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Altri autori (Persone)	GreenhalghTrisha HumphreyCharlotte WoodardFran
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Sommario/riassunto	How can the needs and perspective of patients be incorporated in the design and redesign of health services? Health organizations are focusing more and more on patients - and requiring their employees to practise patient focused care. The Modernisation Initiative described in this book explores in three health service areas (kidney, stroke and sexual health services) how patients' and carers' involvement may inform and shape quality improvement work This book guides you through the issues and challenges that teams seeking to involve users

in changing health services are likely to fa

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