

# The Portuguese National Health Service and the Patient Health Information Workgroup

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**15th EAHIL Conference 2016**  
 6-11 June, Seville, Spain



**SPMS** EPE  
 Serviços Partilhados do Ministério da Saúde

## Introduction

The Patients' Workgroup was created in the scope of the Monitoring Committee for Clinical Informatics (CAIC) of the Shared Services of the Portuguese Ministry of Health (SPMS), with the purpose of making proposals focused on Patients/Citizen's needs. The citizen is seen as the core of the National Health System (NHS), the framework through which the entire production of information and its access should be refocused.

The more involved patients/citizens are, in a conscious and informed manner, this emphasizes their ability as decision makers, concerning health condition, and influence on the development of health system meant to be as closest to their needs and interests towards health promotion and disease management.

Citizenship, involvement, health literacy, information and semantics are key-concepts of this workgroup.

## Methods

Our methodology is based on active listening, appealing to the participation of the several groups and interests involved in this process. Our plan is structured around five areas of action: to know, to listen, to inform and to evaluate, in which we consider a set of initiatives, underlining:

- Health Information: Focus groups for active listening of Patients/Citizens;
- Health Information and NHS: Online Survey;
- National Initiative;
- Concrete proposals for + Capacitation + Access to Health Information.

We underline that the plan of action of this workgroup is mainly guided by the development of frameworks that bind ideas for action, involving patients/citizens, with impact and strengthening the compromise of participation, awareness, an active citizenship towards change.

## Results "In Progress"

Currently, the Patient's Workgroup is developing five different initiatives in order to accomplish the main objectives of the project (Figure 1):

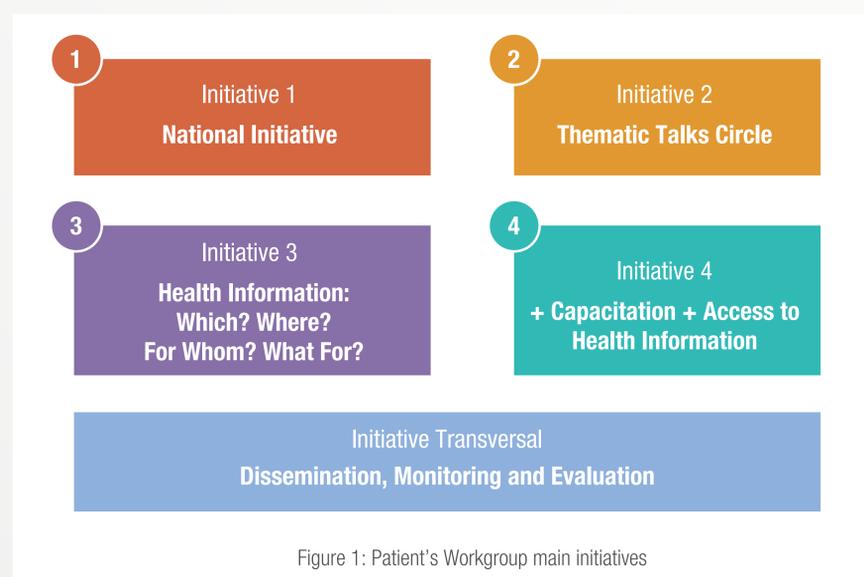


Figure 1: Patient's Workgroup main initiatives

## Objectives

This Patients' Workgroup aims to promote the debate and establish priority actions focusing on patients/citizens, mainly related to:

- Access and production of useful, comprehensive and reliable information;
- Communication strategies of information;
- Services and resources available to enable access.

From the planned actions, we would like to highlight the following (Figure 2):



Figure 2: Patient's Workgroup Action Plan (until July 2016)



## Conclusions

At this moment it's not possible to present the final results of this actions once they are still being developed.

However, we would like to state that this Workgroup it's already by itself and for its organization an evidence that we are all co-responsible by the individual and collective health as well as the establishment of dialogue and action bridges between different actors in the health system, including all citizens.

At the end, all we wish for is a more and well informed citizens regarding health information access knowing the existing resources, contexts and developing a global awareness, becoming more active and participative in all this procedures.