

Patient Rights & Roles beyond The Disease Episode & Care

Salman Rawaf

Professor of Public Health

1st Gulf Conference on Patient Rights

Riyadh, KSA 28029 February 2016

- ◆ **Understanding Health Services**
- ◆ **Personal & Non Personal Services**
- ◆ **Public Participation**
- ◆ **Engagement Cycle**
- ◆ **Public / Patients Involvements (levels)**
- ◆ **PPI and Top Management**
- ◆ **Conclusions 1,2**

Health services is not only about



Personal Health Services:

Consumed directly by an individual

Preventive, diagnostic, therapeutic, or rehabilitative.

Provided at home, in the community, health centres and clinics, hospitals and home care.

Non-personal Health Services:

Actions either across the entire population or group of the population (eg health education), the environment (eg sanitation, pollution prevention), or public health legislative to protect individual and population health.

Actions either at National, Local or Organizational levels (Policy development, Planning, Management, HSPA etc)

Patient's Rights for Personal Services

Access

Quality/Safety

آلحصول على الخدمه

نوعيه الخدمه و سلامتها

**Patient
Rights**

Involvement

التفاعل ودور المريض / المواطن

Patient's Rights for Personal Services

Access

Quality/Safety

آلحصول على الخدمة

نوعيه الخدمة و سلامتها

**Patient
Rights**

Involvement

Patients in control of their own care

التفاعل ودور المريض / المواطن

Patient's Rights for Non-Personal Health Services

Actions either at National, Local or Organizational levels (Policy development, Planning, Management, HSPA etc)

Public Participation

Communities with influence & control

Patient's Rights: Participation

Actions either at National, Local or Organizational levels (Policy development, Planning, Management, HSPA etc)

Public Participation

Communities with influence & control

‘Citizen & Patient voice must be absolutely at the heart of every decision we take in policy, planning, commissioning and providing services’

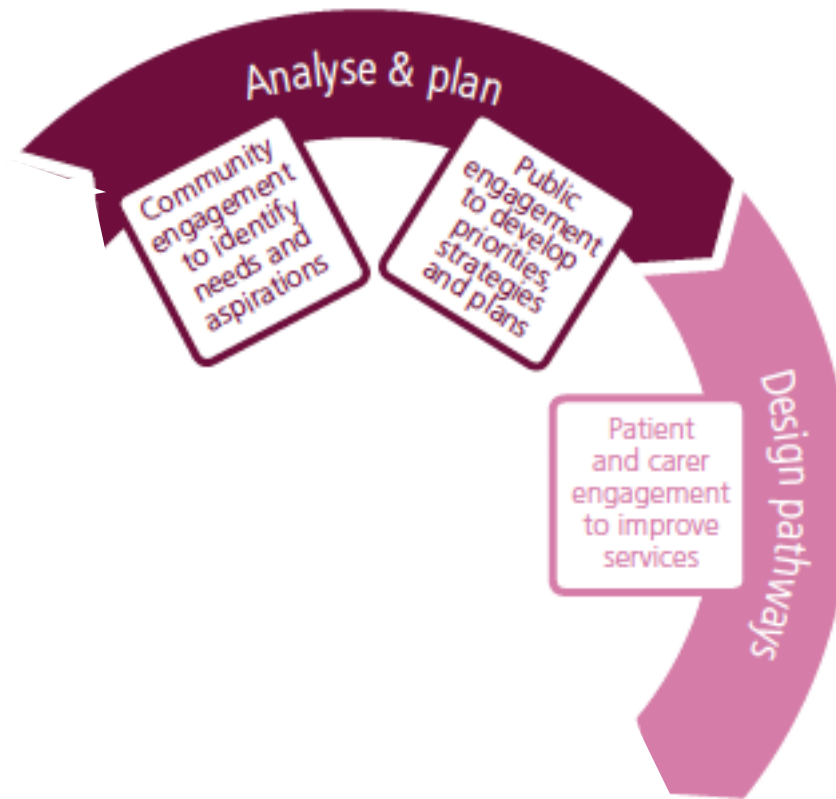
Patient's Rights: Participation

How?

