
Expert Patients Programme

Community Interest Company

↘ The Patient's Voice



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Expert Patients
Programme
Community Interest Company

My Story



Why listen to the Patient's Voice?

- I feel more motivated when I'm involved in my health care plan
- I am a specialist in the symptoms and emotional impact of my condition on me
- Having someone listen to me and understand is very empowering
- I want to understand more about my condition



Have a useful understanding of the condition

Medical/Biological

Self-management

Recognise and manage the emotional impact

Emotional

Make adaptations in day to day life

Social



Sharing responsibility for communicating effectively



The 3 Enablers

➤ Goal Setting and Action Planning

Discovering small steps patient can take towards achieving agreed goal

➤ Problem Solving

Tools to move through blocks and get patient back on track

➤ Setting a shared agenda

Meet needs of clinician and patient & use time effectively



Coaching Practice

- Identify a patient you are struggling to help medically
- Role play the situation with the Patient Voice
- Practice using open questions and 3 enablers to achieve a successful outcome for clinician and patient