

# Building a European policy addressing citizens' needs

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# Citizens' needs

- Fairness
  - Treat like cases alike
  - Treat special cases specially
- Consistency
  - Don't stop and start

# Patients' needs

- Prompt diagnosis
- Effective treatment
- Care and support

# Prompt diagnosis

- Centres of expertise
- Networks of experts
- Prompt referral

# Effective treatment

- Research and discovery
- Access to drug therapy
- Interventions and procedures

# Care and support

- 'Guerir quelquefois, soulager souvent, consoler toujours'
- Cure sometimes, improve often, always support

# Other issues

- Clarity of language
- Wealth of nations

... and finally

- Cows are equal – why not patients?