Patient's Rights: Engagement Cycle



Patient's Rights: Engagement Cycle



Patient's Rights: Engagement cycle



Patient's Rights: Engagement Cycle

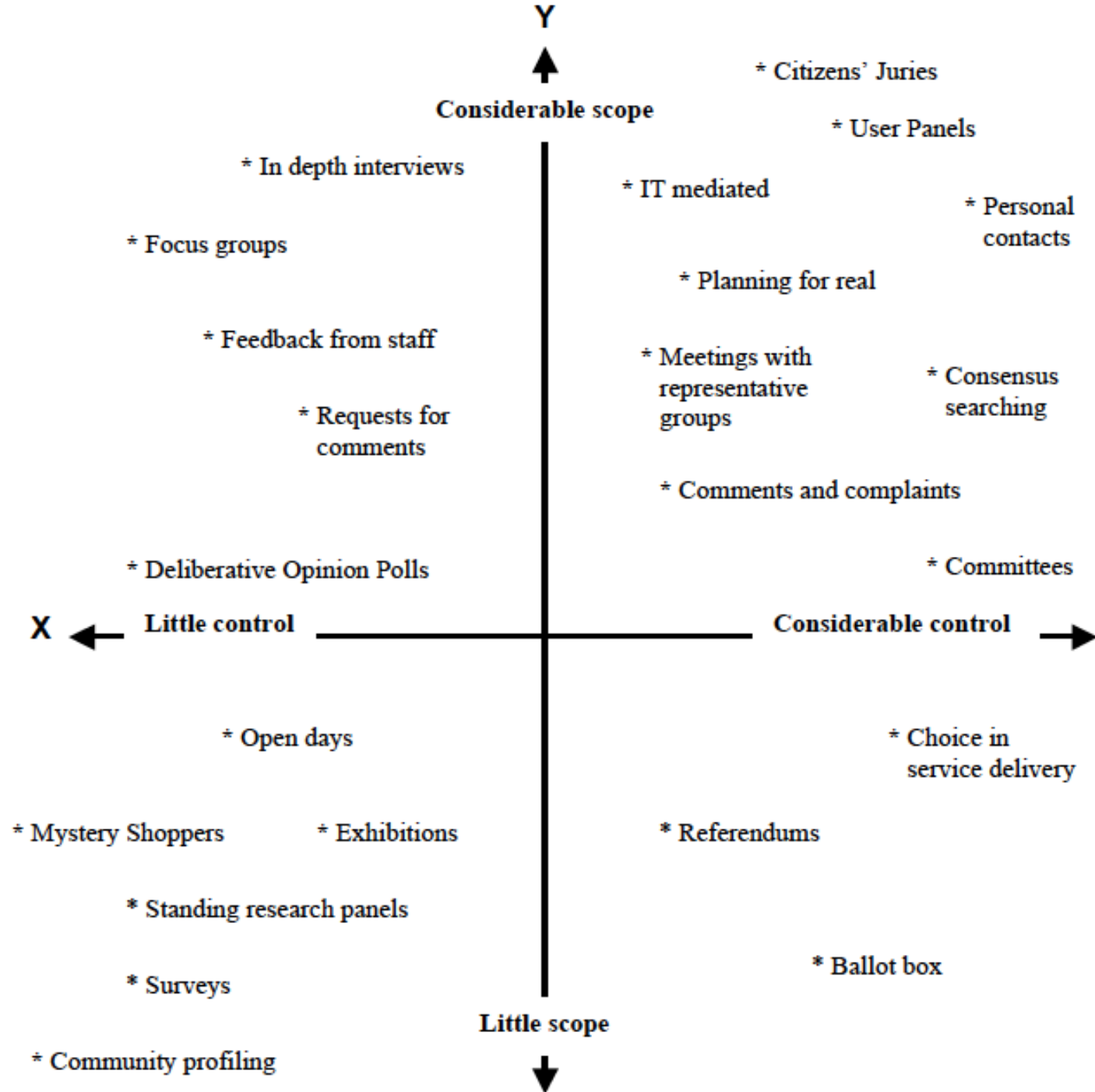


Patient's Rights: Participation



- ◆ Patient & Public Surveys
- ◆ Patient Stories (eg Complains, Letters, Media)
- ◆ Focus Groups / P Participation Groups
- ◆ Community Citizens Panels/ Jury
- ◆ Public Consultations
- ◆ Social Media
- ◆ Observational Work
- ◆ Peer Research





