

Focus on...

PATIENT-CENTRED CARE



[Jenny's story, The Battle](#)

[Tara's story, The Small Things](#)

Using the videos as a stimulus discuss the questions below with your colleagues.

1. Why is patient and family centred care important?

Invite your participants to share their views and experiences with the group.

2. Discuss the ways in which you provide patient and family-centred care? What strategies have you found useful to engage and empower patients in their own care?

Allow time for participants to reflect on their practice of patient and family-centred care.

3. How do you know you've provided good patient and family-centred care?

Reflect on how we know that we are providing good patient and family centred care? If we are unsure, how might we find out? How can we check for understanding?

4. What are the challenges associated with providing excellent patient and family centred care? How might we overcome these?

Invite participants to share their thoughts on the challenges and offer suggestions from their own practice about how to improve this.