

## Welcome to the Patients Association's Weekly News

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### Patients Association speaks at Independent newspaper event on the future of healthcare



Chief executive of the Patients Association Rachel Power was one of the speakers at The future of healthcare: Life support, an online event held by *The Independent* this week.

Rachel discussed how the Covid-19 pandemic had emphasised existing health inequalities and the lack of meaningful patient engagement in the NHS.

Rachel was joined by Jonathan Ashworth, Labour's Shadow Health and Social Care secretary, Nigel Edwards, Chief Executive of Nuffield Trust, and Shaun Lintern, Health Correspondent on *The Independent*, to discuss the knock-on effects of the pandemic on hospitals, treatment, social care and beyond.

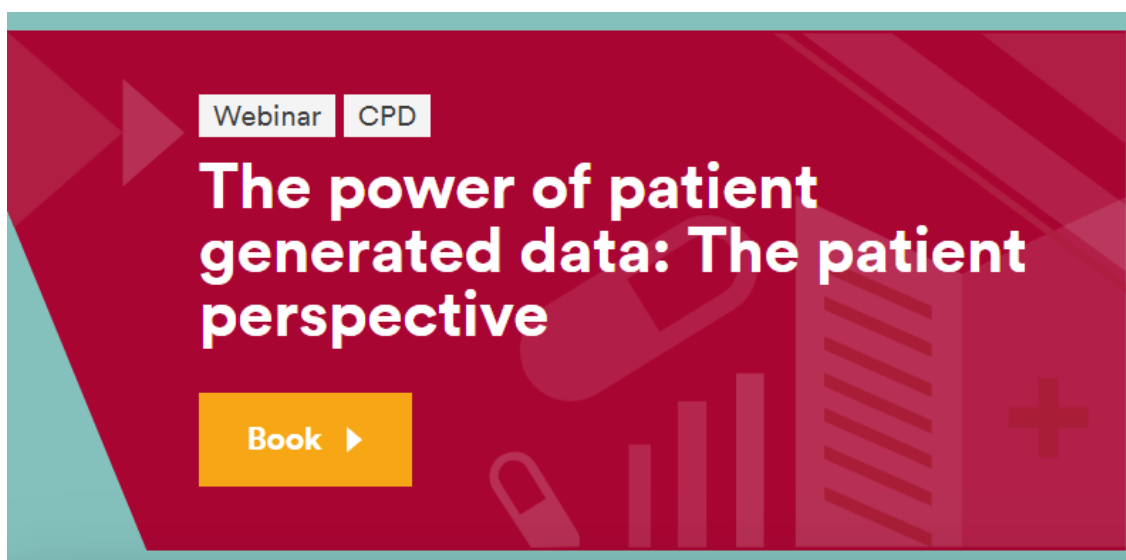
Referencing the recent data on high death rates among people of black, Asian and minority ethnic

backgrounds from Covid-19 as a clear indication of inequity, Rachel said: *“There are clear divides along economic, geographic and ethnic lines: people on the wrong sides of these divides are living shorter lives, and experiencing poor health for longer.*

*“It is time for the Government to take its responsibilities for stewarding the nation’s health seriously; there is a great deal of work to do to ensure parity of care for all patients, regardless of background.”*

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## RSM offers free tickets to summer webinar series



The Royal Society of Medicine is running a series of webinars throughout June and July on the **Power of Patient Generated Data**.

The series will explore digital health technologies used to collect data directly from patients - particularly those for use by patients in their homes and in the community.

The webinars are suitable for patients, healthcare professionals and trainees alike.

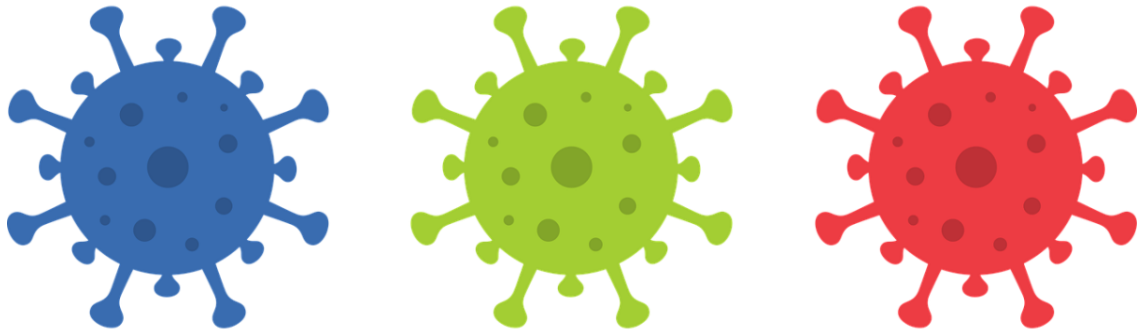
The RSM is offering **10 free tickets** per webinar to readers of the Patients Association Weekly News.

The next webinar on June 17th is The power of patient generated data: The patient perspective. Paul Wicks will chair a panel of patients to explore the use of apps recording patient generated data in their homes and communities to help manage a range of conditions. The first 10 readers to email [digitalhealth@rsm.ac.uk](mailto:digitalhealth@rsm.ac.uk) with the subject TEN56 will each receive a free ticket for the webinar.

