

## Questions to

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### **The need to give patients a greater say**

More than twenty years after the General Health Assembly (États généraux de la santé), the place granted to patients still does not correspond to the one expected in a health democracy. Although the will to include them at the centre of the healthcare system is frequently expressed, their opinions remain insufficiently considered. Patients often do not dispose of enough ways of being heard. It may also happen that they are consulted only after decisions have already been taken and implemented.

The status of expert patient gives them legitimacy in the face of authorities, but it varies greatly depending on the situation. On the one hand, it relies on the condition that patients accept to bring their experience to others. On the other hand, this position of expert patient is not yet acknowledged by all bodies.

### **Working together towards patient-centred care**

To reach this goal of a medicine made with and for patients, teamwork is essential. The State, Learned Societies, industrialists, health workers and patients must discuss and define their objectives to move forward together towards a healthcare system that combines excellence and relevance. This is in fact one of the lessons learned from the Covid-19 crisis: health workers and patients have fought side by side to overcome this difficult time. Teamwork must also contribute to restoring the meaning and value of healthcare systems, which have been weakened over time.

### **Giving more resources to associations to enhance their role in this teamwork**

Moving towards a health democracy requires the recognition and endorsement of the role of associations. The development of the resources made available to volunteers in their work will strengthen associations' place and interest in this teamwork. The issue of professionalisation of volunteers is left for further discussions.