

Welcome to the Patients Association's Weekly News

 [Share](#)

 [Tweet](#)

 [Forward](#)

Tell us your experiences of healthcare



Today we launch a major new survey to collect your experiences of care over the last six months.

NHS leaders say the NHS is at breaking point and every day our helpline hears from people who are struggling to see their GP, dentist or another healthcare professional. We want to know what you've experienced.

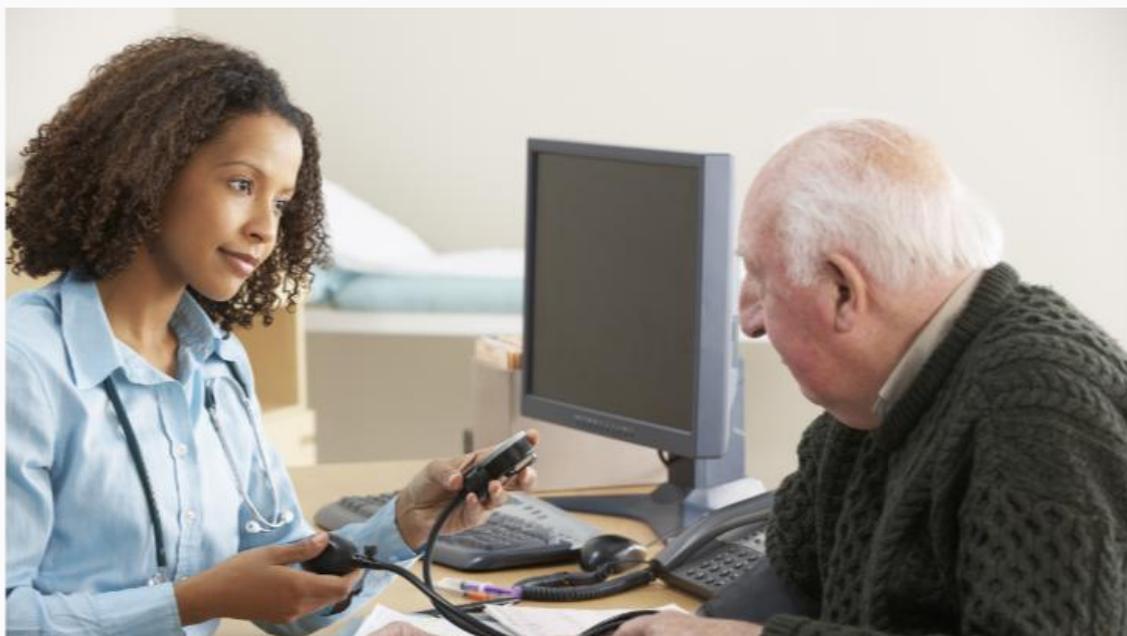
The survey should take no longer than ten minutes to [complete online](#). If you find it easier, you can call our free helpline and one of our advisers will record your answers for you: call 0800 345 7115 between 9:30am and 5:00pm, Monday to Friday.

We will use the results to speak up for patients. The results of the Pandemic Patient Experience II survey led to NHS England's instruction to GPs to restore face-to-face appointments. But to be persuasive we need to hear from as many people as possible, so please share the survey link with your friends and family.

Results will be published in the new year.

[Take the survey](#)

Making shared decision making a reality



A big 'thank you' to those of you who joined us yesterday at our shared decision making event.

We heard from patient/carers what shared decision making meant to them and the difference it makes, and from health professionals trying to get shared decision making more widely embedded in the NHS.

We had so many attendees that we were only able to answer a fraction of the questions asked. But we will provide answers to those questions as well as making a recording of the event available on our website very soon.

NHS leaders looking for patients and carers



Photo by [Nathan Anderson](#) on [Unsplash](#)

Would you be interested in sharing your experiences of the NHS with healthcare staff participating in the NHS Leadership Academy training programme?

As part of their training, NHS staff members listen to patients and carers and consider the impact of positive and negative experiences of the NHS. The NHS Leadership Academy is currently recruiting patients and carers who are willing to share their stories with people on the training programme.

If this sounds like something you'd like to do you can register your interest on the Academy's website.

[Register your interest](#)

Catch up on the Bristol Patient Safety Conference



Earlier this year our Chair, Lucy Watson, and President, Sir Robert Francis QC, gave the keynote speech at the annual Bristol Patient Safety Conference.

The topic was The Patient's Voice: the importance of the voice of the patient in treatment decisions and treatment concerns.

Sir Robert reflects on how patients in the Mids-Staff were discredited and how the system had a culture of denial. Lucy talks about some landmark inquiries that have raised the need to listen to patients. The recording of their presentation is now available on line.

[Listen now](#)

Non-emergency patient transport services



A little while ago we asked you about your experiences of non-emergency patient transport services (NEPTS). What you told us has shaped our response to the NHS's proposals for NEPTS, based on its recent review. These include introducing clearer criteria for when patients can access NEPTS. We broadly welcomed the proposals, but have asked for greater clarity on some points.

Image by [Nick Young](#) from [Alpha Stock Images](#), reproduced under licence [CC BY-SA 3.0](#).

[Read our response](#)

From the helpline
Continuing healthcare assessment



Celeste* called our free helpline to get some advice on how to get her husband a continuing healthcare assessment and help to get him safely discharged from hospital.

Her husband, James*, has a number of serious long-term health conditions including dementia. He had recently broken his hip and was in hospital. Celeste explained that she couldn't look after him at home as she has multiple sclerosis.

She had heard about [continuing healthcare assessments](#) and had asked one of James's doctors to carry out one on him, but the doctor was unaware of such an assessment. Some people with long-term complex health needs qualify for free personal care arranged and funded by the NHS. This is known as continuing healthcare.

James had a social care package in place already, but Celeste was concerned about clinical support when he was discharged; she said the care he'd been receiving in hospital was excellent.

Our helpline adviser suggested Celeste contact [Beacon](#) and provided contact details. Beacon has a team of specialist caseworkers who help people navigate NHS continuing healthcare funding. The helpline also gave Celeste the contact details of her local clinical commissioning group, as it's this group that makes the assessment for funding continuing healthcare. And we also suggested Celeste asks the hospital for updates on the assessment.

*Names changed to protect privacy.

To contact our helpline team, call 0800 3457115 between 9.30am and 5pm on weekdays or email helpline@patients-association.org.uk. See [our website](#) for more ways to get in touch.

What our team is reading this week

[Nowhere else to turn to: Exoring high intensity use of accident and emergency services](#)

[NHS could give therapy before anti-depressants, under new guidelines](#)

[Bias in medical devices may have led to avoidable UK COVID deaths, says Javid](#)

[COVID vaccine passport rule changes coming into force in Scotland from next month](#)

[A&E consultant warns that the Welsh NHS is 'harming patients'](#)

About Us

Our purpose is to ensure that everybody can access and benefit from the health and care they need to live well, by ensuring that services are designed and delivered through equal partnership with patients.

Our strategic focus for 2021-25 is patient partnership in the design and delivery of health and care services.

We are a registered charity raising all our own funds. If you'd like to support our work for all patients and make a difference, please [donate](#) or consider [making a regular donation](#). Thank you.

 [Share](#)

 [Tweet](#)

 [Forward](#)

Copyright 2021 The Patients Association, All rights reserved.

You are receiving this email because you subscribed to the Patients Association Weekly News. If you no longer wish to receive it and wish to unsubscribe, please follow the links contained in this email.

Our mailing address is:

The Patients Association
PO BOX 935
London, England HA1 3YJ
United Kingdom

