Website review

Person-centred care

A truly person-centred care (PCC) should be needs-led, comprehensive covering all aspects of health as well as social care and supported by a single assessment process (SAP). The Centre for Policy and Ageing website has a wealth of information on PCC as well as training materials for SAP (www.cpa.org.uk/sap/sap/home.html). The establishment of a patient-led NHS is an essential requirement for delivering the NHS Improvement Plan (www.dh.gov.uk/en/Publicationsandstatistics/Publications/PublicationsPolicyAndGuidance/DH_4106506).

The aim of the Standard 2 of the National Service Framework (NSF) for the older people is to ensure that the PCC remains high on the agenda of key stakeholders (www.dh.gov.uk/Publicationsandstatistics/Publications/PublicationsPolicyAndGuidance/DH_4002286). The web aspects of PCC can be easily reached at the National Electronic Library for Health (NeLH) site (www.nelh.nhs.uk/nsf/older_people/standard2.htm). A range of documents on PCC including the implementation programme, emerging challenges, progress report, examples of good practice, information on people receiving such care and the Audit Commission report can be accessed at this and the Department of Health/NHS websites (www.dh.gov.uk/PolicyAndGuidance/HealthAndSocialCareTopics/OlderPeople), (www.dh.gov.uk/PublicationsAndStatistics/Publications/) and (www.ic.nhs.uk).


Clinical effectiveness

The clinical effectiveness (CE) involves the provision of a care that is not only based on evidence but also quality assured through the use of clinical audit. Information on its various elements is available on the Department of Health (www.dh.gov.uk/) and the West Lincolnshire PCT (www.westlincspct.nhs.uk) sites. A recent report by the High Level Group of the Department of Health looks at ways of improving CE in the NHS (www.dh.gov.uk/en/Publicationsandstatistics/Publications/PublicationsPolicyAndGuidance/DH_079799).

The Protocol and Care Pathways zone of the National Electronic Library of Health (www.nelh.nhs.uk/carepathways) contains a database of pathways (www.nelh.nhs.uk/carepathways/icpabout.asp). A link is provided to the NICE (www.nice.org.uk) and other websites that produce nationally recognized clinical guidelines (www.modern.nhs.uk/protocolbasedcare). In Scotland, the Clinical Resource and Audit Group (CRAG) is the lead body that promotes CE (www.cragscot.nhs.uk). The clinical governance section also provides guidelines to support CE (www.clinicalgovernance.scot.nhs.uk/section2/clinical-effectiveness.asp).

The Clinical Effectiveness and Evaluation Unit of the Royal College of Physicians of London promotes the delivery of a high-quality care by producing national guidelines, designing national comparative audit tools to evaluate standards of care and development of clinical outcome measures (www.rcplondon.ac.uk/college/ccde/index.htm). The BMJ also has useful information on its website (www.bmj.com/cgi/content/full/317/7152/200). The Health Services Technology Assessment Texts (HSTAT) is a free web-based resource of full-text documents that provide health information and support healthcare decision making (www.ncbi.nlm.gov/books/bv.fcgi?rid=hstat).

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