Contents

Fo	reword I	page ix
Fo	reword II	x_1
Fo	reword III	xiii
Ac	knowledgements	$x\nu$
	st of Contributors	χυii
Lis	st of Figures	xx
Lis	st of Tables	xxi
Lis	st of Boxes	xxii
1	The person at the centre of health systems: an introduction	1
2	Person-centredness: exploring its evolution and meaning in the health system context	19
3	Person-centred health systems: strategies, drivers and impacts	41
4	Achieving person-centred health systems: levers and strategies	75
5	Community participation in health system development	115
6	Patient and public involvement in research	145
7	Listening to people: measuring views, experiences and perceptions	173
8	Choosing providers	201
9	Choosing payers: can insurance competition strengthen person-centred care?	229

		~
V111	(Contents

10	The service user as manager of care: the role of direct payments and personal budgets	259
11	Choosing treatments and the role of shared decision-making	283
12	The person at the centre? The role of self-management and self-management support	317
13	Patients' rights: from recognition to implementation	347
Index		389