

RUNNING HEAD: Centrality of the service user in relationship

Understanding the centrality of the service user
in relationship-centered care

[Name of the Writer]

[Name of the Institution]

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The patient will be at the heart of everything the NHS does (key principle 4).

Introduction

Patients are the center of the healthcare services in every country. Whether it is a small clinic or a big hospital, the significance of dealing and communicating with the patients has its place. They are the center of every activity and functions that are taking place at the healthcare segments of the country. For NHS, patients are positioned centrally at the heart of all its activities. This paper will discuss the key principle of the NHS constitution, which mentions that the patient will be at the heart of everything that NHS does. The discussion will take place by referring to the primary concepts of communication, and the legal and ethical responsibilities, and the ways and methods in which the nurses can keep this principle intact.

Discussion

National Health Service (NHS)

NHS or the National Health Service is the name of England's public health services, which also functions in Wales and Scotland, and refers to the North Ireland in common. The NHS has been providing a variety of comprehensive healthcare services, and most of these services are free of any charge for the residents of the United Kingdom (NHS, 2016). Combined, the four of these National Health Services (in England, Scotland, Wales, and Ireland), had employed approximately 1.6 million people between 2015 and 2016 with an aggregate budget of £136.7 billion (Gov.uk, 2017). The people, who are the residents of the United Kingdom, are provided with the medical services by the NHS free of charge. However, exceptions do apply

which include, for example, the fixed charge applied towards patients for treatment of dental which is managed and administered in a different manner for the students.

The majority of the healthcare services in England are provided by NHS, and these include inpatient care, primary care, dentistry, and ophthalmology, and long-term healthcare. It was in July 1948 that the National Health Service Act 1946 was implemented and became functional in the services and operations of NHS. Besides this, United Kingdom is also served by the private healthcare simultaneously with the NHS, which is funded mainly by the private insurance, and its services are utilized by around 8% population of the country which is an addition to the services of NHS (Shields and Ward, 2001).

The primary source of funding for the NHS is the general taxation which obtains a little amount of money through the contributions made by the National Insurance payments along with the fees that are levied according to the changes that have been brought about by the Immigration Act (The King's Fund, 2017). The NHS Department of Health is the of the United Kingdom is charged with the responsibility managing NHS, and is administered by the Secretary of State for Health. On an average, the budget allocated for the healthcare, and mainly NHS, by the Department of Health in 2013-14 was £110 billion (Gov.uk, 2017b).

The NHS Constitution for England

The NHS is mainly associated and affiliated with the people. The institution exists with a mission to enhance the well-being and health of the people, support them to keep themselves physically and mentally well, and stay well to the end of their lives. NHS functions by utilising all the scientific and medical resources, for the purpose of bringing about the optimum level of the human skills and knowledge in order to improve their health and save their lives (Gov.uk,

2017c). There are certain common values and principles which form the basis and foundation of the NHS and bind the management and communities together, thus bringing together the public and patients, and the staff of NHS. The core values of the NHS includes:

- Working for and serving the patients together, in collaboration with each other;
- Dignity and respect;
- Commitment to the provision of high-quality care;
- Compassion;
- Improving people's lives
- All the people count.

NHS works through a proper Constitution which forms the basis of the values and principles of NHS in the United Kingdom. The Constitution establishes the rights which the public, patients, and staff are entitled to; it also includes the pledges that the NHS has made the commitment to achieve in collaboration with all the responsibilities that are owed by the patients, staff, and public in order to ensure the fair and effective operations of the NHS. This Constitution is renewed after the period of every ten years and involves the participation of patients, staff, and public. Following are the key principles of the NHS Constitution:

1. A comprehensive service is provided by the NHS, which can be availed by everyone.
2. The access and availability to the services of NHS depend upon the clinical needs and not on the ability of individuals to pay.
3. The highest standards of professionalism and excellence are maintained by the NHS.
4. The patient will be at the heart of everything the NHS does.
5. The activities of the NHS are rendered across the organizational boundaries.

6. The commitment of NHS involves providing the best worth for the money of the taxpayers.
7. The NHS holds itself accountable and answerable to the public, patients, and the communities that it serves (NHS England, 2013).

The patient will be at the heart of everything the NHS does.

NHS has lately published different reports that contain the recommendations that it which it needs to apply with regards to bring improvement in the quality of the healthcare and the related services. Darzi (2008) maintains that the high quality of the healthcare should be effective and safe, where patients are treated with respect and dignity, and compassion. NHS attains its principle of keeping the patients at the heart of everything it does by the creating such an environment that provides safety for both the staff and the patients along with supporting their well-being and needs. The constitution provides the constant sources for the improvement of experiences of the patients (Julia, 2016).

