Patients, Communities and the NHS: building a person-centred health care system

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Purpose

› To explore together what supports building person centred health care

› Through engaging in conversations share our experiences, insights and learning

› Share some of our learning from our work at The King’s Fund
Person Centred Health Care?

- Supports people to develop the knowledge, skills and confidence they need to **more effectively manage** and make **informed decisions** about their own health and health care.

- It is health care **tailored and coordinated** to the needs of the individual.

*The Health Foundation*

- It is **a way of thinking** and doing things that sees the person using health and social care as an **equal partner** in planning, developing and monitoring care to make sure it meets their needs.

*Health Innovation Network*
The NHS five year forward view talks about harnessing the 'renewable energy represented by patients and communities' and the need to 'engage with communities and citizens in new ways, involving them directly in decisions about the future of health and care services.'
“Sometimes the health service has been prone to operating a ‘factory’ model of care with limited engagement with the wider community, a short sighted approach to partnerships, and an underdeveloped advocacy and action on the broader influencers of health and wellbeing”
• Describe an experience you had or witnessed when health and social care professionals, patients, service users, carers and citizens from the community have worked well together.

• What worked well and why did it work well?

• What do you most value about yourself in this example; what do you value about others?

• Share examples and distil elements of good practice. “It worked well because...”
What we learned

› A focus on the “them and us”
› Context doesn’t support collaboration – culture, ‘silo mentality’
› Task vs. relationships – the pull to task
› The issue of “Time” – code for resistance and default to dominant voice.
› Embedding Patient leadership - resources issue or priorities?
› Conversations are often difficult: fear; change; loss of power and identity; need for control; anxiety about not knowing.
› System change – none of us know how to do this – learning conversations and testing assumptions.
› Collaboration is supported when differences acknowledged
› Is a new form of engagement called for?
Debate v Dialogue

Assumes that there is one answer and that you have it.
Assumes that many people have a part of the answer.

Tries to prove others wrong.
Tries to work with others to find common understanding.

Listens to find flaws and make counter arguments.
Listens to understand and seek agreement.

Defends assumptions as truth.
Reveals assumptions for examination.

Seeks closure around own view.
Seeks to discover options.
When do I use dialogue?

1. To explore an issue or proposed course of action
2. To test your thinking, our ideas, beliefs and assumptions
3. To understand the thinking (ideas, beliefs and assumptions) of others particularly when you need to gain support and collective agreement
4. To build common understanding of an issue with a group
How do I use it?

1. Connect
2. Be curious, Listen
3. Suspend judgement, come with an open mind
4. Inquire, ask good questions
   You do this by:
   • Becoming as good at listening as talking.
   • Asking inviting questions to reveal thinking
   • Suspend beliefs and judgement to understand another person’s point of view
What next?

“If I had an hour to solve a problem and my life depended on the solution, I would spend the first 55 minutes determining the proper question to ask, for once I know the proper question, I could solve the problem in less than five minutes.”

—ALBERT EINSTEIN

What question/s are going to support you in your thinking, knowledge capture and taking action?
Good questions...

- Generate curiosity
- Stimulate reflective conversation
- Are thought provoking
- Surface underlying assumptions
- Invite creativity and new possibilities
- Generate energy and movement
- Channel attention and focus inquiry
- Generate a deeper meaning
- Evoke more questions!