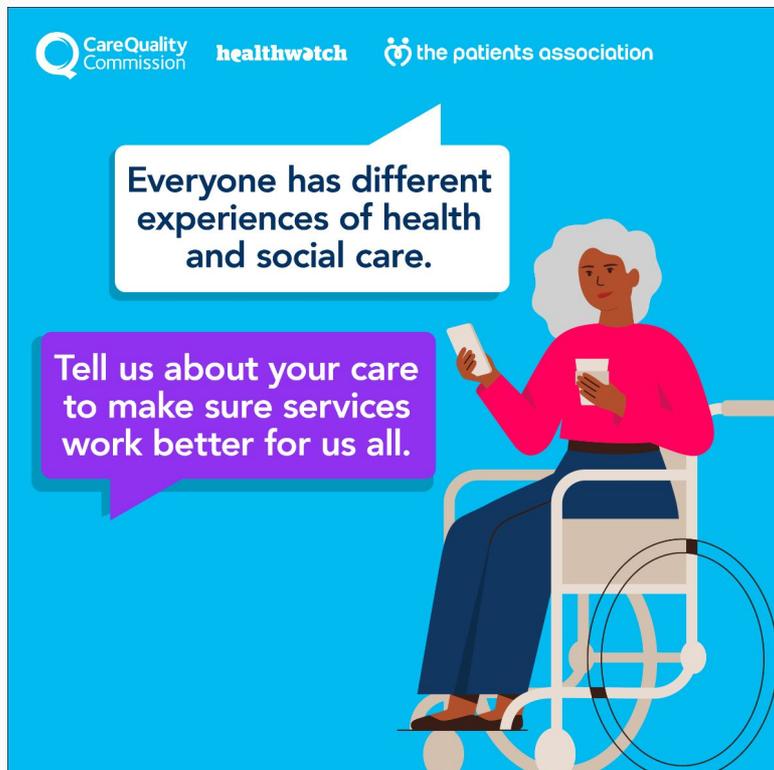




Welcome to the Patients Association's Weekly News



CQC's Because We All Care Campaign returns



The Care Quality Commission (CQC) has relaunched its Because We All Care Campaign, with support from us and Healthwatch England.

The campaign was developed by the CQC and Healthwatch England and initially launched in July 2020. Its goal is to encourage more people to speak up and feed back about their or a loved one's care.

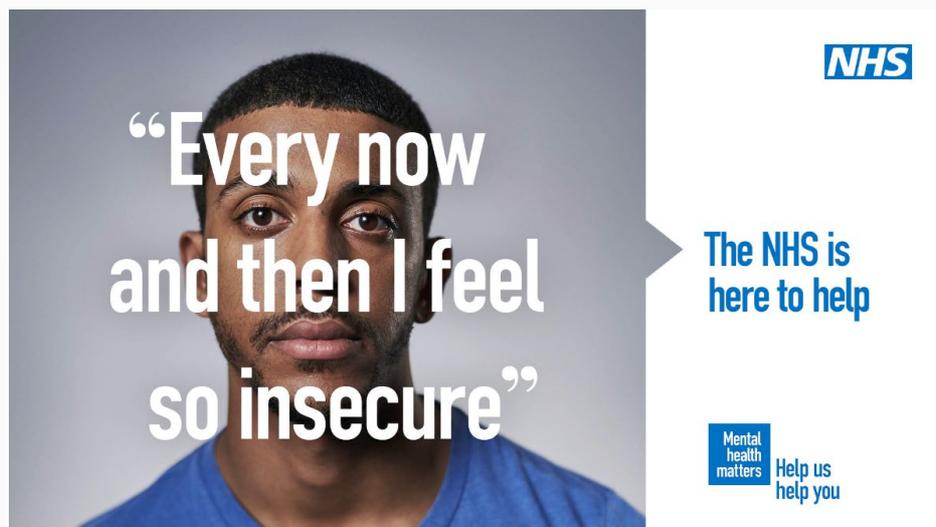
So far more than 50,000 people have shared their experiences. Their information has helped inform how CQC regulates services, as well as the recommendations Healthwatch has made at a national and local level to professionals about service improvements.

We're supporting the campaign as we believe sharing feedback on the service you receive from health and social care services helps them learn and improve. This benefits all patients.

We are also one of the CQC's [Tell Us About Your Care](#) partners. We gather feedback from people and share that with the CQC. You can learn more about this [partnership on our website](#).

[Find out more](#)

Beatles' Help! supports mental health campaign



NHS England and NHS Improvement has launched a new mental health campaign to highlight that feelings of anxiety and depression can affect us all and the NHS is there to help.

The NHS provides a range of talking therapies for common mental health issues such as anxiety and depression that are free and confidential.

