



The importance of the patient voice in healthcare

Jools E Symons

Patient and Public Involvement Manager

Leeds Institute of Medical Education

j.e.symons@leeds.ac.uk

Why?



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- With the growing emphasis on patient-centred care and communication, the **General Medical Council's** (GMC; 2009) “*Tomorrow's Doctors*” places patient and carer involvement at the core of medical education
- Increased access to information and knowledge, social media, self-management programmes, new legal requirements for patient involvement, reorganization of health care systems, new technologies – all contribute to a new dynamic where patients and citizens are redefining their role in living with chronic disease. (**WHO**, First conference on Patient Empowerment 2012)

My story



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- Carer at the age of 25 in 1995
 - 6 year journey through the NHS – highs and many lows
 - Became a mental health patient in June 2001
 - Communication Skills open day, Medical School Nov 2001
 - Wanted to give back
 - Needed a new focus
 - Wanted to make a difference
 - Helped my recovery
 - Thought I could do better
-
- 12 years on....



Patient | Carer
Community



We are a community of patients and carers working in partnership with students, educators and clinicians, leading the way locally and nationally in educating the medical profession. We are making a difference by putting real stories at the heart of the curriculum so that patients, carers and their family members everywhere will experience the best possible healthcare.

- Database ‘**membership**’ of 200 patients, carers and family
- Age range 5 – 85
- Approx 65% female
- Range of conditions: HIV, Cancer, Diabetes, Mental health
- 2 full-time members of staff (PLJ)
- Serves LIME and the NHS (consultancy)

Involvement:



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- Curriculum 2010 – design, delivery and assessment
- Year 1 Introduction Lectures
- Patient/carer home visit
- Patient/carer classroom visit
- Patient/carer mentor sessions
- Stigma session
- Communication skills
- **OSCEs**
- **Patient Safety research**

Impact:



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- Ensuring that students and staff always consider the patient/carer perspective
- Improving the relationship between health professionals and patients and carers
- Improving the health and well-being of patients and carers
- Improving the design and delivery of health care courses, which will ultimately lead to improvements in the delivery of care by qualified professionals

- Thank you

