

Can we trust the professionals?

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Overview

- What do patients want?
- Who do they trust?
- What is trust?
- Is the NHS meeting its commitments?

What do patients want?



What patients want

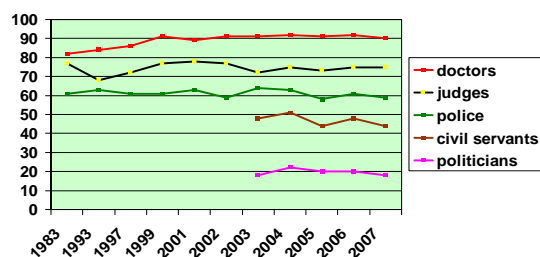
- Effective treatment from professionals you can trust
- Fast access to advice, treatment and care
- Clear, comprehensible information
- Participation in decisions and respect for preferences
- Support for self-care/self-management
- Attention to environmental and physical needs
- Safe care, free from avoidable risks
- Emotional support, empathy, and respect
- Involvement of, and support for, family and carers
- Continuity of care and smooth transitions

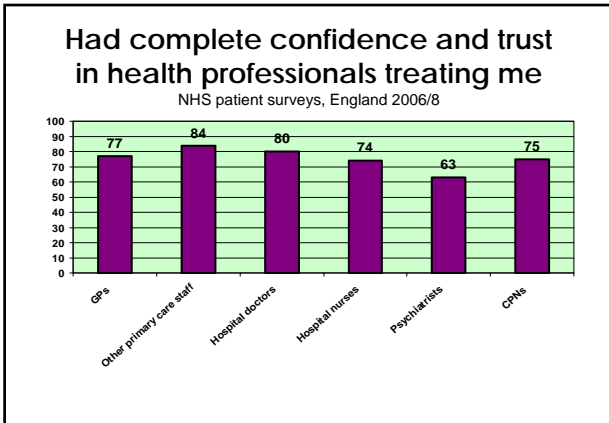
Who is trusted by patients/public?



Who do you trust to tell the truth?

MORI polls for RCP/BMA





What does trust mean to you?

Mechanic and Meyer Soc Sci Med 2000

"Trust means that there's confidence in a person. That I know they'll do the right thing that's in my best interests. That the person's well trained. That they've had previous experience working on this particular type of medical problem. And that they're up-to-date on the latest technology, latest research. And that they treat you as an individual."

Trust.....

- is important to patients
- is complex
- is not the same as blind faith
- has to be earned
- depends on training, knowledge, experience, empathy and good communication skills

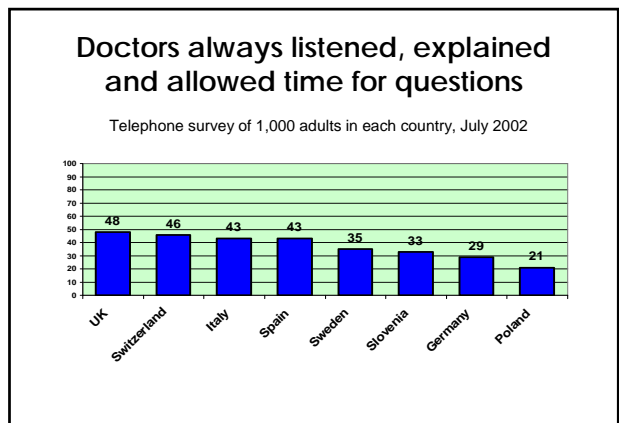
What are the commitments to NHS patients?

