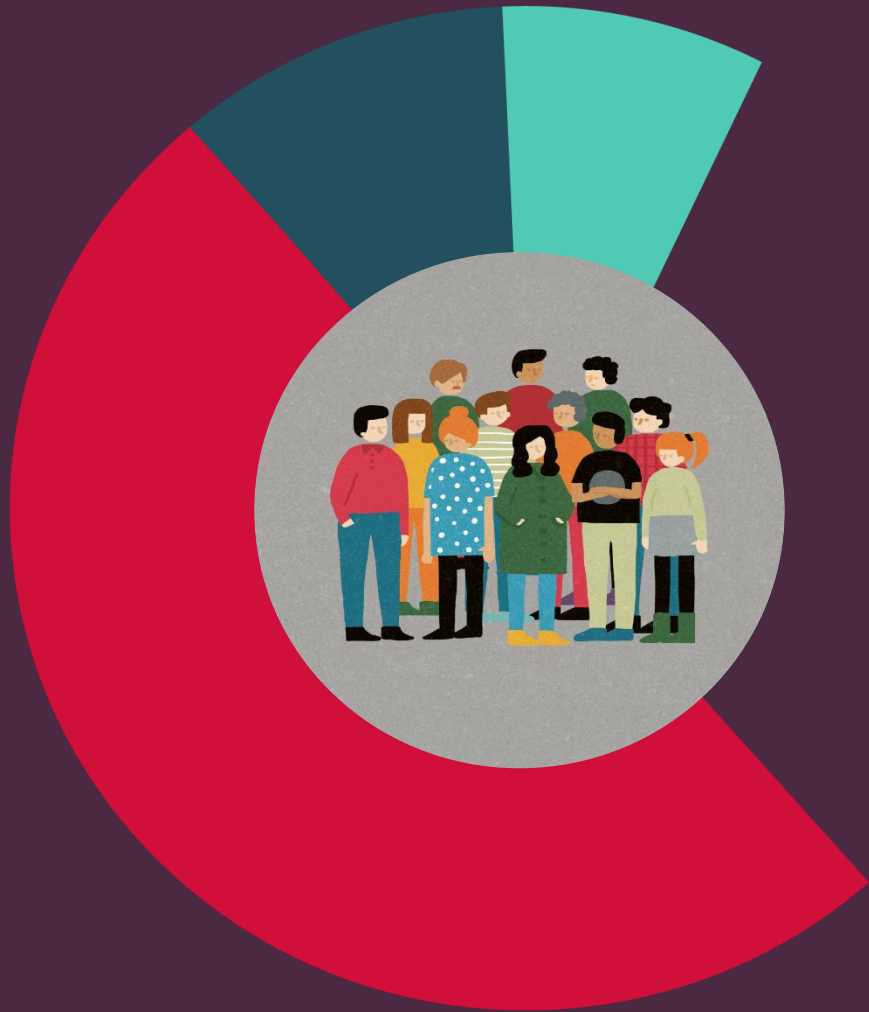




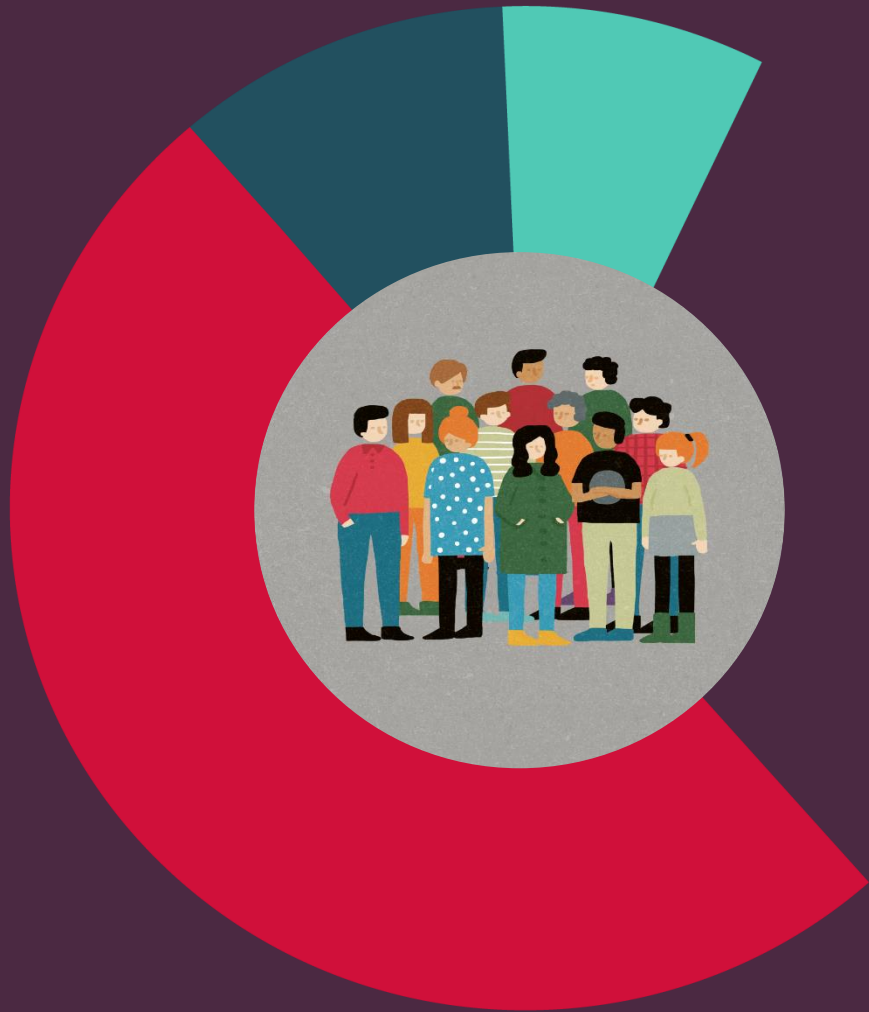
# Why Consent Matters - Voices of People who use our services

