

ANEC PRELIMINARY POSITION

with regard to the

CEN HEALTHCARE SERVICES FOCUS GROUP

ANEC, as the key body to represent the European Consumer Voice in Standardisation, wishes its position in relation to this CEN Focus Group on Healthcare Services to be clear.

It is important that it gives such clarity because of the crucial importance of health to every person in the EU and the imperative that seeks consistency in healthcare services both within Member States and in cross-border provision.

ANEC is supportive of standards and standardisation in the area of healthcare services but only in matters that relate lifestyles, public and preventative health. This means that it is normally not appropriate for CEN to be instrumental in developing standards around matters that relate to diagnosis or treatment (areas where the specific and highly valued expertise of clinicians is recognised). It is appropriate, however, for CEN to be instrumental in developing standards around

- the manner in which services engage with or seek to empower consumers;
- the consumer experience of engaging with clinical healthcare services – both within and outside of clinical settings;
- the provision of information, training to consumers or the responsiveness of services to consumers in respect of their health literacy, participation and/or self-management for their health, lifestyles and wellbeing;
- the support for consumers in their concordance with treatments or therapies (including the management of medication and health or motivational coaching – both for physical and mental health); and
- the use of technologies and communications networks by consumers to access health information and related services (including apps and the use of devices and services coming under the umbrella term of telehealth).

The above is consistent with the European Commission's pursuit of goals that relate to

- the accessibility of services, the empowerment of citizens and the closer integration of health and social care; and
- the need for greater emphasis to be given to public and preventative as well as clinical health if well-being goals for the EU are to be achieved.

About ANEC

ANEC is the European consumer voice in standardisation, defending consumer interests in the processes of technical standardisation and conformity assessment, as well as related legislation and public policies.

ANEC was established in 1995 as an international non-profit association under Belgian law and is open to the representation of national consumer organisations in 33 countries.

ANEC is funded by the European Union and EFTA, with national consumer organisations contributing in kind. Its Secretariat is based in Brussels.



Raising standards for consumers

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