Person-Centred Care in the NHS.
What do the public think?

From…
TogetherWeCan
People Matters Network is passionate about the involvement of people in the provision of local public services.

Together We Can is a growing and empowered community of influence, over the provision of public services.

Tea Breaks are short, 5 minute surveys that give people a powerful voice.

Over 500 people have so far had their say over the provision of healthcare.
Our community of influence were introduced to a definition of person-centred care as follows:

“Person-centred care is a term used to explain healthcare that places the patient and the local population at the very centre of decision making. Person centred care is where people are supported to manage their own health and care, to make informed decisions and to choose when to invite others to act on their behalf. This is a move away from “do what the doctor says” to people taking an active part in making decisions on their own treatment/management of health conditions.”
Main Findings

-even though a definition of person-centred care was provided, 1 in 4 of those surveyed felt unsure as to whether person-centred care was the right way forward in the provision of healthcare.
-Of those who felt able to provide an answer, the vast majority considered person-centred care to be the right way forward in the provision of healthcare.
-Almost 1 out of 5 felt unable to say whether the NHS was delivering person-centred care in their local area. This only goes to highlight the importance of more information on this topic at a community level in addition to that delivered nationally by the NHS.
-However, what is encouraging is the fact that twice as many people believe the NHS is taking a positive approach to the delivery of person-centred care than those that feel the NHS has no intention of working towards person-centred care.
Do people think the NHS is delivering person-centred care in their area?

- Local NHS is delivering person-centred care now: 3%
- Local NHS is working towards delivering person-centred care: 17%
- Local NHS wants to work towards delivering person-centred care: 20%
- Local NHS has no intention of working towards person-centred care: 22%
- Don't know: 38%
Is person-centred care the right way to provide healthcare?

- Yes: 66%
- No: 8%
- Unsure: 26%
Find out more about Tea Breaks and TogetherWeCan communities of influence

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