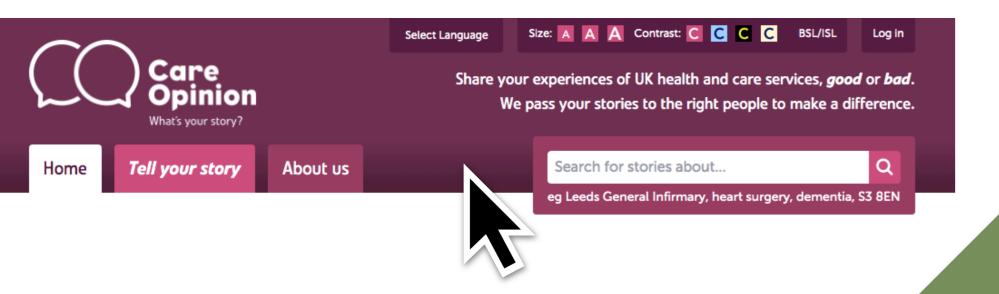


Care Opinion is an online platform for feedback:

- people can share honest feedback easily and without fear
- stories are directed to wherever they can help make a difference
- everyone can see how and where services are listening and changing in response



How patient feedback can improve Ear, Nose and Throat (ENT) services

Candidate No. 22535

## General Medical Council

The GMC advises that newly qualified doctors should be able to:

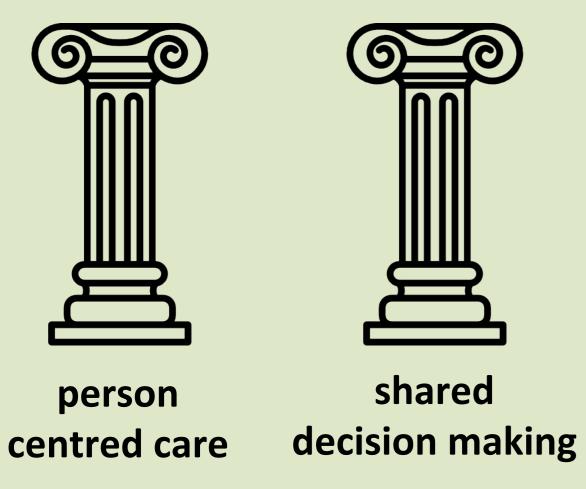
- "demonstrate the principles of person centred care and include patients... in decisions about their healthcare needs" (2k)
- "provide information about options for investigations, treatment and care in a way that enables patients to make decisions" (21)

## Analysis of 48 stories on ENT services in NHS Fife:

- patients described feeling "respected", "supported" and "reassured" when care was more **person centred**
- patients described feeling "unheard", "belittled" and "confused"
  when not involved in decision making
- over 95% of stories had response from NHS Fife



## The Pillars of Realistic Medicine



An action plan for Realistic Medicine in future practice:

- 1 Acknowledge the patient's ideas, concerns and expectations
- 2 Understand which risks and benefits matter to the patient
- (3) Consider alternatives or the option of no intervention
- 4 Explore use of decision support tools, e.g. ADST



