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Nota di contenuto	CONTENTS; Preface; Acknowledgements; 1 The policy context; Overview; The case for engagement; Challenging professional dominance; Promoting responsiveness; Policy goals; The patient's role; Trust; A note on terminology; Summary; References; 2 Improving care processes; Overview; Policy levers; Patient-centred care; Patients' priorities; Monitoring the quality of care; Substandard care; International comparisons; Obtaining and using patient feedback; Perceptions of NHS care; Incentivizing quality improvements; Giving patients a choice of provider; The pros and cons of choice; Exercising choice Strengthening patients' rightsThe Patients' Charter; The NHS Constitution; Involving patients in redesigning services; Experience-based design; Summary; References; Further reading; 3 Building health literacy; Overview; The importance of health literacy; Literacy and health inequalities; Measuring health literacy; Raising standards; Health education; Theories of health behaviour; Health information; Information sources; Health information on the Internet; Information quality; Information as therapy; Impact of health information; Health in the media; Impact of media stories; Disease-mongering

Social marketing
Summary; References; Further reading; 4 Selecting treatments; Overview; Shared decision-making; Practice variations; Sharing expertise; Clinician-patient relationships; Shared decision-making and health reform; Expectations of involvement; Lack of involvement in decisions; Informed consent; Patient decision aids; Risk communication; Support for participation; Advance care plans; Improving decision quality; Overcoming the barriers; Summary; References; Further reading; 5 Strengthening self-care; Overview; Managing minor illness; Support for self-care
The importance of chronic disease
Self-management of long-term conditions; Care planning; The Chronic Care Model; Collaborative care; Chronic care system; Theoretical underpinnings; Self-management education; Integrated self-management support; Supporting people in their own homes; Record access; Personal health budgets; Evidence on what works; Summary; References; Further reading; 6 Ensuring safer care; Overview; Patient safety; Patients' contribution; Choosing a safe healthcare provider; Helping to reach an accurate diagnosis; Participating in treatment decision-making
Contributing to safe medication use
Participating in infection control initiatives; Checking the accuracy of medical records; Observing and checking care processes; Reporting adverse events; Practising effective self-care; Advocacy and feedback; When things go wrong; Summary; References; Further reading; 7 Participating in research; Overview; The importance of patients' role in research; Participatory research; Determining research priorities; Commissioning research; Designing studies; Recruiting participants; Measuring health outcomes; Gathering and analysing data
Disseminating and using research findings

Sommario/riassunto

This new text is a complete guide to patient engagement and participation in healthcare, which is a central theme of health policy in the UK and internationally. Angela Coulter explains the theories, models and policies used as well as giving extensive practical examples to illustrate the reality of patient involvement, and how it impacts on health outcomes. Based on 250 systematic reviews in the area, this is the most current and comprehensive text on the market.
