



IHTs Conference, 2003

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‘The Future is Bright, The
Future is IHTs?’



Introduction

- Findings from Two Projects
- ‘Presenting and Interpreting Health Risks and Benefits: The Role of the Internet’
- ‘NHS Direct: Patient Empowerment or Dependency?’



Merging of Three Debates

- Reflexivity, Risk and Trust
- Citizen – State Relations: ‘Managers of Everyday Life’
- Technology and Use: Wishes, Myths and Realities



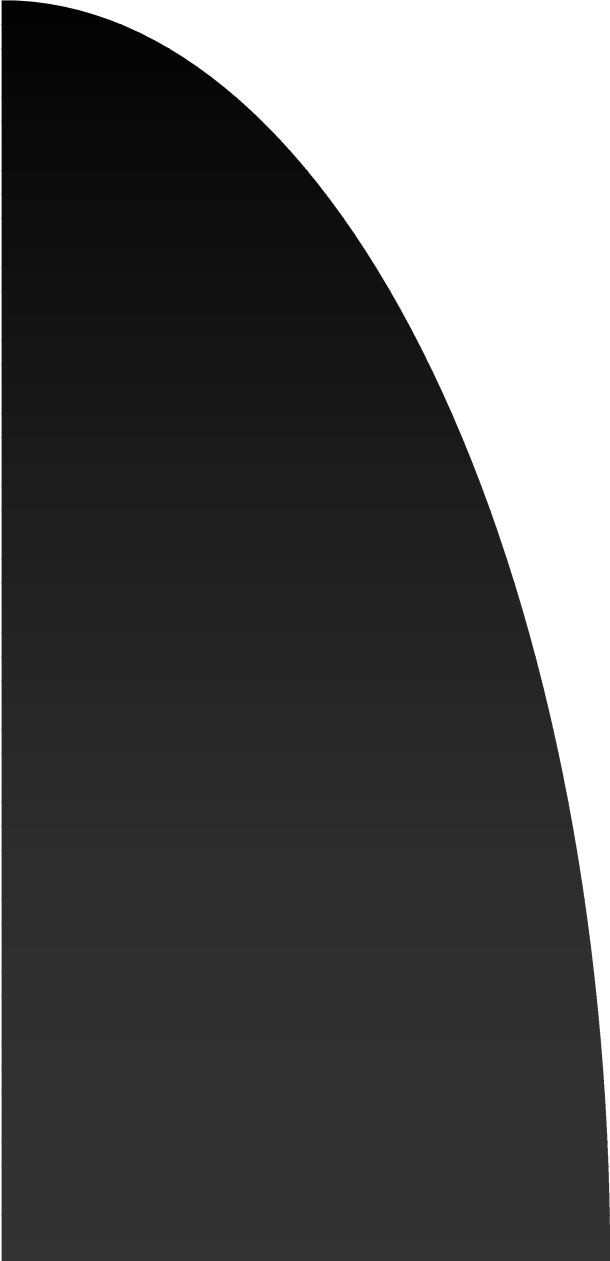
Key Areas of Overlap Between the Internet and NHSD

- Health as a jointly produced service – patient is a factor of production in health
- Technology cannot replace autonomous professionals
- Technology generating patient experts?
- Technology steps into *existing social relations*
- Connection and Information Imperatives
- Information is not the same as empowerment



Health as a joint production

- Need for shared understandings and interpretation of information
- Information literacy, sense-making and information communication
- Practitioner engagement in a bid to reach shared understanding
- Practitioner difficulties in jointly producing health



Information or Empowerment?

- Trust and good judgement – key to reflexivity
- Accessing and Making Sense of information
- Expertise, trust and risk
- Reflexively Passive?
- Expertise/tech. located in social contexts – want pros to explain the production of expertise