

Welcome to the Patients Association's Weekly News

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Join our Board of Trustees



The Patients Association is looking for trustees to join our board to help the charity deliver on its new five-year strategy, true patient partnership.

We're looking for people who share our vision of empowered patients able to access the health and care services they need to live well.

Applicants will share our values of compassion, inclusivity and empowerment, and we welcome applications from potential trustees from a diverse range of backgrounds. We want to make sure that the people we represent, are represented on our Board of Trustees.

For more information about the role, and to find out more, [visit the website](#).

Closing date for applications is Thursday 30th September 2021.

Interviews will be held in the week of 18th October, either by Zoom or in person.

Changes planned to non-emergency patient transport



NHS England is consulting on a new set of eligibility rules for non-emergency patient transport services (NEPTS). These services help people get to NHS appointments if they are not able to travel independently, or do not have anybody to help them make the journey.

We will be making a submission to NHS England, and would like to hear from you if you have used non-emergency patient transport, or have supported someone you care for in doing so. Please complete our short survey to tell us about your experiences.

[Take the survey](#)

Bursary places for King's Fund event

Anchor institutions: using resources and influence to reduce health inequalities (virtual conference)

 [Health inequalities](#) [Local service design](#) [Population health](#)

The King's Fund is offering a limited number of free bursary places for patients and carers to attend its virtual event on anchor institutions in September.

An anchor institution is a large organisation that uses its assets and resources to benefit the communities around it. Health and care organisations are well-placed to use their influence and resources to improve health outcomes and reduce health inequalities.

This event will explore what anchor institutions are, what they look like in practice, and how to embed some of those ways of working within health and care.

[Find out more](#)

Understanding medical affairs departments



In most pharmaceutical companies, medical affairs is the department that turns the company's scientific information into language patients understand.

Master's student, Dahlia Amin, at King's College London, is running a survey that seeks to find out how medical affairs departments could better engage and support patients.

Amin hopes that her research will help pharmaceutical companies' medical affairs departments become more patient-centred by providing a framework to do that based on what patients tell her they need and expect.

The survey questionnaire discusses a proposed framework and asks your opinion on it, and what else you would want to see from the medical affairs department.

[Take the survey](#)

Views sought on plans to transform Scotland's social care



A consultation has been launched to seek the views of the public in Scotland ahead of the creation of a National Care Service.

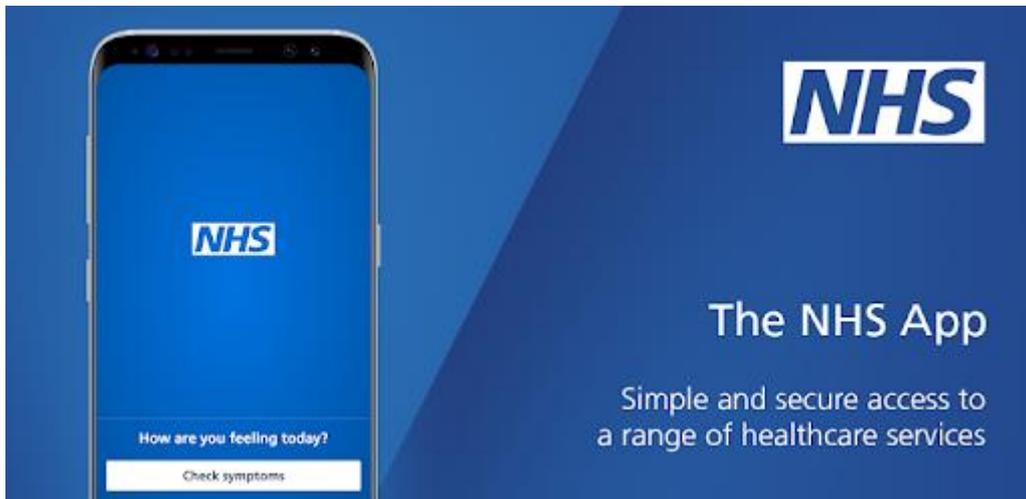
The Scottish government says the National Care Service will deliver person-centred care that supports people in a way that suits their needs. It will introduce ethical commissioning, based on fair work principles.

The consultation sets out some of the options and recognises that the significant cultural and system change being suggested will need to be supported by new laws, and new ways of working.

The consultation proposes Community Health and Social Care Boards to strengthen the voice of the local population, with people with lived experience and local elected members sitting alongside professionals.

A number of consultation events will be held throughout late August, September and October

From the helpline Jabs not showing in the NHS app



Jason* called our free helpline for some advice on how to get his second COVID-19 vaccination to show in the NHS app.

Jason had had both doses but could only see information about the first dose in the app. He'd phoned his GP surgery and was told that NHS Digital is advising patients to visit the vaccine centre where they received their vaccinations to get any errors sorted. NHS Digital is the app developer.

Jason did this and staff at the vaccine centre was able to rectify the issue but he was told he may see his first dose listed twice in his medical records. If that happened, then his GP would be able to correct the information.

Jason was told by staff at the vaccine centre that it could take up to 24 hours for the changes to show in the NHS app.

* 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](#) for more ways to get in touch.

What our team is reading this week

[Private hospital groups set to profit from massive NHS backlog in wave of new deals](#)

[Vaccines prevent 84,000 deaths in England \(subscription needed\)](#)

[NHS waiting list in England hits record 5.45 million](#)

['Levelling up' must include reducing health inequalities](#)

[Patient Safety Incident Response Framework: Frequently asked questions](#)

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.

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