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Are patients sufficiently involved? The NHS has less patient involvement than other European health systems. Demanding consumers can be informed participants. We need to solicit more complaints from poorer people. Otherwise we get a better service for the more vocal. Patient/doctor relationship is still crucial. Older people are less keen on choice.

Patients - Consumers - Citizens

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Consumer - Citizens Advice

NHS care is usually very good and most people don't have any problems. But occasionally things can go wrong. In some cases, you may be able to take legal action for clinical negligence but this page tells you more about other legal action you might be able to take. In most cases, making a ...

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be a nice side effect; it could be the beginning of the new story.

...

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...

There are 512 million people living across the EU, 446 million of whom are outside the UK, so they (and citizens of Iceland, Switzerland, Liechtenstein and Norway) could get free NHS care if they were ordinarily resident in the UK. This is easier for them under EU free movement rules than it is for citizens of non-EU countries.

Which NHS treatments are free for EU citizens? - Full Fact

At its heart is an attempt to re-think the contract or relationship that exists between citizens and the NHS. Self- Direction puts the wide-reaching policy of personalisation into practical action through attending not only to changing services, systems and processes, but also to shifting power and control and sharing rights and responsibilities.

Citizenship in Health

At some level, I think the fact that the deep concern about the potential privatisation of the NHS is born out of an awareness of this possibility – this is not just about a battle between state and market, but people wanting to play a greater not a less role in society, willing to step up as citizens, not just demand as consumers.

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