



Porto Charter

for the Promotion of Public Participation in Primary Care

1. Conceptualization

To guarantee that public participation initiatives are directly linked with decision and policy making.

To propose the development of an EFPC taxonomy for public participation concepts.

To enable the creation of an EFPC repository about public participation initiatives.

2. Scope

To emphasize citizens participation in health education activities.

To systematically evaluate the complaints made by the citizens.

To conduct periodic patient satisfaction surveys.

To promote the creation of Friend Leagues and micro level organisms of public participation, on the social sector.

3. Orientation

To create platforms that enable citizens to self manage their health data.

To promote patients *fora* to enable debate and experiences sharing.

To empower communities to build innovative strategies of participation in health planning, care delivery and health research.

4. Representativeness

To promote the creation of patients associations from the civil society.

To promote the creation of citizens offices in the context of health facilities.

To facilitate the inclusion of community leaders in local health planning.

To empower citizens involvement within the health care services and institutions.

To promote better connections with vulnerable groups and communities.

5. Effectiveness

To include citizens interests in legislation initiatives.

To include citizens in commissioning models.

To create working groups with patients to get to know their needs.

To introduce systematic evaluation of participation initiatives at all levels (macro, meso, micro).