

Shared decision making

What is personalised care?

Personalised care will benefit up to 2.5 million people by 2023/24, giving them the same choice and control over their mental and physical health that they have come to expect in every aspect of their life. A one-size-fits-all health and care system simply cannot meet the increasing complexity of people's needs and expectations. Shared decision making is a key programme within personalised care.

Personalised care is based on 'what matters' to people and their individual strengths and needs, working alongside clinicians and other health and care professionals. The NHS Long Term Plan says personalised care will become business as usual across the health and care system and Universal Personalised Care confirms how we will do it.

What is shared decision making?

Shared decision making is about supporting people to be as involved in decisions about their care and treatment as they want.

It means that they are supported to:

- Understand the care, treatment and support options available and the risks, benefits and consequences of those options
- Make a decision about a preferred course of action, based on evidence-based, good quality information and their personal preferences and circumstances.
- It is key to effective shared decision making that clinicians and people work together to select tests, treatments, management or support packages, based on evidence and the person's informed preferences.
- Shared decision making is relevant in any non-life threatening situation when a health or care decision needs to be made and a range of evidence-based options (including doing nothing) is available.
- Meaningful shared decision making means that people are more likely to keep to treatment and care choices that have been made jointly and less likely to regret the decisions that are made.





Joshua's story

Joshua was diagnosed with Bipolar Affective Disorder when he was 24, and received a secondary diagnosis of Adult ADHD, approximately 6 years ago. The first consultant psychiatrist he saw, completely understood and practised shared decision making and Joshua's experience was very positive.

But his replacement used a different approach, which Joshua summarised as "I'm the doctor, I know best." This left him "completely devastated" and feeling "out of control". His mental health deteriorated, with several hospital admissions, before the second consultant also retired.

Thankfully, Joshua's treatment since this time has consistently used the SDM approach. Joshua stated "I have recovered from relapses far quicker, ultimately requiring less NHS resources."

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“Like many mental health patients, I tried to hide my symptoms, but the way he practised quickly made me comfortable to share how I felt and what I was experiencing.”

Joshua

(Diagnosed with Bipolar Affective Disorder and Adult ADHD)

Practical support and more information

NHS England website

www.england.nhs.uk/shared-decision-making provides information and resources to support the implementation of shared decision making.

Personalised Care Collaborative Network links partners across the health and care system to share learning, templates and experiences, as well as hosting discussion boards.

Contact england.shareddecisionmaking@nhs.net and england.personalisedcaredemonstrator@nhs.net if you would like to join these networks.

NHS England and NHS Improvement

