

EGPRN conference (virtual)

Parallel sessions round 1 (Tuesday 29/9)

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Patients' thoughts on the better health care and ways in which the healthcare workers can empower them

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Purpose: To explore patients' opinions and views on the healthcare and on what to be improved to better respond to their needs. And also to discover ways in which health professionals can empower them to better manage their illness.

Theory: The number of over 65-year-olds with type2 diabetes (T2D) and/or hypertension in Slovenia is growing rapidly, and with it their need for self-empowerment - a process that enables them to take control of their own lives better.

Methods: The data were collected by conducting 7 focus groups of 42 patients as a part of the Scuby project. The texts were transcribed verbatim. The data were coded in the Nvivo programme and analysed with a Qualitative method.

Findings: Health services are difficult to access and doctors do not take the time to consult and empower patients. It is a financial challenge for patients to pay extra for medicines and equipment. Patients want more education about T2D and a healthy lifestyle. They suggest patients as teachers to be involved in the expert teams, and the experts to collaborate with the local community more.

Discussion: The results provide a valuable insight into patients' opinions and experiences with the health care system and show that patients are not sufficiently empowered to deal with their disease. Initial training is inadequate, as is cooperation between them and the doctors, due to a lack of support and empowerment. Most of the care is provided by the patients themselves, which is why empowerment is so important