

# Workshop 1

## Information needs of patients

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EPF Conference on cross-border healthcare

2 July 2015, Brussels

“ A STRONG PATIENTS’ VOICE TO  
DRIVE BETTER HEALTH IN EUROPE ”

- Significant gaps still exist in the function of NCPS as information providers; this creates challenges for patient groups to interact with them and only larger PO can take on these tasks.
- The underlying data for information on healthcare, particularly on quality and safety, is often not comparable therefore NCP provided data cannot give the full picture on this nor on actual reimbursement levels.
- Differences in language are a fundamental barrier to cross border healthcare and the exchange of information must be improved from quality standards to delivery.
- Healthcare professionals need to be more informed and willing to empower patients
- Existing channels of information from the Regulation could be used to improve information for cross border care under the Directive.