

If personalised care was working really well in Dudley this is what it would look like to us:

- Answers at point of service e.g. if you go for tests... Does it look ok?
- Appropriate time in consultations
- Face to face – Clinician looking at me, not the computer.
- Being given range of options/choices.
- Individualised goals/realistic plans
- Being listened to.. confidence with the G.P.
Surgery-empathy
- Centralised “Go-to person”
Support Groups and how to access
Knowledge of condition
- Companion/Health Companion to discuss and evaluate pros + cons of decision
- Encourage Self-Management
If GP Can see you know your body..
- Timely advice – Plain English, not patronising
- PERSONAL Contact – Personal email with clinician/see same person who knows your history
- Timely Access to whatever choice you make
- Remove Barriers
- Patients with long term conditions
Happier and healthier
- Not visiting GP Surgeries ad often
- Not needing A+E or urgent care
- Confident about managing their condition
- Knowing when to access help and when it is not needed
- People listening to each other
- Each person treated as in individual
- Happier caring communities – people looking out for each other
- Willingness to take advice – confident in advice and treatment
- Working together
- Patients at heart of decision making
Personalised focus
- Attitudes, staff and patients
- Patients are not dissatisfied with their care and outcomes
“Better understanding of what and why receiving”

- Professionals are more assured that their input is respected
- Better Communication. X2
- People not so frightened of conditions
- Operational culture of practice would be different
- Having trust in the system
- Not needing a second opinion
- Self-control x2
- Staff appropriately trained. New ways of working
- Choice of services, treatments
- Money spent more beneficial
- Self-empowerment
- Empathy and compassion
- More say in what medicine I take
- Better support from Care Co-Ordinator
- Things should happen quicker-Stops things getting worse
- Nothing will happen unless it's organised properly
- Feel more connected with self and health Community
- Feel more helpful and positive
- Less visits to see GP and see more appropriate healthcare professionals
- Better understanding of how health carers work
- In control and listened to
- Make more informed choices-Contract info/facts
- More frequent appointments with same psychiatrists
- Financial Security
- More relaxed, confident and independent
- Less visits to A&E for non-urgent reasons
- There would be more trust and confidence in system
- Know who to speak to/go to with worries/concerns
- You know your rights!