



Welcome to the Patients Association's Weekly News

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Learning from and acting on your experiences during the COVID-19 lockdown

HOW HAS COVID-19 AFFECTED YOU?

Complete our patient survey to let us know



Our survey Understanding Patient Experience During COVID-19 closes on Monday. If you've been delaying completing it, please don't leave it any longer. If you don't want to complete it online, you can call our helpline and one of the advisers will take your answers and record them for you – anonymously. The helpline number, which is free, is 0800 345 7115.

The survey looks at:

1. Accessing care for existing health condition
2. Treatment and care if you have had COVID-19
3. Experiences of health and care services been overall during the emergency health measures introduced by the NHS
4. If you were recently bereaved, what your experiences before and after the person's death were like

(this is an optional section as we fully appreciate it may not be something people want to dwell on).

Changes rapidly introduced into the NHS to help the service cope with the pandemic have had consequences for many patients – patients have reported this to our helpline, and condition-specific charities have shown it in surveys and reports. As the only national campaigning charity that has patients as members and covers all of health and social care, the results of our survey will provide a national picture of all our experiences – but to do that we really need as many people as possible to complete it.

[Take the survey](#)

An opportunity to ‘star’ in patient showcase of the potential of medical technology



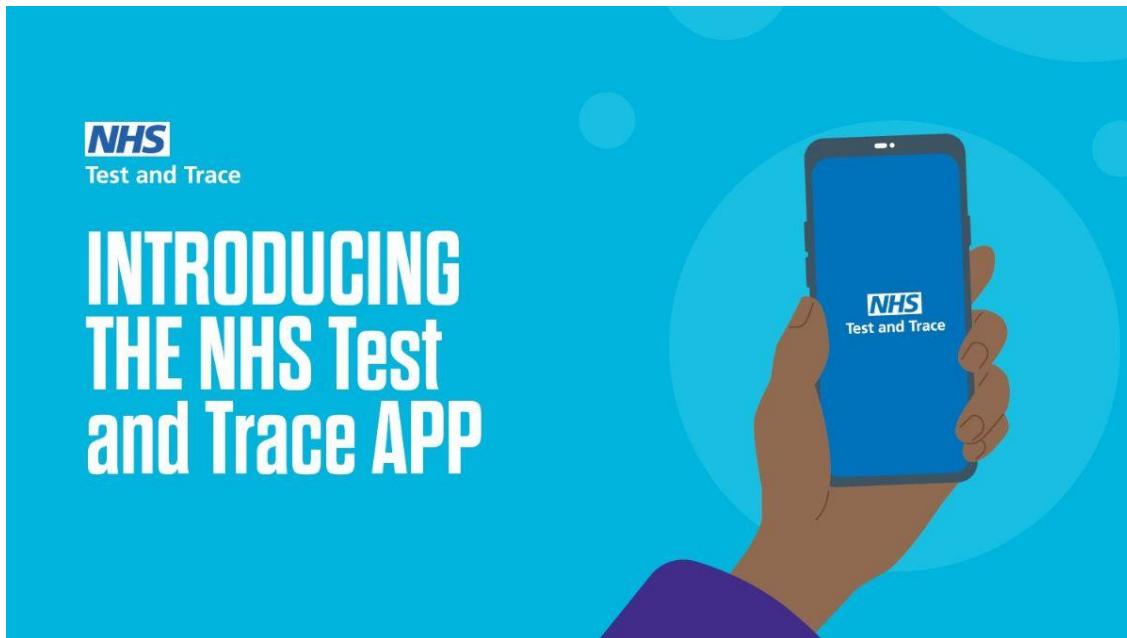
The Medical Technology Group (MTG), a coalition of patient groups, research charities and medical device manufacturers, is looking for patients to talk about their experiences during the COVID-19 pandemic for MTG TV.

MTG TV is a new online channel that will highlight patients' experiences, both good and bad. The purpose is to highlight how medical technology can improve both access to and delivery of care. To that end, MTG is keen to showcase patients whose use of medical technology changed and, hopefully, improved their experience of treatment during the crisis.

The Patients Association is a member of MTG and if you're interested in being on MTG TV, please write to us at mailbox@patients-association.org.uk with a short description of your COVID-19 medical technology experience and we'll pass your details on to MTG.

[Register your interest](#)

New Test and Trace app goes into live trials



A revamped COVID-19 tracker app begins trials today on the Isle of Wight and among NHS volunteer emergency responders. The London Borough of Newham, which with Brent saw most COVID-19 deaths in the capital at the peak of the pandemic, will also be a trial site.

Over the coming days, people living on the Isle of Wight will receive a one-time activation code through the post, which will enable them to download the app. NHS volunteer emergency responders will be contacted by email.

The app is part of England's NHS Test and Trace service, and works with both iPhones and Android devices.

The app will log the time and distance someone has spent near to anyone, even if they don't know them. If that person later tests positive for COVID-19, the app will alert them and help them book a test. The app will also give users the risk level in their area based on their postcode, and if you have to self-isolate it will provide a countdown of the days before you can resume your normal activities.

[Read more](#)

From the helpline



Concerns about heart health undermined by anxiety diagnosis in medical records

Malcolm* called our helpline to find out how to complain about three healthcare providers he believed were ignoring his health concerns because he's classed as anxious.

Malcolm has a serious health condition that affects his aorta and has received hospital treatment for it. But he also suffers from anxiety. He told the helpline that when he calls NHS 111, calls an ambulance, or attends A&E, his anxiety seems to be flagged up on his medical records and his concerns about his aorta are not taken seriously. The condition Malcolm lives with is life-threatening.

This has happened recently, with both NHS 111, the ambulance service, and A&E staff focusing on his anxiety, rather than his serious physical health condition.

He was also concerned that when he was admitted to A&E at a local hospital he was told he'd had a heart scan, but when he subsequently saw a consultant at another hospital, that doctor could find no record of the scan. Malcolm was eventually seen at the hospital where his condition had been diagnosed and was treated there.

Malcolm wanted to know how he could get the various services to prioritise his physical condition over his anxiety.

We advised Malcolm about the complaints process and that he could ask one of the three services to act as the lead agency in coordinating his complaint. We suggested he read our complaints leaflet and that he should request the help of an advocate from the lead agency, who would help him make his complaint.

Our adviser also told Malcolm that if he wanted, we could give his feedback about his care to the CQC and he agreed.

We also invited him to contact us again if he required additional advice or information.

* Name changed for privacy.

To share your experiences or seek advice, call our helpline team for free on 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

[Routine operations in English hospitals down 67%](#)

[College calls for action to improve confidence in attending healthcare appointments](#)

[Revealed: The Shocking Healthcare Racism Endangering Black Mothers](#)

[Government quietly drops 1.3m Covid tests from England tally](#)

['Shielding hasn't been all doom and gloom'](#)

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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