

GCC Registrant Toolkit

Patient-centred care

Professionalism in chiropractic

Toolkit



Patient-centred care

Putting patients first is an essential principle for chiropractic professionals who work hard to provide a high standard of safe and effective treatment.

This toolkit provides registrants with guidance and practical advice on taking a professional patient-centred approach to care.

Patient-centred care focusses on the patient's individual needs, recognising and respecting values and preferences and adapting treatment accordingly. This approach is key to building trusted relationships with patients.

A professional approach to patient-centred care includes using your knowledge and expertise to advocate on behalf

of a patient and recognising when to make a referral to another healthcare professional to ensure a patient receives the most appropriate care for their condition.

Our research shows that patients want to take a more active role in their care. Informing patients about their treatment options and encouraging shared decision-making can empower patients to take control of their condition. Having patients fully involved in their treatment improves the overall patient experience and, importantly, can lead to enhanced patient outcomes.

Patient-centred care in the Code of Practice:



A. Put the health interests of patients first

You must put patients' health first, respect them and ensure that you promote their health and welfare at all times.

You must take account of these factors when assessing them, making referrals, or providing or arranging care. You must make sure that those receiving care are treated with respect, their rights are upheld, and any discriminatory attitudes and behaviours are challenged.

Other Standards in the Code that reinforce and link to the above:

A1: show respect, compassion and care for your patients by listening to them and acknowledging their views and decisions. You must not put any pressure on a patient to accept your advice.

A2: respect patients' privacy, dignity and cultural differences and their rights prescribed by law.

A3: take appropriate action if you have concerns about the safety of a patient.

A4: treat patients fairly and without discrimination and recognise diversity and individual choice.

A5: prioritise patients' health and welfare at all times when carrying out assessments, making referrals or providing or arranging care. Respect a patient's right for a second opinion.

A6: treat patients in a hygienic and safe environment.

A7: safeguard the safety and welfare of children and vulnerable adults. As a professional, you must fulfil your legal obligations if you suspect that a child or vulnerable adult is at risk from abuse or neglect by following established local procedures for reporting that suspicion.

Demonstrating professionalism through patient-centred care

TOP TIPS:



Empower your patient

Many patients want to take an active role in their treatment and be part of the decision-making process. Providing clear information on the cost and duration of treatment, and the risks and benefits, for example, will empower a patient to make informed decisions about their treatment.



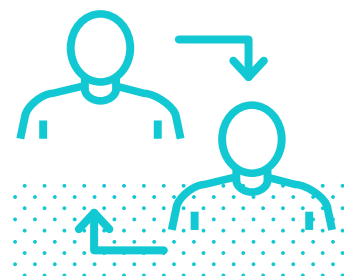
Make time for your patients

It's important to give each patient adequate treatment time. The duration of an appointment will naturally vary depending on the individual condition, circumstance, and history of the patient but, even if extremely busy, take the time to get to know and understand a patient and give them the opportunity to ask questions. This will help build a trusted relationship and demonstrates a commitment to delivering the highest standards of care.



Ask open-ended questions

Asking open-ended questions before and during treatment will encourage patients to provide a more detailed response, beyond a simple 'yes' or 'no'. Listen to your patient in order to better understand their specific needs and preferences and address any concerns.



Collaborate

Collaborating with patients supports shared decision-making but it is just as important to collaborate and engage with other healthcare professionals to learn more about their areas of expertise. Making a referral to a healthcare professional with the appropriate skills and knowledge will help your patient achieve the best possible outcome.



Be respectful

Always treat your patients with respect. Be compassionate and demonstrate concern by listening and recognising their views and personal decisions. Refrain from pressuring a patient to accept your advice, and keep in mind that they have a right to seek a second opinion or refuse treatment.



Treat all patients fairly and equally

Patients must be treated fairly and equally irrespective of any differences, including ethnicity, cultural background, or sexual orientation.



Ask for feedback

Listening to patients to learn more about their experiences is a critical component of patient-centred care. Consider putting feedback mechanisms, such as patient surveys, in place and offering an incentive for patients who provide feedback on each aspect of their care. This feedback will ensure you can continue to respond and adapt to the preferences and needs of patients.



“Patients value the relationship with their healthcare professional and the time they take to know the patient as a person, and provide true patient-centred care.”

Radiographer

Simple steps to Patient-centred care



1. Enquire

- Ask open-ended questions
- Make time to gather information from your patient
- Encourage your patient to participate in the decisions which informs their treatment

2. Collaborate

- Support patients to take an active role in their treatment through shared decision making
- Keep patients informed throughout their treatment
- Engage with other healthcare professionals to understand their skills and expertise

4. Adapt

- Actively seek feedback
- Listen to your patients
- Adapt your service to better meet patient needs and preferences

3. Deliver

- Always prioritise the health, welfare and wellbeing of your patient
- Be respectful in your interactions with patients and respect their opinions and decisions
- Treat all patients equally irrespective of their background or profile

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