

Overlooked Diseases and Lost Health Solutions

Exploring the forgotten patient journey, diagnostic uncertainty and ideas for better care

14 December 2022

FPOD webinar • Watch on demand



Original event artwork

WEBINAR

Online event

6 SESSIONS

Patient & professional voices

MULTIDISCIPLINARY

Clinical, ethical & social

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About the Webinar

This early FPOD webinar focused on people living with complex or persistent symptoms without a clear diagnosis. It explored how the patient journey can become fragmented, why diagnostic uncertainty matters, and whether ideas from ethics, patient experience, technology and multidisciplinary care could offer better ways forward.

The event brought together patient stories with perspectives from emergency medicine, primary care, ethics, integrated medicine, occupational medicine, spirituality and health innovation

The Questions at the Heart of the Event

Where does the journey go wrong?

Why can people with persistent or unexplained symptoms move repeatedly between services without reaching a clear answer?

Why does diagnosis matter?

What can recognition provide even when there is no straightforward cure or treatment?

What does uncertainty mean for patients?

How can clinicians remain open and supportive when a diagnosis is not yet clear?

Can we recover lost solutions?

What might patient stories, multidisciplinary thinking and new technology contribute to better care?

Watch the Webinar

Six conversations exploring the forgotten patient from different perspectives

PATIENT STORY

The forgotten patient journey and where it can go wrong

Katia Chrysostomou & Christianne Forrest

A patient-led session examining what it can feel like to navigate healthcare when symptoms persist, answers remain uncertain and the route through services becomes difficult.

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Unexplained symptoms in A&E and primary care

Dr Eva Diehl-Wiesenecker & Dr Carmen Schmechel

A clinical discussion comparing how unexplained or persistent symptoms may present across emergency and primary-care settings, and the challenges clinicians face when immediate explanations are not available.

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ETHICS + PATIENT VOICE

Medical ethics: the importance of making a diagnosis even if there is no cure

Dr Chantal Patel, Dr Kiran Jani & Christianne Forrest

An ethical and patient perspective on why diagnosis, recognition and communication can matter even where medicine cannot offer a curative treatment.

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The physician's perspective: patient stories and diagnostic uncertainty

Dr Adrian Tookman & Dr Minha Rajput-Ray

A physician-led discussion about the value of listening to patient stories, resisting premature closure and making space for diagnostic uncertainty in complex care.

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Perspectives of patients, families and society: the cost of living with forgotten diseases and unexplained symptoms

Dr Jacques Tamin, Franziska König-Paratore & Rev Dr Peter Speck

A broader look at the personal, family, occupational and social consequences of living with poorly understood health problems.

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LOOKING FORWARD

How might forgotten health initiatives and new technology help the patient journey?

Achim Kautz & Julia Eder

A forward-looking discussion exploring whether earlier health initiatives, digital approaches and new technology could help patients navigate complex journeys more effectively.

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What This Webinar Established

Patient stories belong at the centre

Lived experience can reveal where pathways, communication and assumptions fail patients.

Uncertainty should not equal abandonment

A lack of diagnosis does not remove the need for support, curiosity and respectful care.

The problem crosses disciplines

Persistent and poorly understood symptoms do not sit neatly within one specialty or one explanatory model.

FPOD's core themes were already emerging

Patient advocacy, diagnostic doubt, multidisciplinary thinking and better system design became recurring themes in later FPOD conferences.

From Webinar to Conference Programme

Seen alongside FPOD's later events, this 2022 webinar provides an important starting point. Its focus on the forgotten patient journey, diagnostic uncertainty and multidisciplinary solutions developed into the larger conference programme that followed in 2024, 2025 and 2026.

The beginning of a continuing conversation.

Explore how FPOD's work on overlooked patients and enduring symptoms has developed through later conferences, research and advocacy.