

Valuing Patient Experience

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Researchers from SDHI, collaborating with researchers from the University of Aberdeen, have reviewed studies of people's experiences of health care delivery and developed a conceptual map to help policy makers, service providers and researchers consider what matters to patients. The conceptual map draws attention to the ways health services enable people (or not) in important capability domains. It highlights the importance of services responding appropriately to people as individuals.

<http://jhsrp.rsmjournals.com/content/early/2011/10/03/jhsrp.2011.011029.full.pdf+html>

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For more information about this project- contact Vikki Entwistle (v.a.entwistle@dundee.ac.uk)