Elaine McCaughley



**What do people who use our services think about Consent?**

**What are their experiences of being asked for consent?**

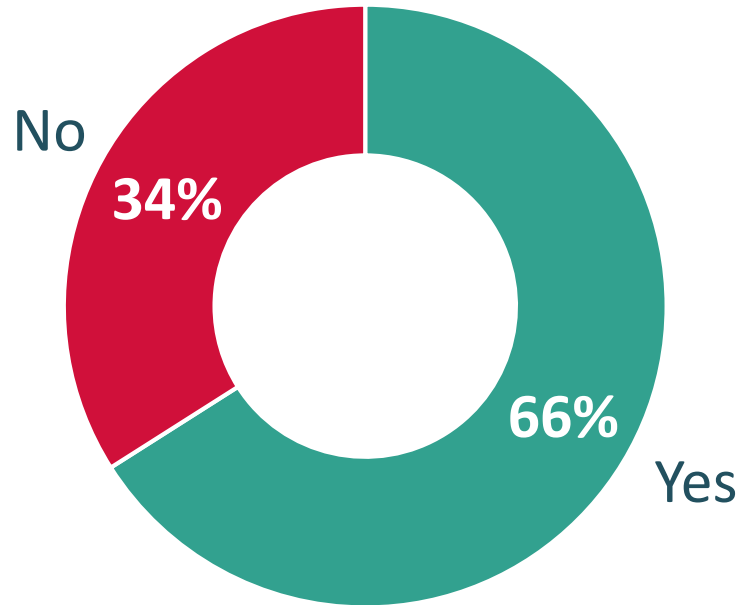


# What does Consent mean?



# Awareness of Requirement for Consent

Base: All adults aged 18+; n=1,016



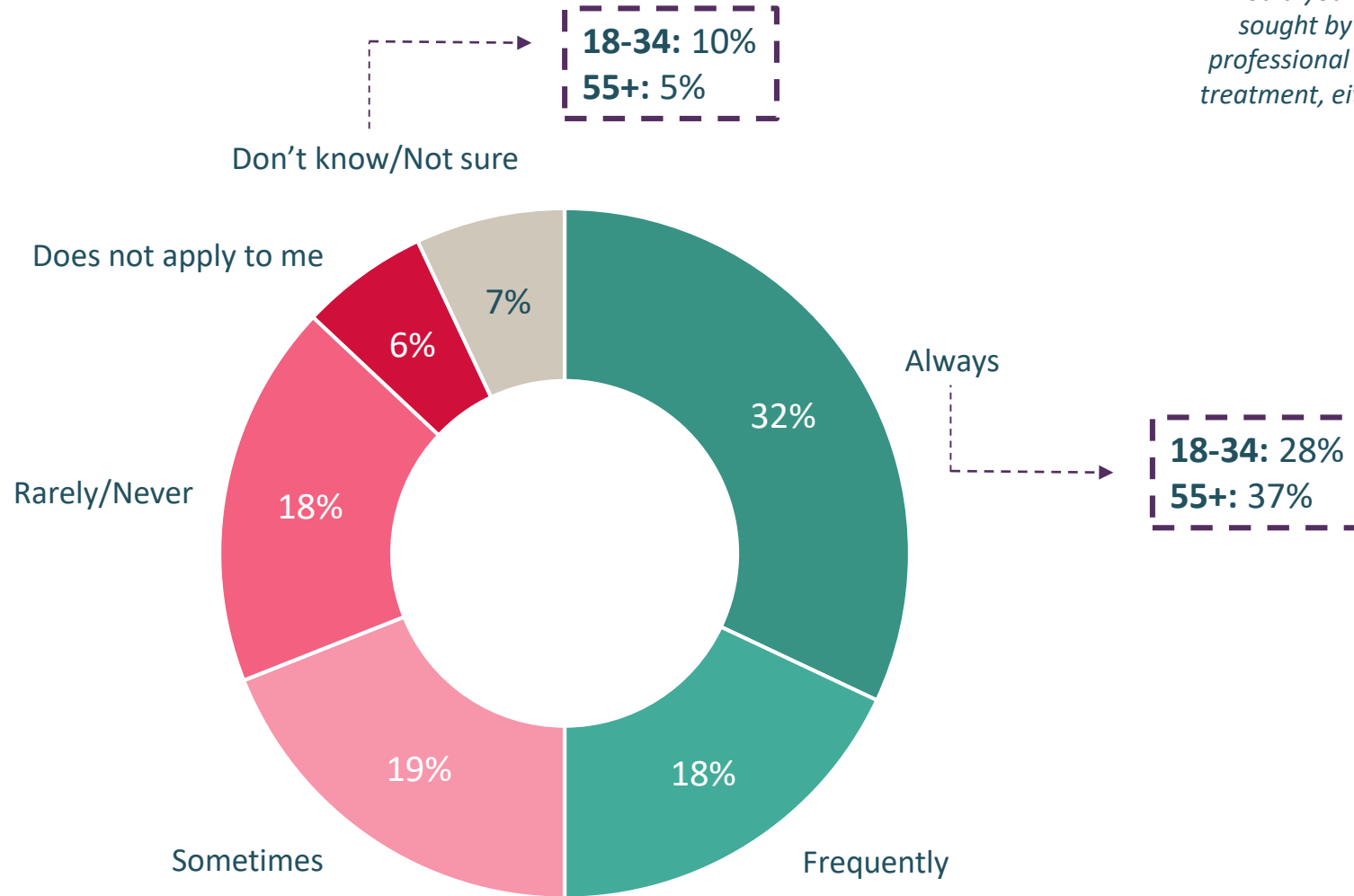
*Q1a. If a health or social care professional recommends any treatment or care for you or your child, such as a blood test, operation or providing you with home supports, they must first seek your consent. Seeking consent means asking for your permission or agreement. Health care professionals are doctors, nurses, physiotherapists or anyone else who treats you. Social care professionals include social workers, key workers, residential home staff or any other professionals who provide care for you.*

***Before today, were you aware of this requirement for consent?***

# Frequency Consent is Sought

Base: All adults aged 18+; n=1,016

Q. Based on your own experience of the Irish healthcare system, how often would you say that your consent is sought by a health or social care professional when they recommend a treatment, either for you or your child?



Half of all adults are either frequently/always asked for consent when recommended a treatment by a professional. Those aged 55+ are more likely to state their consent is always sought, while younger adults are more likely to be unsure about it.



# What was your Experience of being asked for Consent?



# Views on Consent and Understanding Information

Base: All adults aged 18+; n=1,016

When accessing healthcare, most people feel they are able to ask questions, are given information in a way they can understand it and are given enough information ...



... however, there does seem to be areas that could be improved on, specifically being told about costs, alternative treatments and allowing sufficient time to make a decision.



