

## Welcome to the Patients Association's Weekly News

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### AGM and membership



We are holding our Annual General Meeting on Thursday 3rd December at 2pm. If you are a member of the Patients Association, you should now have received an invitation and voting form.

Due to the ongoing COVID-19 pandemic, this year's AGM will be held online, via the video conferencing platform Zoom.

In addition to updates on our activities over the past year, our AGM will bring together a panel of people to share their real-world experience of health and care services and how we might achieve true patient partnership. The panel will include:

- **Nadine Montgomery**, whose experience led to the landmark ruling on consent (Montgomery v Lanarkshire Health Board)
- **James Titcombe**, a former national advisor on safety for the Care Quality Commission and a Patient Safety Campaigner. James is the father of Joshua, who died because of preventable errors during his care in 2008
- **Suzanne White**, an experienced clinical negligence solicitor who has specialised in medical accident claims since qualifying as a solicitor in 1999. Suzanne has a medical background having initially trained as a radiographer at King's College Hospital, London.

If you would like to attend and are not already a member, you can join for free today. An option to register for the AGM has been included in our sign-up form.

[Sign up](#)

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## Have your say: digital technology in the COVID-19 pandemic



The Patient Coalition for AI, Data and Digital Tech in Health, chaired by Patients Association Chief Executive Rachel Power, and supported by Boehringer Ingelheim, invites patients and the public to contribute their experience and opinions to a new report focused on understanding the value of digital health technology during the pandemic.

The goal of this report is to help ensure that the UK can learn from the pandemic experience to continue improving the development, implementation and use of digital health to the benefit of patients and the NHS. The report will conclude with a series of recommendations for policymakers to help inform the policymaking process.

To that end, the Coalition is running a short survey on your experiences of, and views on, digital technology in health and care.

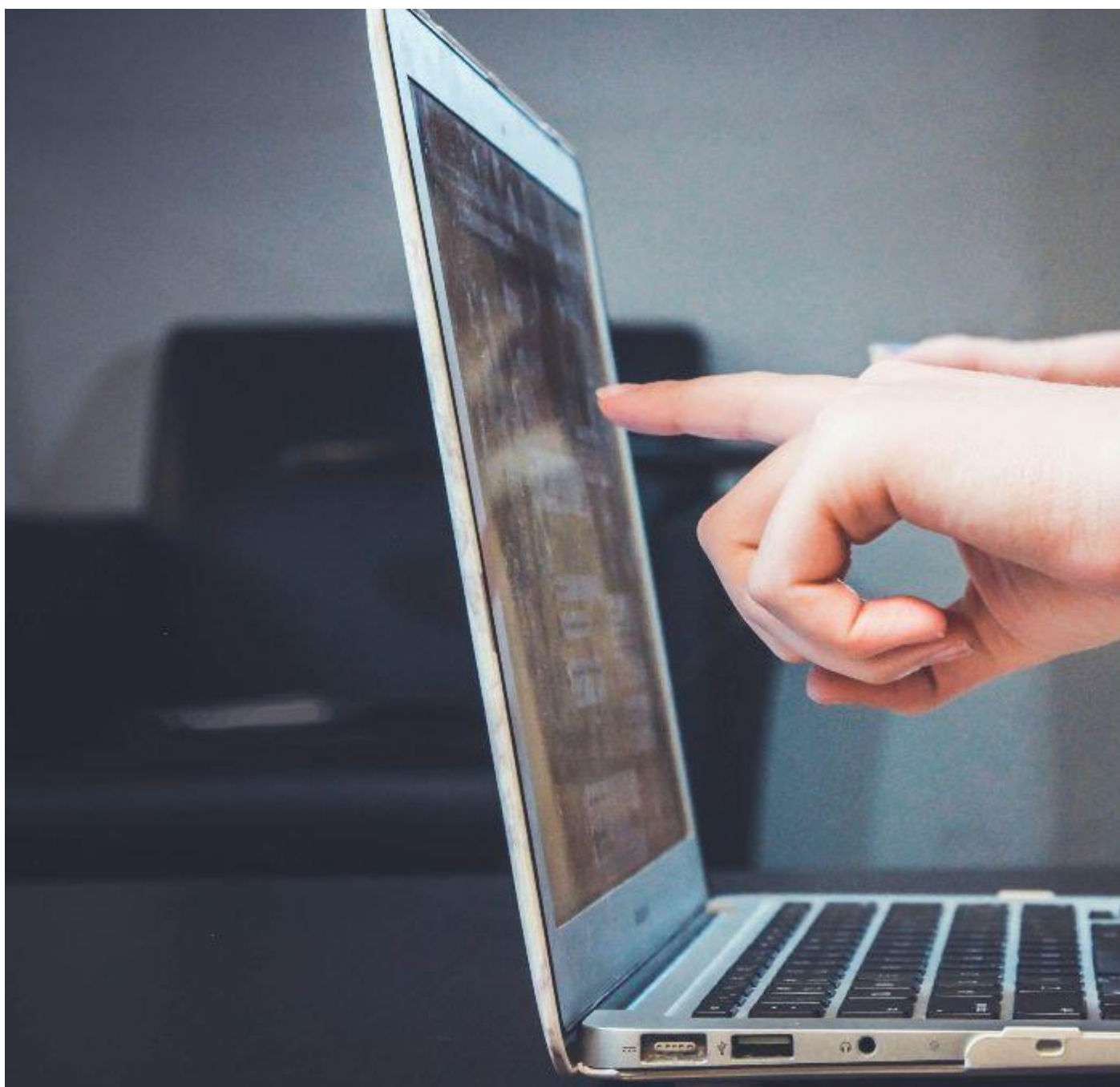
Responses will be anonymous, and analysed by Lexington Communications, which provides the secretariat for the Coalition.

