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| **Welcome to the Patients Association'sWeekly News** |

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| **Call for care to be maintained for all patients during COVID-19 pandemic** |

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| We are today urging the NHS and Government to maintain care and support for all groups who need support during COVID-19 second wave. The call comes in a new position statement, outlining our recommended approach for the next stage of the pandemic. Rachel Power, Chief Executive of the Patients Association, said:*“Patients have told us about the toll taken on them by not just COVID-19 itself, but also the emergency response earlier this year – both lockdown, and the drastic changes to NHS services. For many, it amounted to a rupture of their relationship with the NHS. “As a nation, we can’t afford for this situation to get worse in the second wave. We have already built up a backlog of important treatment, and are certainly storing up substantial long-term problems relating to mental health, frailty and untreated illness. Economic dislocation always worsens health outcomes, and that now seems a major threat too if not mitigated. We know the burden is falling heaviest on those already at a disadvantage and least able to bear it. “These challenges must not be lost or overlooked – care needs to be maintained as far as possible for all patients. We want to see the NHS learn from the earlier phase of the pandemic: it’s all very well making large-scale changes to services, but the NHS also needs to listen to patients, and hear what those changes mean for them.”* |

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| [**Read the statement**](https://patients-association.us5.list-manage.com/track/click?u=9dd6577cf3f36af3c2f6682ed&id=e0263e095d&e=141b04be2d) |

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| **Get involved – diagnostic tests and results** |

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| Are you a patient who has been waiting to receive a diagnosis or test results during the last six months? This includes, but is not limited to, CT scans, MRI scans, and endoscopy and dermatology procedures. Has the COVID-19 pandemic affected your service?  Would you like to help to improve the patient experience of waiting for a diagnosis?  The Patients Association is holding an online Zoom patient group discussion on this topic on Tuesday 27th October, 2.00-4.00pm, and we are seeking patients to take part. An £80 incentive payment will be offered in Amazon vouchers and places are limited. Participants will be chosen on the basis of suitability to ensure the group is representative of a wide variety of backgrounds and experiences.  Please fill in the registration form [https://www.surveymonkey.co.uk/r/CRNMC2T](https://patients-association.us5.list-manage.com/track/click?u=9dd6577cf3f36af3c2f6682ed&id=ba2911f7d5&e=141b04be2d) if you are interested. |

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| [**Get involved**](https://patients-association.us5.list-manage.com/track/click?u=9dd6577cf3f36af3c2f6682ed&id=920133ca45&e=141b04be2d) |

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| **What now for people shielding?** |

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| As cases of COVID-19 continue to rise across the UK, we have [updated our information](https://patients-association.us5.list-manage.com/track/click?u=9dd6577cf3f36af3c2f6682ed&id=41fd80e5a0&e=141b04be2d) on how people at greatest risk can protect themselves. We recognise there has been a lot of confusion around who is supposed to shield and our article has information on how who is and isn’t expected to remain fully at home. We also have links to the official information for each of the home nations. We are also keeping our [Coronavirus - advice, guidance and rules page](https://patients-association.us5.list-manage.com/track/click?u=9dd6577cf3f36af3c2f6682ed&id=7a0b215e2b&e=141b04be2d) on our website up-to-date with the latest changes in the rules around the UK. It includes links to official websites where you can check lockdown rules in your area. |

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| **From the helpline** |

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| Frank\*, who’s in his mid-70s and lives in the Midlands, rang the helpline with two problems related to his prescription medicines.Firstly, Frank takes 26 tablets per week, which his pharmacy make up into dosette boxes and delivers to his home on a weekly basis. However, his GP practice has told him it would no longer supply weekly prescriptions, only monthly ones. His pharmacy told him it only makes dosette boxes from a weekly prescription. Frank tried to make his weekly the dosette box himself but found he was making mistakes, so he called the helpline hoping for some practical advice from us. Secondly, Frank’s practice has also told him he has to use a pharmacy of its choosing, not the one he usually uses.  This other pharmacy will not make up the dosette boxes. Our adviser suggested Frank contact the local CCG to get clarification and help with both the switch to monthly prescriptions and being told he had to change pharmacy.  We gave him contact details for the CCG but Frank called us back and said the CCG number went unanswered and there was no answering machine.  Our adviser gave Frank the number to call for complaints about the CCG and an email address.\*Name changed for privacy. To share your experiences with our helpline team, call 0800 3457115 between 9.30am and 5pm on weekdays or email helpline@patients-association.org.uk. See [our website](https://patients-association.us5.list-manage.com/track/click?u=9dd6577cf3f36af3c2f6682ed&id=cb84be65d0&e=141b04be2d) for more ways to get in touch.   |

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| **What our team is reading this week** |

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| [**Figures lay bare toll of pandemic on UK children's mental health**](https://patients-association.us5.list-manage.com/track/click?u=9dd6577cf3f36af3c2f6682ed&id=2e5ce09194&e=141b04be2d) |

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| [**Long Covid: Who is more likely to get it?**](https://patients-association.us5.list-manage.com/track/click?u=9dd6577cf3f36af3c2f6682ed&id=3eb8a73589&e=141b04be2d) |

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| [**Volunteers to be infected with coronavirus in world’s first ‘human challenge’ trials**](https://patients-association.us5.list-manage.com/track/click?u=9dd6577cf3f36af3c2f6682ed&id=67b77830d2&e=141b04be2d) |

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| [**How do we take global action for patient safety?**](https://patients-association.us5.list-manage.com/track/click?u=9dd6577cf3f36af3c2f6682ed&id=fc3a0136ef&e=141b04be2d) |

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| [**The number of medicines that were hard to access grew during the first national lockdown**](https://patients-association.us5.list-manage.com/track/click?u=9dd6577cf3f36af3c2f6682ed&id=988ec1b9a2&e=141b04be2d) |

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| **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](https://patients-association.us5.list-manage.com/track/click?u=9dd6577cf3f36af3c2f6682ed&id=4e60ec5716&e=141b04be2d).  |

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| *The Patients Association is a registered charity in England and Wales (1006733).  A company limited by guarantee.  Registered company in England and Wales (02620761)Registered address:  P Block, Northwick Park Hospital, The North West Hospitals NHS Trust, Watford Road, Harrow, Middlesex, HA1 3YJ* |

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