

# Book review:

## *Implementing Personalised Care Planning in Long Term Conditions – A Successful Diabetes Handbook*



Trisha Dunning

We tend to think of personalised or individualised care as a modern concept; however, this was a central tenet of ancient doctors and healers such as Hippocrates and Tibetan healers. We are now rediscovering just how important considering the individual in his or her personal context is to achieving optimal health outcomes.

This small (76 pages) book was written by Rosie Walker and Jill Rodgers – two well-known UK diabetes educators and the directors of Successful Diabetes. In this practical handbook, the authors provide useful information about how to implement personalised care planning (PCP) within diabetes services.

The book is divided into four sections, each with several subsections.

### Section 1

This section provides an overview of the background to PCP, outlines what PCP is and discusses the implications for healthcare professionals.

### Section 2

This section gives practical information about how to begin to implement PCP using examples. A five-step consultation model is included and the skills healthcare professionals need to use the model are outlined.

### Section 3

This section describes the infrastructure needed to successfully implement and maintain effective PCP, including information about documentation and quality-management processes.



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### Section four

This section is presented in a question-and-answer format that addresses common concerns about PCP, and thus is a comprehensive and very useful resource section.

Together, these four sections contain sufficient basic information to enable healthcare professionals to understand and initiate PCP.

A key feature of the book is the fact that the authors relate PCP to current UK health policy initiatives that influence the way in which health care is funded and assessed in the UK. Although the book has a strong UK focus, the general information will be useful in

other countries. For example, a new hospital accreditation process is currently being trialled in Australia. Patient-centred care is a central component of the new accreditation standards and hospitals will be expected to demonstrate how they deliver patient-centred care in all the standards.

### Conclusion

This handbook is easy to read and has “successful diabetes tips” throughout the text that highlight key information. The book will be particularly useful to healthcare professionals commencing work in the area and will help them improve their interpersonal skills and ability to establish a therapeutic relationship with individuals. The latter is essential to PCP and to engaging patients in planning their individual care and goals as well as involving people more generally in service planning, service delivery and evaluation projects. In fact, patient-centred care is an essential element of healthcare standards in some countries as part of quality and safety initiatives. ■

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