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

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| **First people get first COVID-19 vaccine available in Europe** |

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| The first COVID-19 vaccine to gain approval in the UK is now being rolled out in all four nations, with people at highest risk from the infection receiving it first. People will be invited to get the vaccine – there is no need to call your GP to ask for it, but it may be worthwhile checking your practice has the correct details for when they need to contact you.  People will be invited for vaccinations in [a priority order advised by the Joint Committee on Vaccination and Immunisation (JCVI)](https://patients-association.us5.list-manage.com/track/click?u=9dd6577cf3f36af3c2f6682ed&id=a7f74c72c0&e=b00dac9705), a panel of independent experts that advises the Government. Residents in care homes for older adults, NHS and care staff, and people aged over 80 will be prioritised first. Vaccinations will be available for free on the NHS for all residents of the UK. When you get invited will depend on how quickly vaccines can be made available, including when additional vaccines are approved for use. The Pfizer/BioNTech vaccine, which is the one that has been approved by the Medicines and Healthcare products Regulatory Agency (MHRA), needs two doses, 21 days apart, to induce immunity. The MHRA has advised that people who are known to experience significant allergic reactions should not receive this vaccine, following two instances of serious allergic reactions. When you receive a letter inviting you to arrange an appointment for your vaccination, it will come with a leaflet from Public Health England providing more information about the vaccine. |

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| **Report into Shropshire baby deaths – Patients Association response** |

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| The first report from the inquiry into maternity services at Shrewsbury and Telford Hospital NHS (SaTH) Trust between 2000-2018 records the, “accounts of the overwhelming pain and sadness,” of 250 families. In response to yet another report in which the health of women and children was compromised by a service that failed to heed patients’ concerns, we issued the following statement: “After such a difficult year, and with dark months still ahead, nobody wants to be criticising the NHS and the often brilliant people who work in it. “Sadly, today’s report from the Ockenden Review is another reminder of the NHS’s least attractive characteristics: it doesn’t listen to patients, even when they are raising the most serious and well-founded concerns about safety, and it doesn’t learn lessons when things go wrong. This clearly remains a profound cultural problem within the NHS. “So many cases of babies dying or being harmed, going on for so long, cannot be overlooked. There must be no delay in implementing the report’s recommendations for immediate improvements to safety in maternity care.” |

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| [**Read the report**](https://patients-association.us5.list-manage.com/track/click?u=9dd6577cf3f36af3c2f6682ed&id=adcbc775ac&e=b00dac9705) |

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| **Share your experience of chronic wound care in our new project** |

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| If you have experience of chronic wounds and use wound care services, we would like to hear from you. The Patients Association is working with Mölnlycke, a global medical products company, to better understand patients’ experience of wound care and learn why wound care treatment might be delayed. The experiences you share will shape information resources that will help patients get help at the right time, and support self-care. The project is in three parts:1. An online survey, which will be featured in future editions of Weekly News (this will be open to people who use and who don’t use wound care services)
2. A virtual focus group
3. Case study interviews.

To take part in the focus group and be interviewed, we are looking for patients who experience chronic wounds. If you are interested in taking part in the project - either the survey, the focus group or case study interviews – or if you have any questions, please contact Sharrie McIntosh via the button below. |

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| **Get involved** |

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| **From our helpline** |

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| Mark\* lives in England and rang seeking advice about his 20 year old son, Callum, who was diagnosed with development delay when he was a toddler.\* Callum requires an adult to accompany whenever he leaves the home and he cannot be left alone at home due to his condition. Mark had applied for Universal Credit on behalf of Callum. However when the practice received the questionnaire, the GP responded that the patient did not have the condition, which meant his application was rejected and the benefit was not awarded. Mark discussed the matter with the GP and was informed that the practice had no record of his diagnosis. Mark has an appointment next week with the GP to discuss the matter further. Mark also expressed the view that he felt that although the family didn't visit the practice very often, when he called, the staff seemed less than enthusiastic to help him. We advised Mark to prepare a letter for the attention of the practice manager and that if he had no success in persuading the GP to look at Callum's medical records, that he hand the letter to the practice manager. We advised that in his letter he should inform the practice manager that he is seeking their help to address the issue and to ask whether they may be able to look at the medical records that the diagnosing hospital had sent to the practice at the time of Callum’s diagnosis. We further advised Mark that he could also contact the hospital where his son was diagnosed to request a copy of his medical records and to supply them to the practice. Regarding the practice’s apparent lack of interest or enthusiasm in helping the family, we suggested that Mark might wish to raise the matter in writing to the practice manager, after the issue of the GP's response to his son's Universal Credit application has been resolved. Mark agreed that we could give his feedback to the Care Quality Commission (CQC) on his behalf.**\*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](https://patients-association.us5.list-manage.com/track/click?u=9dd6577cf3f36af3c2f6682ed&id=021ecedea4&e=b00dac9705). See our website for more ways to get in touch. |

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| **What our team is reading** |

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| [**Medical racism could hold back the UK’s COVID-19 vaccination drive**](https://patients-association.us5.list-manage.com/track/click?u=9dd6577cf3f36af3c2f6682ed&id=437dda4726&e=b00dac9705) |

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| [**Student mental health: 'I am living in a bubble of one'**](https://patients-association.us5.list-manage.com/track/click?u=9dd6577cf3f36af3c2f6682ed&id=d329772516&e=b00dac9705) |

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| [**Scotland's health chiefs warn of no-deal Brexit risk**](https://patients-association.us5.list-manage.com/track/click?u=9dd6577cf3f36af3c2f6682ed&id=aeddcc948f&e=b00dac9705) |

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| [**What are the possible implications of a no-deal Brexit on UK healthcare?**](https://patients-association.us5.list-manage.com/track/click?u=9dd6577cf3f36af3c2f6682ed&id=109648a4e0&e=b00dac9705) |

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| [**EHIC after Brexit: What we know about health insurance when travelling to Europe after UK leaves EU**](https://patients-association.us5.list-manage.com/track/click?u=9dd6577cf3f36af3c2f6682ed&id=c8a5117013&e=b00dac9705) |

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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=76e5b80292&e=b00dac9705).  |

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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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