The patients are involved in all the activities through supporting such a culture at hospitals and clinics in which the safety of the patients is the priority of all the individuals and staff, and the element of quality improvement plays a significant part in their activities. In order to keep patients at the heart of the activities, NHS provides a patient-led approach towards the treatment and the patient-centered environment which includes giving a courteous treatment to the patients, involving them in the decision-making of their care, and keeping them well-informed (NHS, 2016). The healthcare Institute also delivers services which are developed as a response to the feedback received from the public, patients and many other major stakeholders which include Health Scrutiny Committee, Commissioners, and Health watch.

NHS also reduces the avoidable death and harm, along with making a commitment to learning by its mistakes and also by sharing its learning with others across the Trust. It provides the guarantee that the Trust is compliant led well in line with the regulatory needs of the institution. Moreover, it provides strong accountability and leadership all through the organization to both the non-clinical and clinical staff. NHS also provides consistent care to the patients who are also safe, evidence-based, safe, adheres to the best clinical practices and is effective. Furthermore, the data that is utilized for the patient's treatment is well analyzed, robust, systematic, and results in the patient's improvement. Not only this, but the quality improvement and quality assurances process at the NHS are also defined in order to ensure patient satisfaction (NHS England. 2017).

Communication at NHS

Ethical Implication: Listening to patient/service user story

The term 'patient stories' refers to the experience describing the variety of potential storytellers, who communicate and talk due to various reasons and with a variety of range of audiences from every background. The stories that are narrated by these individuals and are told from their personal experiences and own perspectives are usually of specific interest, and include the following:

- As attendant or a patient who was the part of an improved service program or excellent care.
- A patient or an individual who has experienced an unsatisfactory system of health care and treatments, which may entail emotional or physical harm.

- A staff member, doctor or nurse, who had been working with a team in implementing the improvements of patient service.
- Any individual who has some ideas to share regarding the new finding from the research or a good practice (Wilcock, 2003).

The basic idea of the story is to obtain an understanding with regards to the healthcare experience that is gained by the storyteller; the good in it, the bad and also whatever would have made the particular experience better and more positive. A patient or users story is not a representative of all the experiences of the patients. However, every story is true and valid, just as is the healthcare experience of the individual. Thus, these stories collectively help the doctors and nurses in building up an image of whatever it is like to feel as a service-user along with suggesting ways in which the provision of services may be improved.

It is essential that the patient/user stories are listened to in a careful and compassionate manner (Iedema, 2011). The primary reason for this is that the patient/user stories possess distinctive features which usually tend to make them suitable for carrying out the projects of quality improvement in hospitals and clinics:

- The patient/user stories are usually told in a subjective manner and form the viewpoint of the narrator. Therefore, the primary focus of the stories is the individual instead of the condition or organization.
- The narrative form of the story is in complete alignment with the events, which include plot vs. time, and assist in making sense out of the patients' experience.
- The stories told by patients are usually non-linear, and they are formed from the complicated structure of actions, environments, events, and relationships.

- The user stories possess an ethical angle which tends to mirror the expectations of the society and “good behavior” (Collins, 2007).
- These narrations are mostly action-oriented, and along with it they tend to focus the situations, actions, and events actions, and also facilitate in providing better insights into the probable situations which could have taken place.
- The stories assist in bridging the gap between informal sub-cultures and unwritten rules and the space in the organization that has been codified regarding accountability, roles, and job description.

Patient/service user-centered care

The person-centered or user-centered care refers to the ways of thinking and method of doing things which views the people, who use the social and health services, in the form of equal partners in the domain of planning, analyzing, developing, controlling, and monitoring the aspect of care so that their needs are fulfilled (Reynolds, 2009). This involves considering people, patients, and their families the center or core of the decisions and viewing them as experts, who are capable of working along with the professionals to attain the best possible result. The person-centered care does not only mean providing people all their necessities or giving them the required information (Care, 2010). It refers to considering their values, desires, lifestyles, family situations, and social circumstances; all these factors see the person as an individual and work with each other to develop and sustain the suitable solutions.

The various dimensions of the person-centered care include respecting the values and traditions of people and putting them at the core or center of care and considering their expressed needs and preferences. This approach is about integrating and coordinating care, working with

one another to ensure that the good information, education, and communication systems prevail. The person-catered care also guarantees that the people feel physically safe and comfortable; they are provided the emotional support, and there is a continuity of the processes and services.