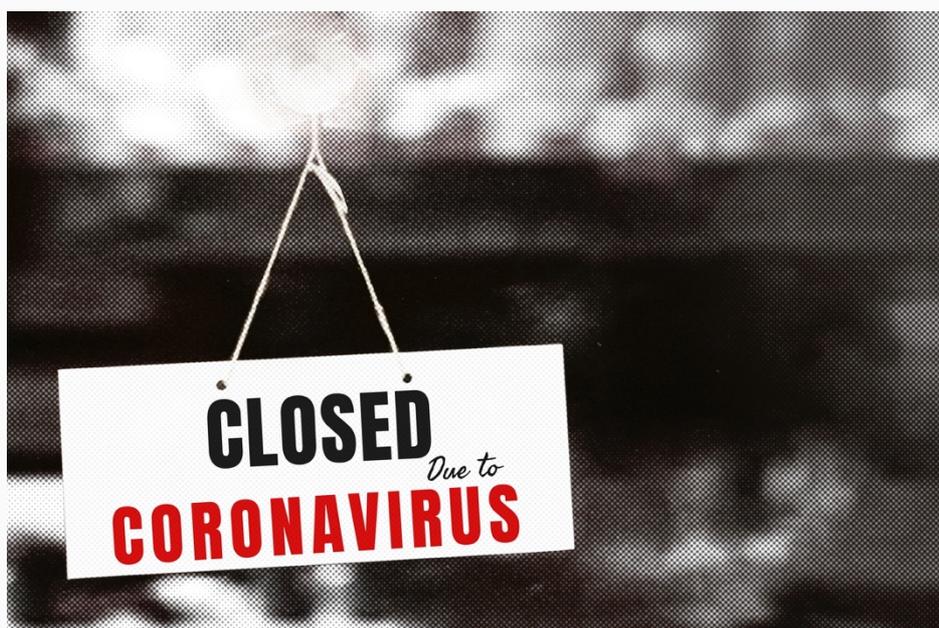
The 'Help' campaign encourages anyone experiencing common mental health problems to seek help from these NHS services – either by referring themselves, or by contacting their GP practice. There are lots of different ways of accessing this support including in-person, by video consultation, telephone and interactive text.

Sony and Apple Corps have kindly given the NHS the rights to the Beatles' song 'Help!' to bring to life the message that anyone can experience feelings of anxiety and depression. The campaign uses lyrics from the song, to make the point that it's totally normal to ask for help.

Famous faces from across music and radio, including Craig David, Tom Grennan, Laura Mvula, Nicola Roberts, Ella Henderson, Max George, as well as NHS therapists and people who have benefited from the NHS mental health talking therapy services, are supporting the campaign in a new video, featuring the lyrics of 'Help!', which calls on people who are struggling to contact the NHS.

Visit nhs.uk/help for more information

**Share your experience of healthcare when we launch
our survey results**



We will launch the findings from our latest patient experience survey at the end of the month. To bring to life the statistics, we'd like to hear from Weekly News readers who'd be happy to allow us to share their recent experiences of health and social care when we launch the report.

If this is something that would interest you, please get in touch with our Head of Communications and Marketing who can tell you more about how we'd like to use your stories. You can contact Maya on this email maya.anaokar@patients-association.org.uk.

From the helpline Complaint about GP ignored



June*, who lives in the North East of England, called our helpline for some advice about following up a complaint she had made about her GP.

She had written to the practice manager more than a month ago, but had heard anything - not even an acknowledgement of her letter.

She had complained because she believed the GP had missed her shingles. When she saw him complaining of a rash, he had declined to examine her. She called NHS 111 when the rash became very painful and they diagnosed shingles over the phone and asked the practice to arrange a home visit for June.

June also felt the GP had given her poor advice about when to have the COVID-19 booster. She detailed these concerns in the letter to the practice manager. As she'd not heard anything, June wanted to know what to do next.

Our adviser suggested a number of things June could do.

- June could contact NHS England and ask its advice.
- Read Action Against Medical Accidents' (AvMA) [self-help guide](#) on how to make a complaint. We also have information on [how to complain](#) on our website.
- Give her feedback to the Care Quality Commission - our adviser explained the CQC's role and gave June the phone number.

*Name changed to protect privacy.

To contact 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.

And remember, we have a [range of information](#) on our website from our very popular nutrition checklist right through to understanding your medicines.

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What our team is reading this week

Coronavirus: how to stay safe and help prevent the spread

Plan A: what are the new COVID rules in England?

Millions are dying from drug-resistant infections, global report says

Taxing wealth of UK's richest 'could cover rising health and social care costs twice over'

The Health and Wellbeing of Scotland's Children and Young People in 2022

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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