



SHIFTS TO...



Being asked 'What's **the matter** with you?'

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Being asked 'What **matters** to you?'

Being **told** what is wrong with you and how your health needs will be met.



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Being valued as an **active partner** in conversations and decisions about your health and wellbeing.



Not having the information and support you need to make informed health and wellbeing choices and decisions.

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Having the information and support you need to make **informed choices** and decisions.



Health and care professionals believing **they have all the knowledge**, expertise and responsibility for your health and wellbeing.

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You and your health and care professional **sharing knowledge**, expertise and responsibility for your health and wellbeing.



Feeling **powerless** against a complex health and care system.

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Working in partnership with health and care professionals and **sharing power**.



A '**One-size-fits-all**' approach to meeting your health and wellbeing needs.

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Having more **choice and control** so your health and wellbeing needs are met effectively in a way that makes sense to you.



Having to tell your story **again and again**.

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Only needing to tell your story **once**.

Personalised Care: A shift in relationship between health and care professionals and people.

Universal Personalised Care

NHS England and NHS Improvement (2019). Universal Personalised Care [online]. Available: <https://www.england.nhs.uk/personalisedcare/> [Accessed 27th January 2020].