Patients & Career Feedback

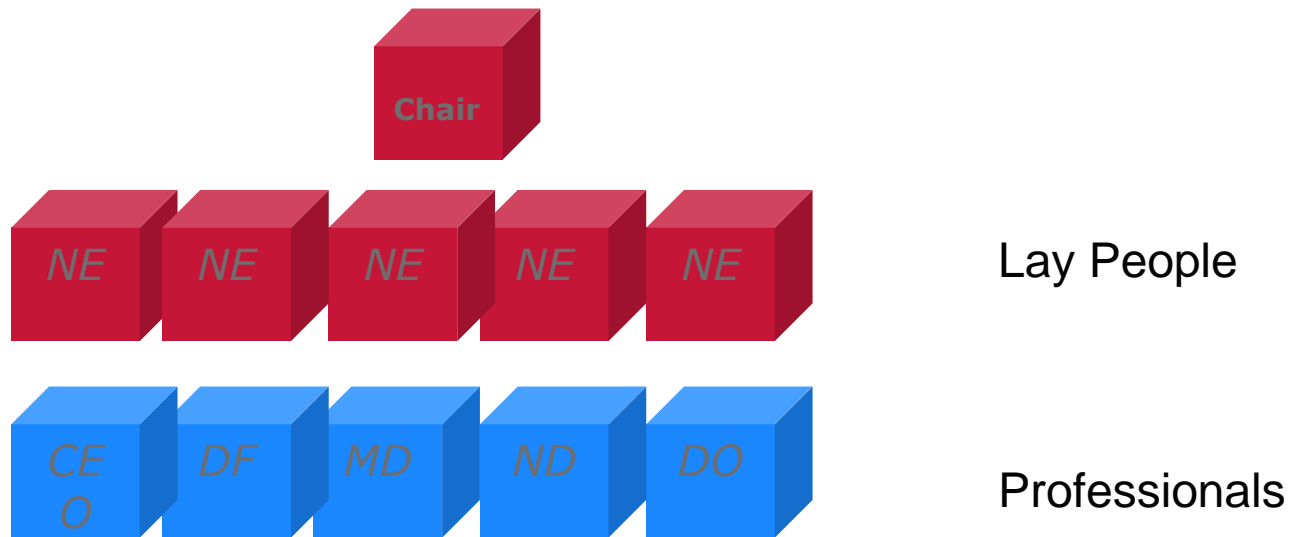
'We can gather data about the services that informed patients want, and work collectively with patients to co-design systems and services that will be what our populations deserve.'

*Alf Collins
Clinical Associate, The Health Foundation*

Patient's Rights: Participation in Managing Services

Top Leadership

Management Board at all Health Organizations



Conclusions

- **Health systems are complex**
- **It is for the public & patients**
- **Constantly explore ways of engagements**
- **Patients and Carers knows better**

Focus on:

- 1. Medical/ Nursing and other Education**
- 2. Higher Training**
- 3. Practice (Skills) – PCC /PCM**

Patients & Public Involvements require:

**Radical Changes to the Health
System**

Conclusions

You need Enforceable Legislations



The Patient Rights (Scotland) Act 2011

A guide for NHS staff and
providers of NHS services



House of Commons
Health Committee

Patient and Public Involvement in the NHS

Third Report of Session 2006–07

Volume I

Report, together with formal minutes

*Ordered by The House of Commons
to be printed 22 March 2007*



Thank You