

Welcome to the Patients Association's Weekly News



Patients, clinicians and charities welcome latest patient experience report



Patient experience before the omicron wave: the storm before the storm, our newest report, got a great reception from patients, clinicians and other charities when it launched last week.

The report said pressures on the NHS directly and negatively affected patients experience of care.

One patient who contacted us, said: "Really important report that needs to be listened to and acted on urgently." Another said: "I cried as I read this." Yet another said: "Partnering with patients is ALWAYS a good thing. Proper solutions take every stakeholder being involved in order to get a full perspective on what needs to and can be done. Stay encouraged! Good luck."

We made several recommendations in the report on how patients' experiences could be improved. Charity National Voices said: "Agree with everything here." The Patient Experience Library said: "Excellent pointers here to a people-powered NHS recovery. Good work from the Patients Association." And the Refugee Council said: "Such a timely and needed piece of work and we hope it will help you to advocate for more inclusive health and better provisions."

We also got very positive comments from the Royal College of Nursing, the Royal College of General Practitioners, and the Royal College of Physicians, which agreed with our call for a co-ordinated whole system recovery plan.

So thank you to the many readers who took part in the survey that the report's findings are based on. If you've not yet read the results, follow the link in the button below.

We will continue to push for our recommendations to be adopted and work in partnership with patients, clinicians and other organisations who support the goal of a robust recovery for the NHS, based on patient partnership.

[Read the report](#)

Help improve patient safety



There are still spaces on our two online events this month for readers to give their opinions on plans to change the use of certain medical interventions.

These procedures are being reviewed as part of the Evidence-based Interventions programme. The programme's aim is to:

- Reduce harm to patients
- Reduce variation in the care patients get
- Make sure NHS resources are well spent.

Our events are on Tuesday 22nd February 2022 from 12 noon-2pm and Wednesday 23rd February 2022 from 12 noon-2pm.

We would really like to have people who may have experience of the particular conditions or procedures either as a patient, relative or friend take part. The proposals include the following clinical areas:

- Breast surgery
- Ophthalmology
- Ear, nose and throat, and endocrinology
- Vascular
- Plastic surgery
- Cardiology
- Urology.

For more information about the programme, the events, and how to register your interest visit our website.

[Find out more and register](#)

Government launches cancer consultation



Health and Social Care Secretary Sajid Javid has opened a consultation today, World Cancer Day, to gather evidence for a 10-Year Cancer Plan for England.

Cancer remains the biggest cause of death from disease in the UK and the COVID-19 pandemic has had a serious effect on care and services, with people not coming forward for checks.

Individuals, professionals and organisations are all encouraged to take part. The consultation will be open for eight weeks and is open to everyone aged 16 and over in England.

[Respond to the consultation](#)

From the helpline

Change in staff results in long-awaited apology



Muriel* called our helpline recently to update our advisers on a complaint they had supported her with in the past, which finally had a good outcome.

Muriel had made a formal complaint about a hospital. She wasn't happy with the final response she'd received from the hospital and, so, contacted the Parliamentary and Health Service Ombudsman (PHSO).

The PHSO failed to uphold Muriel's complaint. The Ombudsman could find no fault in the hospital's response and said Muriel wouldn't achieve anything by taking the complaint further. At this point, the complaint had been going on

about three years. The PHSO refused to accept any evidence from Muriel.

But recently Muriel saw that the hospital had appointed a new complaint manager. Muriel contacted the manager who offered to meet her to find more about the complaint.

After the meeting, the new manager apologised to Muriel and accepted that the hospital had been in the wrong. Muriel told our advisers she was happy to see the positive approach from the new complaints manager at the hospital.

However, Muriel is very disappointed with the PHSO and plans to take her concerns further to help other patients.

*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

Public perceptions of the NHS and social care: performance, policy and expectations

People in England surviving cancer for longer, NHS reports

COVID Scotland: Long waits at A&E 'putting patients at serious risk'

Military support for vaccine rollout in North Wales comes to an end

Collaboration must be at the heart of the future of health and care

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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