

## **Liberating the NHS: Greater Choice and Control**

### **Response from the members and participants of Coventry LINK**

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#### **About Coventry LINK and this response**

Coventry Local Involvement Network is an independent network of local people and voluntary and community groups working for the improvement of NHS and adult social care services. Coventry LINK is a network made up of **168 members**. Coventry LINK carries out extensive community engagement work as well as specific work to look at issues with NHS and adult social care.

In order to gather views about information for patients and service users to inform this consultation response Coventry LINK ran a focus group session with 18 participants. The people who took part were individual local citizens, service users, and carers plus representatives from voluntary sector organisations, which provide support to different groups of service users for example older people, people with long term conditions, and people with learning disabilities. This session gathered a wealth of information about information and information to support patient choice.

Coventry LINK has submitted a detailed response to Liberating the NHS: An Information Revolution a consultation on proposals and many of the points we make relate to patient choice. This response therefore picks up specifically on the question of how to ensure shared decisions making.

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#### ***Q22 What needs to be done to ensure that shared decision making becomes the norm?***

For effective joint decision making between patient and clinician to take place there will need to be:

- Time for discussion
- Appropriate translation services (not relying on family members)
- Sufficiently informed clinicians/GPs
- Changes to professionals' attitudes eg consultants 'knowing best'
- Training:

- for GPs on how to deal with patients/ carers and understand how voluntary sector could help them/ support them to liaise with patients
  - For other health professionals
  - To include role play of talking with patients
  - Nurses supported learning on the ward
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- Use of assessment tools to take account of the whole person and used in both health and social care setting
  - Use of feedback and evaluation by patients/ service users
  - Understanding social model of health not just medical model

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