

A PATIENT JOURNEY EXAMPLE - JOHN



JOHN IS A 52-YEAR-OLD TRADESMAN, MARRIED WITH THREE CHILDREN WHO ARE IN THEIR LATE TEENS. HE HAS BEEN SEEING HIS GP, MARY, FOR THE LAST 5 YEARS. JOHN TRUSTS MARY WITH HIS HEALTH CARE. OVER THE LAST COUPLE OF YEARS, JOHN HAS HAD INCREASING HEALTH CONCERNS INCLUDING ASTHMA AND CHRONIC PAIN.

