



Updates in person-centred care

In case you missed it: updates in person-centred care this month.

1

Involving patients and their families in decisions about their care can reduce length of hospital stays.

[Somerset's pioneering 'Homefirst' scheme](#) sees specialist teams work with patients and their families to discuss what tailored support they need at home to continue therapy outside of hospital.

2

An anti-stigma campaign around mental health calls on broadcasters to think about the language they use.

[A national suicide prevention organisation](#), leading politicians and people affected by mental health issues have joined forces to call on the UK's broadcasters to redress their use of stigmatising language when talking about mental health issues.

3

When GP practices work together, they can offer more holistic care.

[GP practices in Luton](#) have worked together in a Primary Care Network to provide more than 3,000 extra appointments a year for patients. The practices became more creative in their offering by introducing long term conditions clinics and having a variety of healthcare professionals, such as GPs, pharmacists, paramedics,

physician associates and specialist doctors on site.

4

Treating people as individuals can help LGBT+ people affected by dementia get better support.

[Alzheimer's Society has developed an initiative](#) that helps LGBT+ people affected by dementia get better access to support and information. The initiative encourages everyone, including healthcare professionals, care home staff and charities to look beyond dementia and respect all aspects of someone's identity.

5

Mental health services need to be designed with gender differences in mind.

[The Women's Mental Health Taskforce](#) has shown that mental health services can be discriminatory towards women because they have been designed, whether consciously or unconsciously, around the needs of men. The Taskforce recommends that policy development, service design and delivery should better take gender into account.

6

Research should address the needs of the whole person, recognising the expertise of patients and carers.

[A project led by a leading centre for patient safety research](#) has worked with patients, carers and health and social care staff to identify ten areas where research could improve care safety for adults with multiple conditions. The priorities emphasise the need for greater collaboration, communication and coordination.

7

Poor environments at GP practices can be a source of stress and anxiety for patients.

[The Patients Association has found](#) that many patients are concerned about internal and external aspects of their local GP practice premises. Poor confidentiality at reception desks, issues with access for disabled people and dated waiting rooms are some of the biggest problems.

8

The experience of BME people working in the NHS is still worse than white people.

[An independent assessment](#) has shown there is still a gap between the experience of black and minority ethnic (BME) people and white people working in the NHS. While there has been an improvement in BME representation in the most senior NHS roles over the last year, experience of discrimination has also increased.

9

There is a new tool for local health systems to tackle health inequalities.

NHS England has published [equality and health inequality RightCare packs](#). The packs support health systems to design and deliver services in their area that work to reduce health inequalities and improve health outcomes.

Updates from National Voices

National Voices welcomes NHS Long Term Plan

[National Voices welcomes](#) the NHS Long Term Plan's commitment to a new comprehensive model for person-centred care, its tilt towards primary and community care, and the ambition to tackle health inequalities. But we question how patients, communities and the voluntary sector will be meaningfully involved in the changes. [On the HSJ \(£\)](#) we argue that the Plan must make equal partnerships with other sectors if it is to succeed.

From the blog

Financial interests of patient organisations

[Conflicts of interest should be disclosed](#), but should not be the occasion for excluding patients, says Jeremy Taylor in an opinion piece for the BMJ.

Prove it: part two

With the NHS Long Term Plan now published, Don Redding checks whether it [passes the five tests](#) we set for it last month.

Navigating care for the elderly

The NHS England National Clinical Director for Dementia, Professor Alistair Burns, [tells how a growing network](#) of health and care staff are supporting elderly people to stay independent, keep well and get home quickly after a spell in hospital.

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Best wishes,

The National Voices team

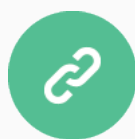
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