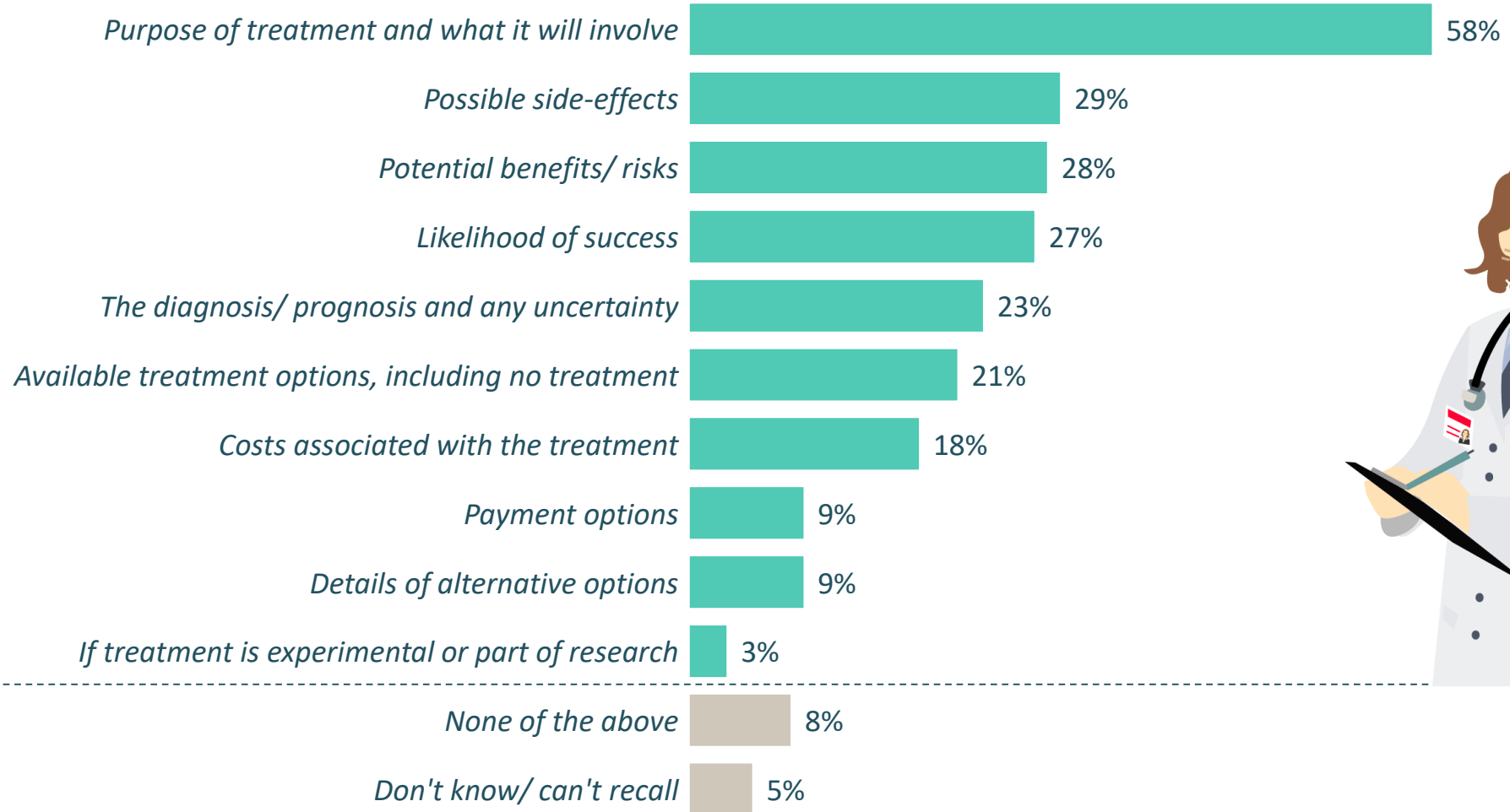
When receiving information from health/social care professionals, most people say this is done using plain language ...

... but there is the potential for this understanding to be comprised through the use of medical jargon.

# What Information Given About the Treatment

Base: All who used a service within past three months and received any information; n=566

Q. Which of the following, if any, were provided to you about the proposed treatment? Please tick all that apply.



Remarkably only 6 in 10 state they were told what the purpose of the treatment was and what it will involve. Side effects, benefits, risks and likelihood of success come next at around 3 in 10. Only 1 in 10 say they were told about payment options and details of alternative treatments.