Thank you in advance for helping to improve our understanding of the use of digital health technology in the response to the coronavirus.

[Take the survey](#)

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**Your views and preferences of hospital food and how it supports patients' journey to improved health and wellness.**



We are launching a survey to better to understand your views and preferences on hospital food and



supports your journey to improved health and wellness. Key areas of focus include meal times, food choice and variety, how food is served, where meals are taken and patients' needs once discharged from hospital.

This survey builds on work by the Department of Health and Social Care, who conducted an [Independent Review of NHS Hospital Food](#), which was published on 26 October 2020. The report highlights the main challenges for NHS catering and makes recommendations covering nutrition and hydration, food safety and sustainability amongst others.

We would like to hear your views if you have spent one or more nights in hospital in the last 12 months. [Click here](#) to share your experiences and help us to better understand your needs and shape the future for hospital food. how this

[Take the survey](#)

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## The Big Social Care survey is open



There's still plenty of time to contribute to the [CSA Big Social Care Review](#), which is exploring the experience of people living in England who use social care, or support someone who uses social care.

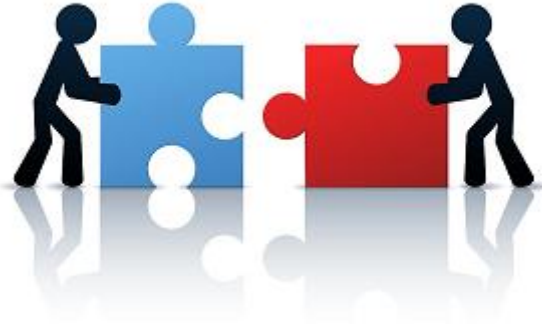
It's spearheaded by the Care and Support Alliance, of which we're members, and like our survey earlier this year, the CSA is particularly interested in how the pandemic has affected social care provision.

The survey will remain open until Friday 4 December.

[Take the survey](#)

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## Get involved – The Patients Association is looking for a trustee



Are you interested in becoming a trustee of the Patients Association? We are currently recruiting.

