



THE PATIENT VOICE

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When technology fails patients

- Document patient experiences
- Bring those to bear on engineering design
- Build a public dialogue
- Disseminate engineering knowledge with patient relevance
- Focus groups, questionnaire, interviews

Session design

- Fully scripted
- Single narrative
- Multiple stories
- All panellists own words

Why these stories?

- Parsons 'The Sick Role'
 - Seek technical help
 - Get better
- Iatrogenic illness (Illich)
 - Therapy causes more illness
 - Doctor/patient/healthcare relationship different tenor

Protection is paramount

- Non maleficence
- Doctors – fiduciary duty (*Fiducia* – trust)
 - Actions must serve the welfare of patients
 - Even at cost to selves
- British Orthopaedic Association
 - “Caring for patients – supporting surgeons”
- General Medical Council (UK)
 - “Our job is to protect you, the patient”

If we do not listen to patients...

- Fiduciary relationship breaks down
- Patients lose trust in, and do not feel (are not?) served by
 - health professionals
 - health technology
 - companies
 - regulators/government

The impact on patients

- Problem becomes multi-layered
 - Dealing with revision and further recovery
 - Impact on lives and family
 - Worries about longer term problems
 - Mistrust in system
- Concerns about responsibility re avoiding repeat situation

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- None
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