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 Orthpaedic 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
Disclosures and contacts

- None
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