

This week in the Patients Association Weekly News:

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- **Patient Experience Programme: our major new project**
- **Donate as you buy your Christmas shopping**
- **Take part in CHEPI research**
- **2020 Patient Safety Congress launched**
- **News from the helpline**

Patients Over Politics: less than two weeks to go!



General election manifestos

In less than two weeks we'll be at the polling stations, but what are the issues we're voting on? All the main parties have now published their manifestos and, to make life easier, we have produced digests of the pledges that relate to health, care and wellbeing:

[Brexit](#)

[Conservative](#)

[Green](#)

[Labour](#)

[Liberal](#)

[Democrats.](#)

We've also published [a short article](#) explaining how each summary was compiled.

[Read all the manifestos](#)

Last chance to take our survey

Over the past few weeks, we have been running a survey to find out how confident we all are that politicians are putting Patients Over Politics and making the right decisions about health and care.

This is our last opportunity to ask you to take part, if you haven't already, as the survey closes at 11:59pm on Monday December 2nd. We're looking forward to revealing the results which we'll publish here soon.

[Take the survey](#)

Call for action



We would like to thank everyone who has supported our Patients Over Politics campaign to date. Here's a quick reminder of a couple of the ways you can get involved and help us spread the word.

Posters



This is so quick and easy. You can order a large, professionally printed Patients Over Politics campaign poster from [our online shop](#).

Alternatively, you can download a file and print it at home: [Red and yellow;](#)
[Blue and yellow;](#)
[Purple and pink.](#)

We realise that not everyone will have a printer capable of printing the poster to a high standard, so if you would like us to send you an A3 poster free of charge, please email patientsoverpolitics@patients-association.org.uk to request one, remembering to include your postal address and whether you would like a particular colour scheme.

Then display it wherever you can – in your window, at work or anywhere it will get noticed!

Patients Over Politics for Christmas

Are you sending Christmas cards this year? If you buy 10 or more greeting cards from our online shop you get a 30% discount and for 50 or more that goes up to 35%!

Also, it's Black Friday today so why not make use of the great offers for our other campaign props? Just enter the coupon code CYBERDEALS at checkout.

[Our online shop](#)



Patient Experience Programme

We're very excited about a major project we recently launched which will take our policy work through to the end of 2020 - the Patient Experience Programme.

We are going to find out what can be done to improve every patient experience of the health and care system as it is now. This will provide the basis for our campaigning, helping us support and publicise the issues that really matter.

How are we going to do it? We're currently well into the initial research and engagement phase of the programme, having completed a review of information and literature that's already out there. Now we're getting views from our members and supporters, questions that were developed from priorities identified in our earlier scoping survey – so thank you to everyone who took part in that one.



The results of this new survey will tell us about the most important things that can improve patients' experiences and hence what we need to focus on in our policy development. We'll keep you updated on our progress.

In the meantime, we need as many people as possible to complete our survey - so please do take part and tell your friends and colleagues about it. It takes around 10 minutes to complete but will give us invaluable information for this important piece of work. Thank you.

[Take the survey](#)

[Donate as you shop](#)



A quick reminder that you could be adding to our donations without costing you a penny. Before you do your online Christmas shopping this year, please think about signing up to Give as you Live – it only takes a minute - and then they'll convert your spending into cash for us!

There are over 4,300 stores involved in the scheme including Amazon, M&S, Argos, Boots, Debenhams and John Lewis.

Happy shopping!

An opportunity to take part in CHEPI research

The Imperial College London Business School's Centre for Health Economics & Policy Innovation (CHEPI) is conducting an interesting research study to explore the relationship between life opportunities and health – and they need you!

They've asked us to invite you to participate in a focus group to discuss the topic. It will take no longer than one and a half hours of your time and will take part at Imperial College's campus in South Kensington, West London. You would receive £50 as a thank you for your time and would be reimbursed for your travel expenses, up to the value of £100.

The closing date for applications is Monday 16 December 2019. If you would like to be involved, or find out more details, please contact Laura Webber at CHEPI at laura.webber@imperial.ac.uk.

13th Patient Safety Congress July 2020



As a partner of Wilmington Healthcare for the 2020 Patient Safety Congress, we can give you a sneak preview of the key themes and an opportunity to book tickets at the lowest prices.

Taking place over two days on 13-14 July, the Congress will bring together over 1,000 delegates, all with a common interest in transforming patient safety. Speakers will include national leaders, policy makers, frontline innovators and patient advocates. Every session will be designed to ensure everyone leaves with practical solutions to challenges and inspiration to improve care.

Based on initial conversations with 80 leaders in patient safety, including medical directors, nurses, doctors, academics and patient advocates, the core topics will include:

- Patient safety across the whole sector including primary, acute and community care;
- Patient engagement and family involvement for enhanced safety and trust;
- Building a restorative learning culture with focus on no blame, transparency and learning;
- Supporting your workforce: the first step towards patient safety;
- Human factors;
- Re-examining safety for vulnerable people;
- Learning how other industries' approaches to safety could inspire us.

Why not attend and take part in all influential conversations, discuss challenging content and hear from patient advocates on an equal platform?

[Buy tickets](#)

From the helpline



 the patients association

Calls to our helpline are now free of charge!

We've launched our new 0800 number, making it free for people to speak to our expert advisers:

0800 345 7115

Our helpline received a call from Peggy* who was calling on behalf of her mother, who had sadly suffered a brain injury which then caused a significant reduction in her mobility. As a result, she was prescribed rehabilitation physiotherapy.

After several months Peggy's mother had still not received any physiotherapy and her mobility had dramatically worsened to the point where she is now unable to get out of bed.

Peggy has been told that her mother's rehabilitation needs exceed those that are available through her local services and therefore they couldn't offer her any treatment.

When Peggy called us, she was seeking advice on how she could obtain the physiotherapy her mother desperately needs and get extra support for her continuing healthcare needs.

Our helpline advised Peggy to contact her mother's Clinical Commissioning Group (CCG) to alert them to the issue of the delayed rehabilitation physiotherapy and to ask them about any possible options.

We then advised Peggy to contact Beacon Continuing Healthcare, an independent advice service that specialises in NHS Continuing Healthcare, for advice about her mother's additional healthcare needs. We directed her to the website and recommended she made use of the 90 minutes free advice they offer.

Peggy will contact us again if she needs any more help and advice.

*name changed for privacy

Did you know that we have advice leaflets on a range of key health and care issues available on our website? Please have a look, there might be something there that can help you.

[Our advice leaflets](#)

To get in touch with our helpline team and share your thoughts of health and care services, call 0800 345 7115, email helpline@patients-association.org.uk or visit our website. We also operate a Live Chat function on weekdays between 2 - 5pm for people who wish to receive advice online.

[Contact our helpline](#)

What our team is reading this week

[Doctors vote to scrap home visits](#)

[Social care: the action we need](#)

[Hundreds more cases in maternity scandal](#)

[Hospital beds at record low](#)

[Levels of doctor exhaustion put patient safety at risk](#)

About Us

Our vision is that health and social care will be delivered in a way that meets every person's health and social care needs.

Our mission is to give effect to the patient voice, to improve patient experience and support people to engage fully in their own care. Find out more about our values on our [website](#).



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