**How did that make you feel?**





# Values

## Care

- ▶ We will provide care that is of the highest quality
- ▶ We will deliver evidence based best practice
- ▶ We will listen to the views and opinions of our patients and service users and consider them in how we plan and deliver our services

## Compassion

- ▶ We will show respect, kindness, consideration and empathy in our communication and interaction with people
- ▶ We will be courteous and open in our communication with people and recognise their fundamental worth
- ▶ We will provide services with dignity and demonstrate professionalism at all times

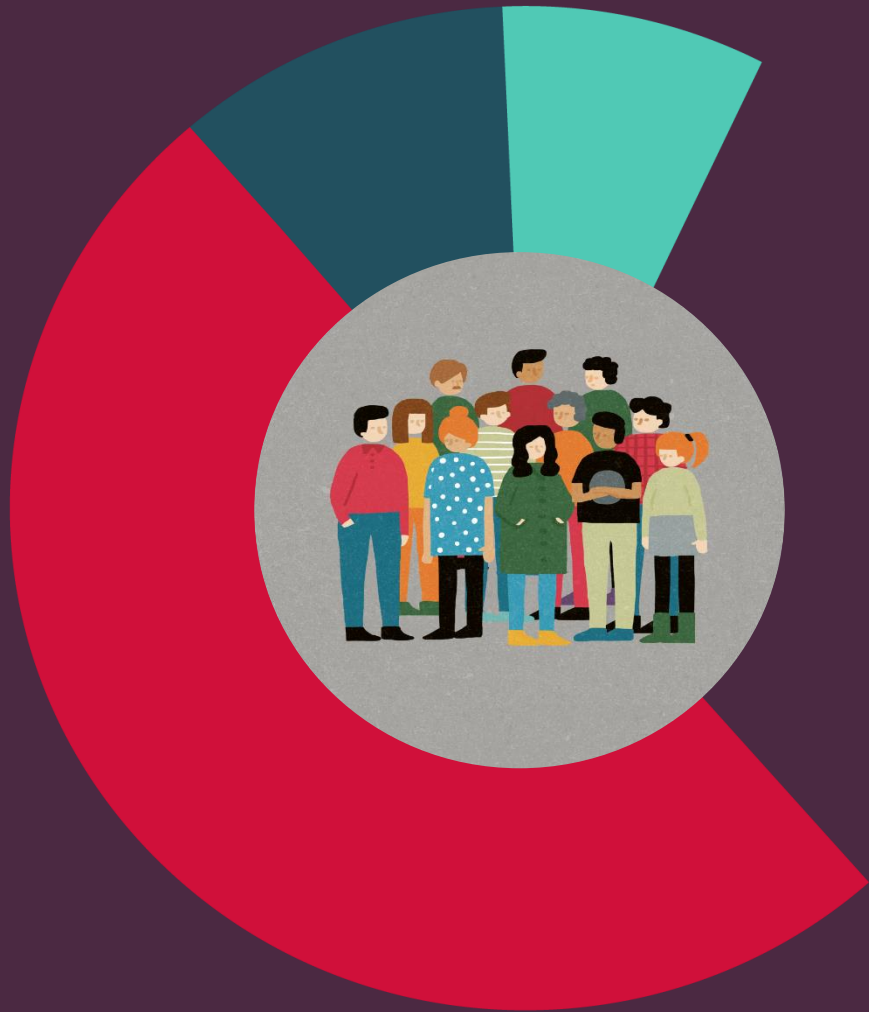
## Trust

- ▶ We will provide services in which people have trust and confidence
- ▶ We will be open and transparent in how we provide services
- ▶ We will show honesty, integrity, consistency and accountability in decisions and actions

## Learning

- ▶ We will foster learning, innovation and creativity
- ▶ We will support and encourage our workforce to achieve their full potential
- ▶ We will acknowledge when something is wrong, apologise for it, take corrective action and learn from it

We will try to live our values every day and will continue to develop them over the course of this plan



**How did that affect your  
experience of the service?**





**What would have helped  
when you were being asked  
for Consent?**





**Why is Consent important to you?**





**Thank You**