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Nota di contenuto	Better health in harder times; Contents; Contributors' biographical notes; Acknowledgements; List of abbreviations; Introduction; The inspiration for the book; Who should read this?; The structure of this book; Section 1. What business are we really in? Managing and self-managing well-being; Introduction; 1. Money matters! Personal budgets and direct payments; 2. Mainstreaming a chronic disease self-management programme - reflections on the NHS Expert Patients' Programme; What effect did a national implementation have?; Has the Expert Patients' Programme been a success? 3. Health promotion - connecting people and placeThe context; Language matters; Engaging people matters; Sense of place matters; Vision and values matter; Creativity and fun matter; Bringing it together - Yeading Junior School; In conclusion; 4. Is a long-term condition a disability? Schools of thought and language; How 'long-term conditions' are framed; How disability is framed; So where does this take our discussion of language?; Conclusion; 5. Life as an active citizen - full engagement, hard work and well-being; 6. Genuine partnership 7. Overview: Looking for a new social contract around the NHSThe NHS - a victim of its own success; Some hard-hitting numbers; Mass

movement - cogs in the healthcare machine; Activists in 'programme space' and attempts to achieve national scale; The micro-scale - activist identity and activist practice; Roots of a new deal?; Section 2. Questions of quality - not just ticking boxes; Introduction; 8. A cataract journey; 9. Using Experience-Based Co-Design to make cancer services more patient-centred; 10. How patient stories can change the commissioning culture; 11. Turning 'care' into 'share' 12. Let me tell you a story 13. Quality, leadership and moral responsibility; 14. Accounting for quality - eight tips for producing reports for the public about the quality of care; Eight tips; Conclusion; 15. Overview: Quality - fantastic journey but bumpy ride?; Quality from a patient's point of view; Quality as the reduction of human error; A quality health service for a local community; Section 3. Governance - how can we really work together?; Introduction; 16. Reminiscences of an advocate; 17. Researching together - pooling ideas, strengths and experiences; 18. Becoming accepted 19. Supporting 'experts by experience' - a champion idea Educating for engagement; Why not me?; For the future; 20. Engaging communities - sharing the learning; Introduction; To conclude ...; 21. The engagement industry - some personal reflections; Structures but ...; Big events but ...; Research but ...; Projects but ...; Data but ...; Conclusion; 22. Overview: Colliding worlds - the journey towards collaborative governance; Creating a dialogue across difference; Asking the basic question; Collaborative governance - coming into sight? Section 4. How can information technology work for well-being? Data, dialogues and digital media

Sommario/riassunto

This book renews the collective compact that created our public services in the 1940s using voices from service users and service providers. Sections explore long-term conditions, service redesign, information technology, leadership, co-production and quality.
