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### **A WHO Initiative: Meaningful engagement – the patient and family perspective**

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**Background:** Building relationships and partnerships between health-care professionals and those receiving health services can help to ensure safe and quality care. Through meaningful engagement patients are encouraged to play an active role in their own care, which results in a more effective and efficient consultation. The WHO Patients for Patients Safety (PFPS) programme, within the Service Delivery and Safety Department, has conducted a survey exploring important actions that health-care providers can take to make the patient feel meaningfully engaged and empowered. Through analysis of these results, key themes have been drawn out around respect, trust, compassion and knowledge-sharing.

**Aim:** To explore perceptions and encourage reflection on the concept of meaningful engagement from the patient and family perspective, and the important role it plays in delivering effective primary health care.

**Methods:** We conducted a three-round Delphi study inviting patients and patient advocates to express actions and interactions they would want from health-care providers. A list of 89 actions was presented to the participants asking them to rank which actions most correspond to ‘meaningful engagement’ in their view.

**Results and Conclusions:** After three rounds of ranking, seven actions considered most important for meaningful engagement from the patient perspective included showing respect and compassion, access to information, listening, quality consultation and discussion and inclusion of families. Active engagement in shared decisions about care options and plans are considered important element in meaningful patient engagement.