

News letter

Patient & Family Advisory Council

Person Centered Care Shaping Care Together

1 Your Voice Our Commitment

Your feedback and suggestions are invaluable in helping us shape our services—because your health matters. Please scan the QR and fill out the survey.



We are proud to share the successful Q1 breakfast meeting of our Patient and Family Advisory Council (PFAC), emphasizing our patient-centered care principles at Fakeeh University Hospital.

This initiative, aligned with Planetree principles, ensures that patient voices are heard, valued, and actively shape the future of healthcare at FUH. During our Q1 2025 gathering, we welcomed our dedicated patient and family representatives alongside our hospital team. It was an inspiring session filled with meaningful discussions, shared experiences, and valuable feedback on how we can improve patient care together. Collaboration and connection between our patients, families, and healthcare team, reinforcing our shared commitment to person-centered care.

A huge thank you to all our PFAC members for their participation, insights, and dedication to making healthcare more inclusive and compassionate. Together, we continue to shape care with purpose, empathy, and excellence!

2 Key Highlights Q1 Meeting

- Engaging discussions on the purpose and impact of the PFAC.
- Exploring our hospital website to improve accessibility and patient-friendly navigation.
- A guided tour, focusing on direction-signs and accessibility
- The advantages of a "can we help you?"-team



3 CRM System

Our **Customer Relationship Management** system ensures you receive timely support and reminders for conditions like diabetes, cholesterol, maternity care, pediatric vaccinations, and hypertension—prevention is key!

4 Mind Care

We are excited to announce the opening of Mind Care, our dedicated **Mental Health Department** at Fakeeh University Hospital. In line with Dubai's vision for a healthier, happier community, we offer expert support for individuals and families facing mental health challenges. Your well-being matters—our team is here to guide you with care, compassion, and confidentiality.