



ESPEN Congress Glasgow 2002

Partnerships with Patients.com

Patient Perceptions

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Partnerships:

(Concise Oxford English Dictionary)

1. the state of being a partner or partners.
2. a joint business.
3. a pair or group of partners.

“I am so thankful that the treatment is available but I get a little tired when no one listens to me. Perhaps if communications were improved and time was set aside to listen to what it is truly like for me they would respond differently. Those who ultimately make the decisions tend not to speak to the likes of me.”

“Why didn’t they think of asking me after all I am the one on the receiving end?”

and

“They ask me what I think, say they have taken it on board but nothing changes ...”

Log onto:

www.patientpartnerships.com

Positive outcomes from patient partnership

Access the current feeling among your patients.

Highlight any areas that cause greatest concern.

Draw up realistic timescales for investigations and problem solving.

Learn from the users to develop effective services.

Work to eliminate the barriers that exist between expert patients and some healthcare professionals.

Use the forum to explain how the system works from both sides.

Develop clearer lines of communication.

Disseminate information.

Develop and build upon an open relationship.

- **Include lay representation on professional committees**

Hold joint conferences, seminars and workshops with patient representatives

“We want a partnership where the voices of patients and their carers are heard and listened to through every level of the service, acting as a lever for change and improvement.”

No references provided by the author(s)