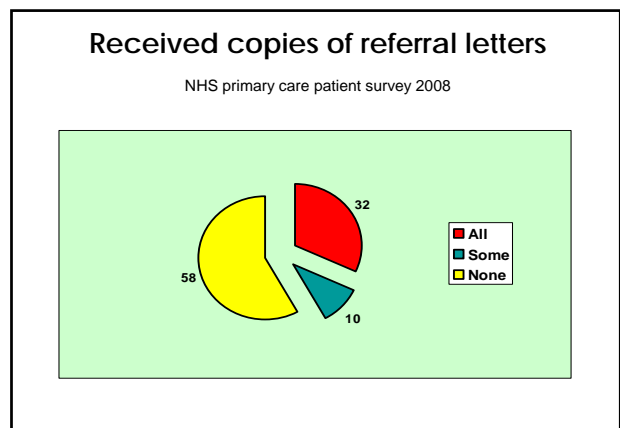
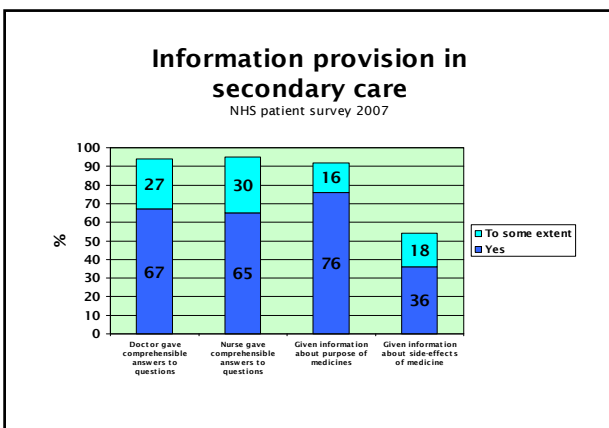
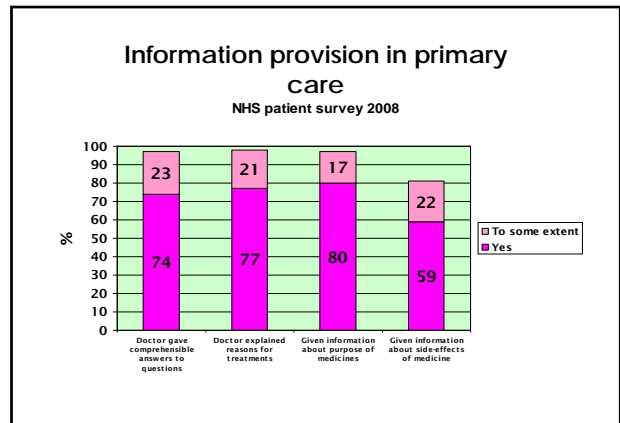
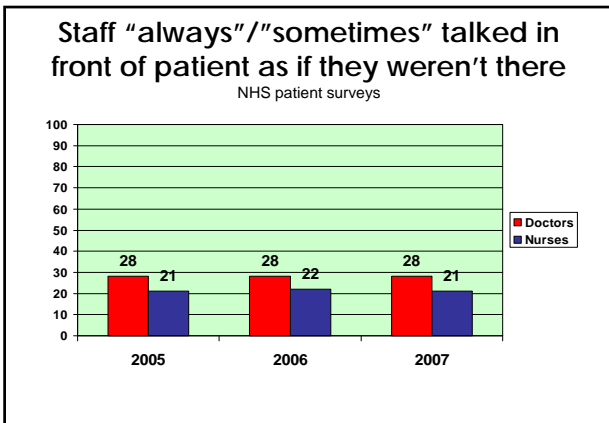
THE NHS CONSTITUTION
the NHS belongs to us all

Respect, consent and confidentiality

NHS Constitution 2009

- You have the right to be treated with dignity and respect.
- You have the right to be given information about your proposed treatment in advance, including any significant risks and any alternative treatments.
- The NHS commits to share with you any letters sent between clinicians about your care.