[Click here to register](#)

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## COVID-19 IQVIA CARE Project



We all want to do our part during the Covid-19 pandemic. By joining a global registry, you can contribute in a meaningful way to the advancement of medical science. You may be able to take part if you:

- Have not experienced any Covid-19 symptoms and have had no exposure to anyone diagnosed with Covid-19 in the last 12 weeks.
- Are experiencing symptoms related to Covid-19, but have not been tested yet
- Have tested positive for Covid-19
- May have been exposed to the new coronavirus and currently have no symptoms (i.e. living with a family member that has tested positive).

Help us learn more about the impact of Covid-19 on health of adults.

For more information, please visit [The Patients Association | COVID-19 Registry link](#).

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## Popular advice leaflets updated



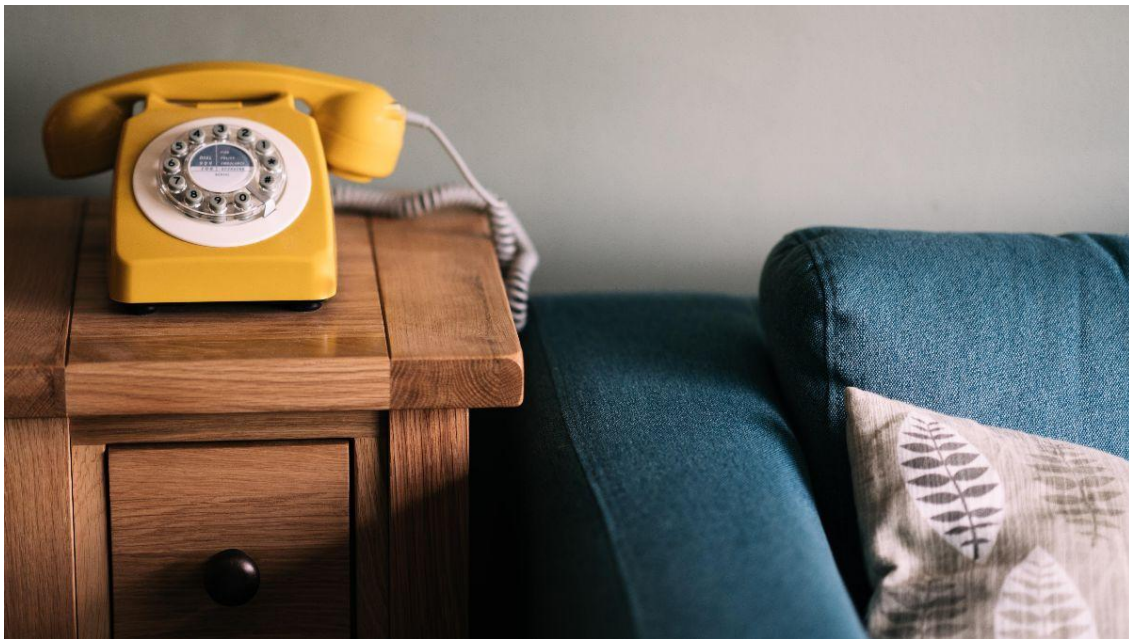
Many of our most popular advice leaflets have been updated and are, as always, free to download. Refreshed and available are:

- [Next of kin](#) Your medical next of kin is someone you nominate to receive information about your medical care
- [Adult social care](#) Social care is usually provided by your local council. This guide helps you to navigate this system
- [Shared decision making](#) You have the right to be involved in making choices about your medical treatment, the medicines you take and any operations you have
- [You and your dentist](#) Information on finding a dentist and using their services. It includes tips on how to prepare for an appointment, the charges you can expect and how to make a complaint.

[See all the leaflets](#)

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## From the helpline



Joy\* called in from the West Midlands asking us how she could get treatment for a knee injury she felt doctors in A&E hadn't taken seriously.

Joy had hurt her knee some months ago and attended A&E. The doctors refused to x-ray her and told her physiotherapy would treat the problem. However, Joy's GP sent her back to hospital for an x-ray, which showed damage to her knee.

At the time of calling, Joy had a phone appointment with her GP in a week's time to discuss what to do, but she called our free helpline because she was in such great pain and was unable to stand.

We advised Joy to call NHS 111 for medical advice. We also told her that if she wanted to, she could raise her concerns or make a complaint to the hospital about her experience in A&E and we advised her how to do this.

We also let her know that the CQC would be interested to hear about experience at A&E and Joy said she'd

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think about contacting the regulator.

\*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.com](mailto:helpline@patients-association.com). See our website for more ways to get in touch.

## What our team is reading this week

[NHS on life support: Patients face diagnosis delays as hospitals struggle with surge in screenings](#)

[These Girls from Brazil Built A Suicide Prevention App for Gen Z](#)

[Coronavirus came to UK 'on at least 1,300 separate occasions'](#)

[Coronavirus: Stories from behind the mask, Candid diaries of doctors and nurses recorded over two months of the coronavirus pandemic](#)

[Babylon Health admits GP at Hand app data breach caused by 'software issue'](#)

## 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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