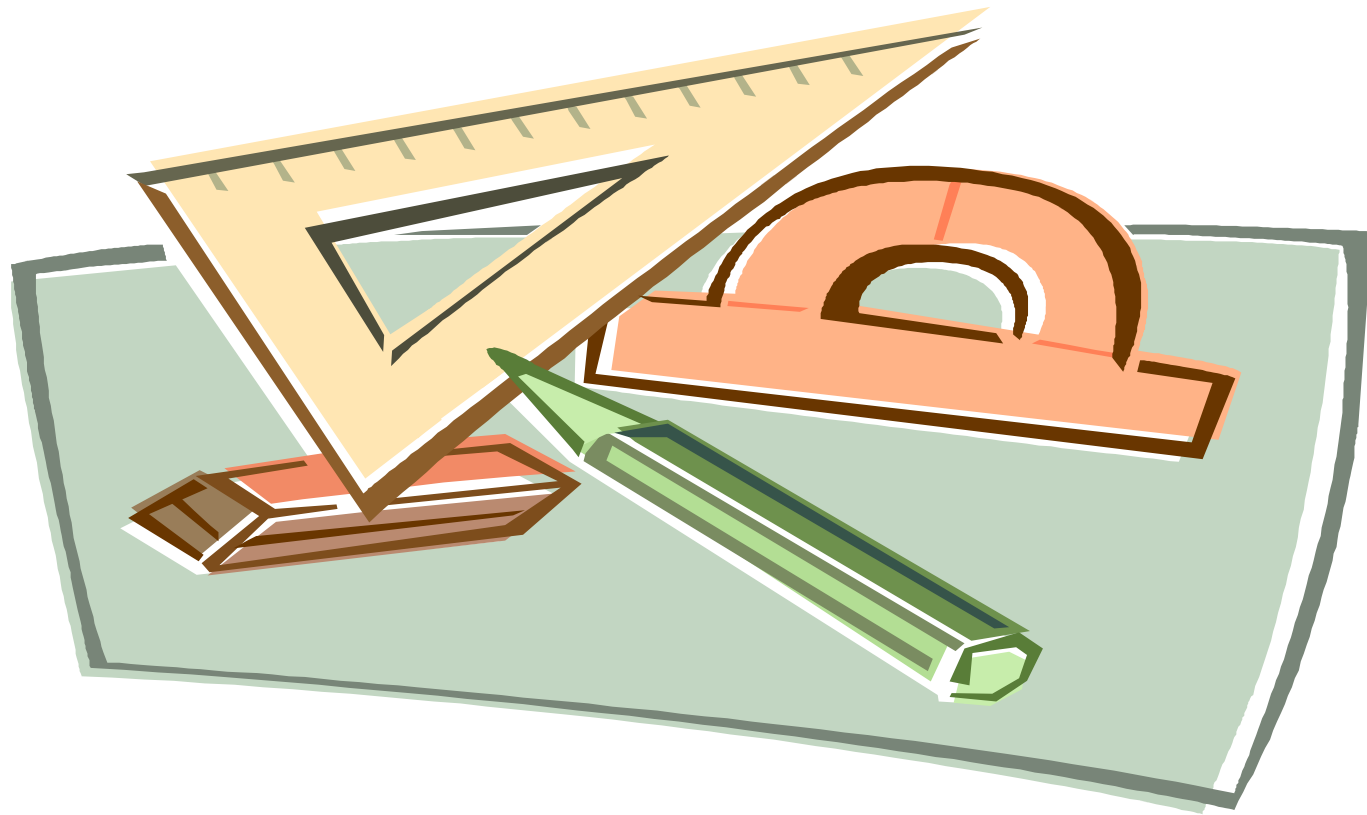
The next generation of middle-aged people use the screen as their primary source of information. They are used to convenient services and doing things for themselves



- The computer screen should be the third party in the consultation, not a barrier. **How creatively do you use your screen with patients?**

- Joint holding with patients has implications for the structure and content of your health records. **How helpful would your record be to a patient if you shared it tomorrow?**
- For maximum efficiency, the ‘app generation’ will expect to be well-prepared for their encounters with you and for you to be well briefed about their health goals and concerns. **How good is your information exchange now?**
- Know that you are no longer the source of all wisdom: peer to peer advice about managing conditions in the real world is growing. **How well have you exploited this resource?**

A leadership tool to help you



PAREL Patient Friendliness Index

Keep testing yourself against it

- **PARTNERSHIP.** Do you demonstrate clearly that clinician/patient partnership is the norm and do you embody that partnership: *nothing about me without me?*
- **ACCESS.** Do you recognise that health records will be held jointly with patients in the near future? How are you working towards that?

- **REPRESENTATION.** Do your key bodies have adequate patient representation? If not, are there alternative ways to get their input?
- **EMPOWERMENT.** Does the way you work promote patients taking more responsibility for their health and more control of their care?
- **LEADERSHIP.** Are you positioning your organisation for leadership in the future direction of health care and health informatics?

Patients and information are the two most under-used resources in the NHS Dr. Richard Fitton



Cartoon with thanks to the British Medical Journal

**A challenge to you all: from today,
change one small thing about the
way you practice to move towards
the future!**

Thank you