























## **Conclusions**

## Patient centred care is...

- anticipating needs by formal & informal carers
- starts at a community level
- integration of medical, health & social care
- easy access to & navigation in healthcare systems
- flexible multi-disciplinary team collaboration
- empowering patients & their supporters
- not only about outcomes but delivering value in the process of care
- requiring redesign of services by all relevant stakeholders
- realistic to achieve with a multi-level approach