At NHS, it is assured that the patients and individuals are engaged in the person-centered care, and the treatment is central to them. This maintains the ethical perspective of dealing with the patients. This element is now being considered as the primary aspect or key component for the development of a health care of high quality. The person-centre care is of utmost important at NHS as it is thought to enhance the service quality that is available to the people, and will assist people in getting the required care whenever they need it (Oates, Weston, and Jordan, 2000). The person-centered care also assists the healthcare in helping people to be further active when taking care of themselves and, in this way, reduces a little pressure from the social and health services.

It is evident from the studies and researches that communication plays an important part of the health outcomes of the patients. It is essential that all the patients are treated well through good communication and effective listening and speaking skills of the staff. There are some reasons for it.

Cognitive mechanisms

It has been demonstrated by various studies that an understandable and clear transmission of information is particularly significant for the care and treatment of the patients, and cancer patients in particular. There is also the majority of the patients who simply need to get some more information from the doctor that they are consulting with, however, practically, it is not just the information that they need, but it needs to be the information which is understood at its best (Epstein, and Street, 2011). Doctors have their important role in the course if translating the

complicated biomedical terminology in the language which is best understood by the patients. The information which is obtained from the patients had proven to be important in enabling them to make effective and accurate decisions regarding the treatment. All the information is not always disclosed by the patients, regarding their concerns or symptoms and this may lead to the unsatisfactory decision making. This is the challenge for the doctors and the staff at NHS fulfil it with much ease.

Behavioral mechanisms

One of the very powerful mechanisms which support health through the communication elements is the behavioral mechanism which results in positive or negative outcomes. On the part of the patient, it is the effective communication which aids the patients in a positive self-management of their health and wellness. Through motivation and good understanding, the patient will be in a better state to manage their exercise, diet, and smoking and drinking behaviors. The noticeable thing here is the influence which may be imposed in the adherence of patients towards medication. Some of the drugs are not as potent or as potentially harmful if they are not taken according to the prescription (Epstein and Street, 2007). Communication affects the patients in such a manner that those patients who are subject to poor communication from the staff or nurses are usually not able to follow the care and treatment plans that have been decided for them. On the other hand, those patients who receive clear instructions and advice are capable of following the plans and treatments in a proper manner.

Emotional mechanisms

The impacts of communication can very well be seen on the emotional health of the patients too. The good quality of communication is very much likely to make the patients capable of being positively influenced in terms of their emotional state, and this ultimately leads to the positive impacts on the outcomes of their health. On the other hand, the contrary is also seen to be holding good: the poor communication with the patients may result in extreme depression and anxiety, and this ultimately leave a deleterious effect on the health of the patients. Thus, the emotional support provided by the doctor in the form of good communication is likely to be extremely comforting and soothing for patients (Robinson, 2008). Different studies have depicted a connection between the behaviors of the compassionate doctor, who provides the patient's reassurance and express support, and the reduction in patient anxiety.

Role of nurses in upholding NHS constitution

The NHS constitution tends to inspire the nurses who are already working at NHS or have just joined recently. The constitution enshrines all the rights of nurses to training and development, and a safe environment of working which offers fair pay. The constitution also provides the clear role and responsibilities with regards to professional development, health, and the domain of utmost importance, which is safety.

The Francis Report was published in February 2013, and was the final version of the report presented to the Francis Inquiry which looked into the failed care at the NHS Foundation Mid Staffordshire. The report included practices that should have been undertaken when dealing with the patients at NHS. It incorporated taking caring of the patients and providing special care to the elderly patients. It included effective complaint handling and learning from those complaints, communicating effectively, and listening to patients with concentration.

In order to keep the patients at the centre of every activity, NHS makes certain pledges in its constitutions. It ensures that the patients, or individuals at the NHS, will be provided with all types of treatment with courtesy along with granting them appropriately, and the most suitable status and support all through the complaint handling the matter and dealing with the patients. Moreover, if a patient files complaint against any policy not being followed at the hospital, will not be affected in any way for their future treatment. NHS also pledges to guarantee that in case of mistakes, if the patient is harmed during the provision of health care, they will have the right to receive an apology accompanied by the suitable explanation, which will, in turn, be delivered to the patient with recognition and sensitivity of the trauma that the patient has experienced. All such lessons will be learned and applied by the staff to avoid any incident from occurring and high-quality work to be delivered. Finally, the NHS pledges to guarantee that the organization needs to learn lessons from the claims and complaints which are filed by the patients or users of the services.

Conclusion

NHS has kept the patient-centered activities at its hospitals and healthcare. The facilities of NHS are located in the UK and are available to everyone, though the residents of the United Kingdom enjoy free of charge services too. The NHS has enacted its constitution which lays down the guidelines for the organisation, its staff, and its patients. The patient-centered approach followed at NHS is the most important initiative that the healthcare has taken, and revolutionised itself.

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