Our Board of Trustees makes sure our mission and vision are met. The trustees set and review our direction and make sure we're delivering our objectives as well as offering advice and guidance to help the Patients Association continue to do the work we do.

Ultimately, trustees are responsible for the governance of the Association, ensuring that we stay on track, achieve our goals and remain true to our core values.

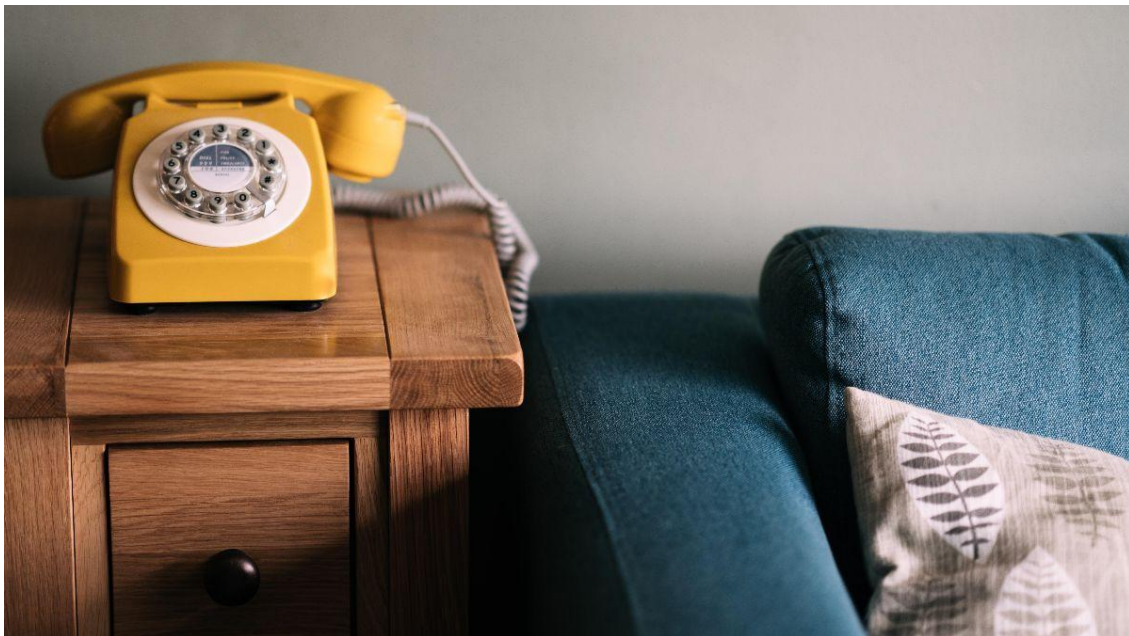
To find out more about what the role involves review the [job description](#).

**Applications close 27th November.**

[Get involved](#)

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## From the helpline



Warren's\* housebound parents had been booked for the flu jab and were waiting to be contacted about this. They had been waiting a few months.

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Every time they called the GP surgery, they were told they were 'on the list' – but they were not told what this list was.

Warren contacted the helpline and we suggested to speak to the surgery practice manager about what list, but we suspected it might be the district nurse list and we were able to give him details of the district nurse team.

Warren later called back to say that one parent was on the district nurse list and one parent was on the GP list, but that they both had their flu jab now which Warren was happy with. Warren felt having the GP there allowed him to ask additional questions about his parents' care which had proved very useful.

We suggested to Warren to talk to the GP surgery practice manager about this situation, and ask why it had happened. We also suggested that he share the experience with the Care Quality Commission

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

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## What our team is reading

[Expert reaction to interim results from COVID vaccine trial](#)

[NHS faces battle to keep non-COVID services functioning as normal alongside Covid care this winter](#)

[NHS needs extra £4bn next year because of COVID, Rishi Sunak told](#)

[COVID: Learning disability death rates 'six times higher'](#)

[Minister unable to confirm whether Brexit disruption will affect vaccine supply](#)

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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](#).



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