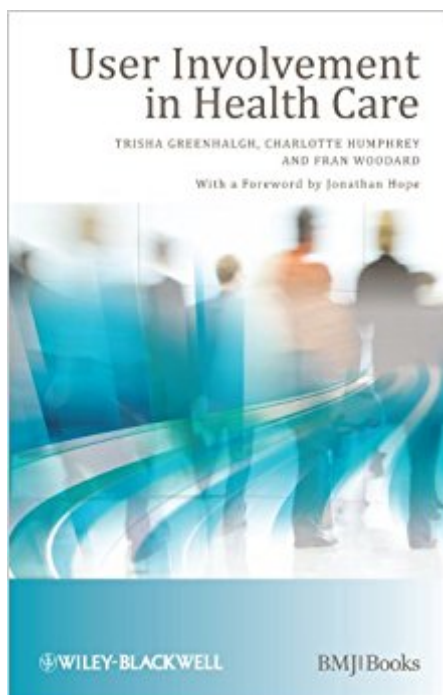


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User Involvement In Health Care



Synopsis

How can the needs and perspective of patients be incorporated in the design and redesign of health services? Health organizations are focusing more and more on patients' needs and requiring their employees to practise patient focused care. The Modernisation Initiative described in this book explores in three health service areas (kidney, stroke and sexual health services) how patients' and carers' involvement may inform and shape quality improvement work. This book guides you through the issues and challenges that teams seeking to involve users in changing health services are likely to face. It offers a wealth of practical knowledge about involving users. Those undertaking similar programmes, whether in primary care or hospital based, will find ideas and examples in this book to inspire and guide them.

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