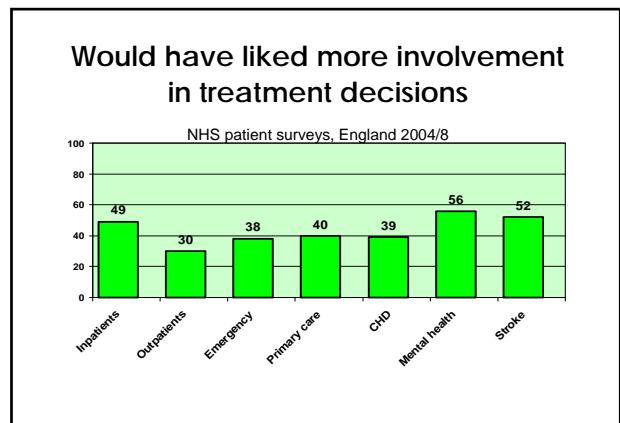


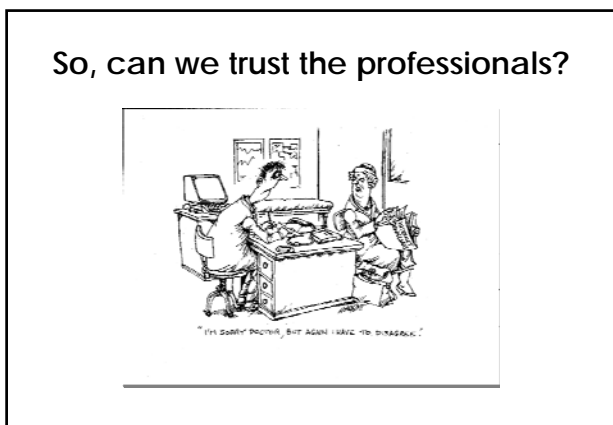
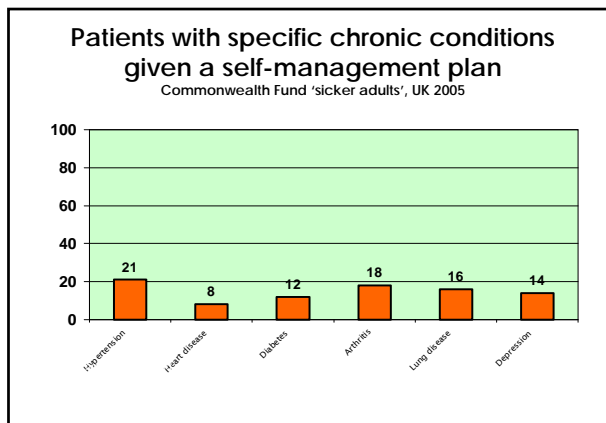
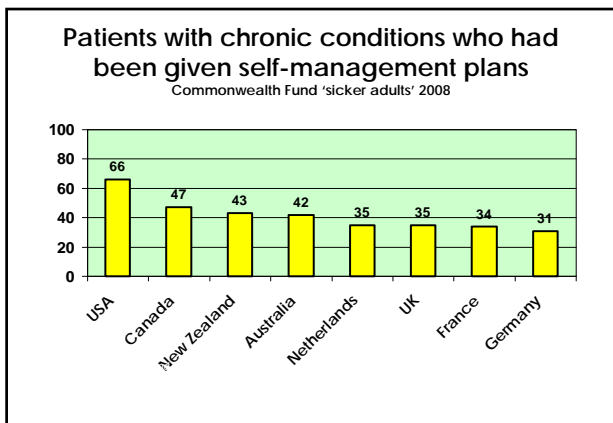


Involvement in your healthcare

NHS Constitution 2009

- You have the right to be involved in discussions and decisions about your healthcare and to be given information to enable you to do this.
- The NHS commits to work in partnership with you, your family, carers and representatives.





- ### Not always.....
- We aren't always listened to
 - We aren't always treated in a dignified manner
 - We aren't always warned about side-effects
 - Most of us aren't given referral letters or care plans
 - Many of us want more involvement in treatment decisions + information
 - We want better support for self-management
 - The NHS is some way off meeting the commitments in the Constitution

