



Being seen only as a **patient with symptoms** or separate conditions that need treating.

SHIFTS TO...



Being seen as a **whole person** with skills, strengths and attributes as well as needs to be met.



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

SHIFTS TO...



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



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

SHIFTS TO...



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



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

SHIFTS TO...



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

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



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

SHIFTS TO...



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.

SHIFTS TO...

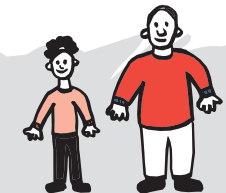


Working in partnership with health and care professionals and **sharing power**.



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

SHIFTS TO...



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**.

SHIFTS TO...



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