4th International Conference on

Palliative Care, Medicine and Hospice Nursing

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What do you want?

Tony Bonser St Catherine's Hospice, Lancashire

I dream we can work towards a system of fully integrated, holistic care for those near death. is will involve a culture-change in the relationship between medical professionals and patients/carers, in line with the patient-centered philosophy embodied in the NHS Constitution, and with the recommendations of the Francis Report, the Neuberger Report, "One Chance to Get it Right," and the NICE guidelines 2016, seeing patient and professional in a partnership, de ning and meeting the perceived needs of the patient Communication will be central to this development. Professionals and patients must evolve a common language comprehensible to both, and an atmosphere in which patients and carers feel empowered to become involved in the decision-making process, and that to take back some control of their condition and its management. Great sensitivity on the part of the professionals as to the emotional e ects of their discussions on patients will be needed along with an understanding that everyone is an individual, with speci c and personal needs, and that "one size ts all," will not meet their needs.

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