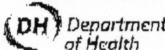



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# Fair for all personal to you

Choice, responsiveness and equity  
in the NHS and social care

A national consultation  
Autumn 2003




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## Why a national consultation?

- In his speech to the New Health Network on 16 July the Secretary of State for Health promised to:
  - extend choice beyond elective care into services such as chronic conditions, primary care and maternity services
  - work with patient groups ..... to develop 'radical proposals on how best we can empower patients in these and other areas'
  - enable patients, user groups and staff to contribute to the debate on how we take the next steps forward.

2 Autumn 2003





## Choice, responsiveness and equity

- Choice is not an end but a means to improving the patient and user experience
- A responsive service is one that is flexible
- Extending choice can promote access
- *Fair for all personal to you* builds on *The NHS Plan*

3 Autumn 2003



## Contributing to the consultation



## The themes

- Maternity care
- Children's health
- Primary care
- Emergency care
- Elective care
- Mental health
- People with continuing, long term conditions
- Older people
- Other cross cutting themes such as information, self-care and access

5 Autumn 2003



## The Questions

- **What changes would have the most impact on improving the experience of health and social care for patients, users and carers?**
- What choices do patients/ users/carers want?
- What information and support would patients/ users/carers need to exercise these choices?
- What changes in the system, or how people work, or communicate would be needed to create these choices and make health and social care more responsive?
- How could these choices be made fair for all?

6 Autumn 2003





## Testing out the ideas

- Is it personal, taking account of individual needs and preferences?
- Is it fair, taking account of the needs and preferences of other people and the community?
- Does it work? Is it based on evidence? Is the care safe and effective?

7 Autumn 2003



## How the consultation process will work?

- A national consultation around the eight themes led by Task Groups
- Local consultation and events led by Strategic Health Authorities
- An invitation to the public, staff, patients, users and carers to contribute their ideas and views directly
- The opportunity for patient and professional organisations, the voluntary and independent sector, Modernisation Agency Associates and other stakeholders to contribute to the debate

8 Autumn 2003

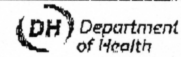




### Making your contributions to the consultation

- Focus on the consultation questions
- Focus on the eight themes or other cross cutting themes
- Submit emerging ideas and research evidence
- Final deadline: 11 November 2003

9 Autumn 2003



### Send submissions to

- Email: [choice@nhs.uk](mailto:choice@nhs.uk)
- Post: Choice, Responsiveness and Equity Project Team  
Department of Health, Room 533,  
Richmond House,  
79 Whitehall, London SW1A 0NS
- Website: [www.nhs.uk](http://www.nhs.uk)

10 Autumn 2003

