British Geriatrics Society
Improving healthcare for older people

# Health Outcomes that Matter To Older People

BGS Autumn Meeting 2019

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## Why do they do it like that?

Justine Shenton

Sefton Older Persons' Forums Co-ordinator
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# Sefton Older Persons' Forums

"Tell me and I forget, teach me and I may remember, involve me and I learn"

-Benjamin Franklin

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# Why don't they do it like this?

- My diary is so full of medical appointments I can't come to your meetings.
- They keep giving me blood tests but I have had a low blood count for a long time.

(Forum member aged 89)

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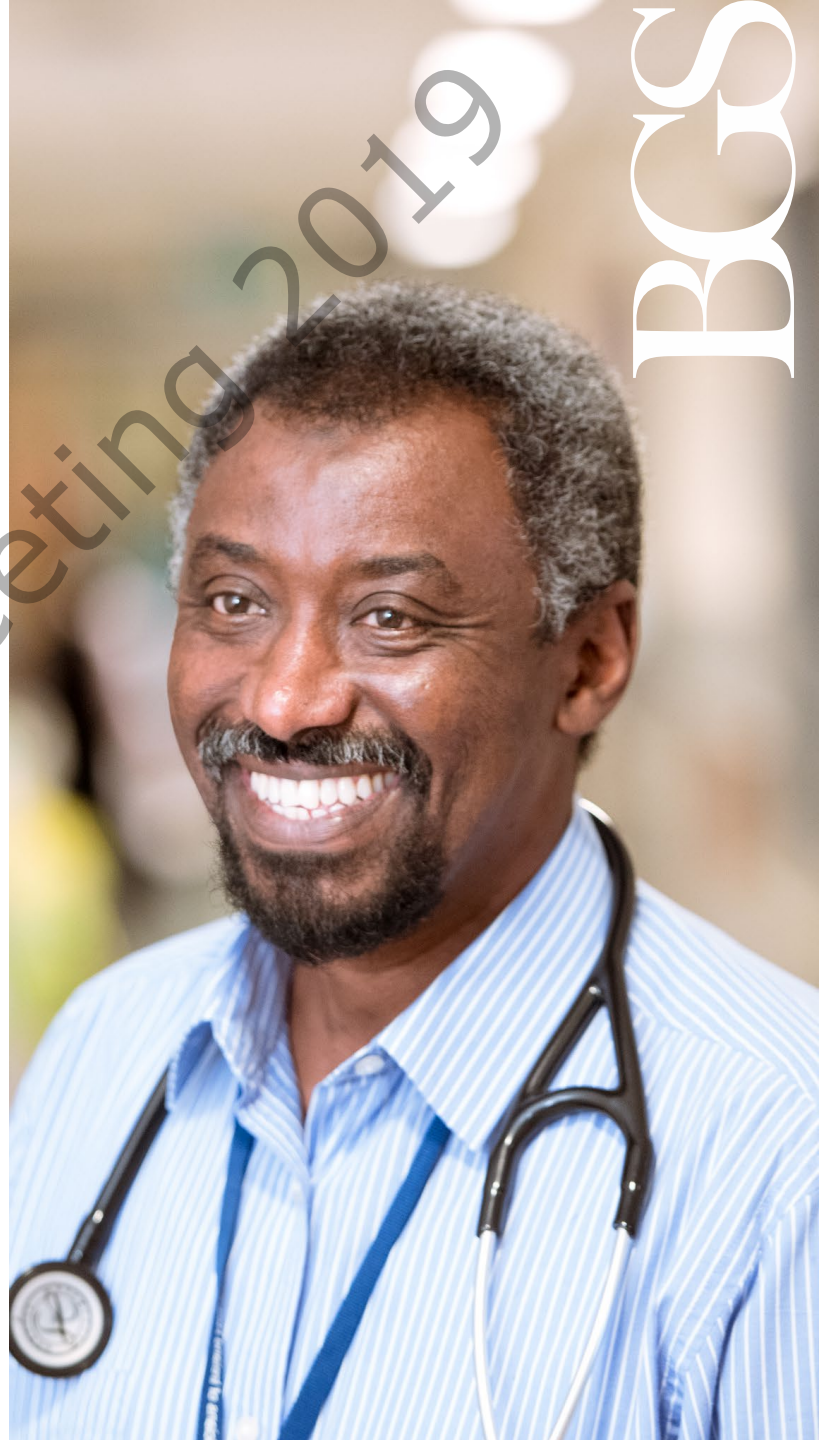
# Some Suggestions:

- Telephone follow ups
- Local appointments
- Co-ordinating appointments
- Holistic approaches
- Not too many tests!
- Recognise my normal



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# Underlying Conditions

Many of our members have more than one underlying health condition such as heart disease, diabetes, multiple sclerosis, arthritis and COPD. They are experts in their conditions and often their carers are experts too.

They need to be listened to and given VIP treatment

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# Fiona's Story

Fiona has MS. She went into a local hospital for a broken shoulder. Her shoulder was fixed, but due to a lack of understanding and expert help, she left the hospital unable to walk and has been using a wheelchair ever since.

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# Working Together For Health

- Listen and involve older people
- Efficiency and planning
- Expert patients/expert carers

Thank You