



**Wolverhampton
Diabetes Care**

What Care to Expect

Ethical Principles to Guide Diabetes Health Care

The Wolverhampton Diabetes Service will endeavour to provide and develop care within a framework of guiding ethical principles.

Providing healthcare is not just about running a business since what is done or not done can have beneficial but also harmful effects upon service users. An ethical framework helps all of us to share a reasonable understanding of what is to be done and understand our roles and responsibilities within that – whether we are users, providers or commissioners of service.

The Tavistock Principles

These were developed from the perspective of a provider.

Smith et al. Ann Intern Med 1999; 130:143-7.

Berwick et al. Br Med J 2001; 323:616-19.

- **Rights.** People have a right to health care.
- **Balance.** Care of individuals is central but the health of populations is also an important concern.
- **Comprehensiveness.** In addition to treating illness, we have an obligation to ease suffering, minimise disability, and promote health.
- **Cooperation.** Health care succeeds only if we cooperate with those we serve, each other and those on other sectors.
- **Improvement.** Improving health care is a serious and continuing responsibility.
- **Safety.** Do no harm
- **Openness.** Being open, honest and trustworthy is vital in health care.

Justice in Health Care

These were developed from the perspective of a user.

Mirvis & Bailey. Br Med J 2001; 323: 619-20.

- **Health.** Health systems should pursue health as their primary goal.
- **Access.** Health systems should provide care primarily according to need.
- **Accountability.** Consumers, providers and health care institutions must take responsibility for health and health care resources with which they are entrusted.
- **Choice.** Consumers must have the real ability to choose their healthcare systems, providers and treatments in order to seek the best value in health care for themselves.
- **Education.** Education of consumers, providers and institutions regarding value and quality in health care is necessary for responsible and informed health choices.