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| |  |  | | --- | --- | | |  | | --- | | https://gallery.mailchimp.com/9dd6577cf3f36af3c2f6682ed/images/570163e5-2b4c-498d-9798-6a605474ae76.jpg | |  |  |  |  | | --- | --- | --- | | |  |  | | --- | --- | | |  | | --- | | **Welcome to the Patients Association's Weekly News** | | |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | | |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | | |  |  |  |  |  |  |  |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | | |  |  |  |  |  |  |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | | |  |  |  |  | | --- | --- | --- | --- | | |  |  |  | | --- | --- | --- | | |  |  | | --- | --- | | [Share](https://patients-association.us5.list-manage.com/track/click?u=9dd6577cf3f36af3c2f6682ed&id=894ab55a3b&e=b00dac9705) | [Share](https://patients-association.us5.list-manage.com/track/click?u=9dd6577cf3f36af3c2f6682ed&id=a1e00298b7&e=b00dac9705) | | |  |  |  |  |  | | --- | --- | --- | --- | | |  |  |  | | --- | --- | --- | | |  |  | | --- | --- | | [Tweet](https://patients-association.us5.list-manage.com/track/click?u=9dd6577cf3f36af3c2f6682ed&id=ebb40b8a86&e=b00dac9705) | [Tweet](https://patients-association.us5.list-manage.com/track/click?u=9dd6577cf3f36af3c2f6682ed&id=1c12445ed3&e=b00dac9705) | | |  |  |  |  |  | | --- | --- | --- | --- | | |  |  |  | | --- | --- | --- | | |  |  | | --- | --- | | [Forward](http://us5.forward-to-friend.com/forward?u=9dd6577cf3f36af3c2f6682ed&id=09ee68a97f&e=b00dac9705) | [Forward](http://us5.forward-to-friend.com/forward?u=9dd6577cf3f36af3c2f6682ed&id=09ee68a97f&e=b00dac9705) | | | | | | |  |  |  | | --- | --- | | |  | | --- | | **Our five-year strategy launches, making patient partnership our central focus** | | |
| |  |  | | --- | --- | | |  | | --- | | https://mcusercontent.com/9dd6577cf3f36af3c2f6682ed/images/8bdc62b5-040a-4648-882b-809a475204c1.png | |  |  |  | | --- | --- | | |  | | --- | | This week, we launched our new five year strategy and pledged to work with others to secure patients’ position as genuine partners in health and social care services.   Our Chair, Lucy Watson, said: “There is growing acceptance of the principle that patients should be actively involved in both decisions about their own care and the shaping of health and care services themselves. Putting that principle into practice has long been a struggle, and much remains to be done to translate words and ideals into reality for patients.”   Our Chief Executive, Rachel Power, said: “This strategy will provide guidance and clarity for the organisation over the next five years. We know we will face the challenge of maintaining and growing a charity in a difficult economic climate, while health and care services recover and rebuild after the COVID-19 pandemic to meet the needs of patients.”   The strategy defines our purpose as ensuring 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. It offers a timely refresh to our focus, and a structured development of the core themes that have always run through the work of the Patients Association.   In [this blog post](https://patients-association.us5.list-manage.com/track/click?u=9dd6577cf3f36af3c2f6682ed&id=6e422e93fc&e=b00dac9705), Rachel discusses the development of the strategy in the context of both the COVID-19 pandemic and the Association’s historical work. | |  |  |  | | --- | --- | | |  | | --- | | [**Read the strategy**](https://patients-association.us5.list-manage.com/track/click?u=9dd6577cf3f36af3c2f6682ed&id=65d537f793&e=b00dac9705) | |  |  |  | | --- | --- | | |  | | --- | |  | |  |  |  | | --- | --- | | |  | | --- | | **New pandemic experience survey for a new phase of COVID-19 pandemic** | |  |  |  | | --- | --- | | |  | | --- | | https://mcusercontent.com/9dd6577cf3f36af3c2f6682ed/images/47c3c5cd-7e93-4b20-980f-1f49f3dd5620.jpg | |  |  |  | | --- | --- | | |  | | --- | | We are launching a new survey to find out how the COVID-19 pandemic is affecting patients, following up on our Pandemic Patient Experience report.   Last year, you told us about how the response to the pandemic had disrupted your care and treatment, and about the problems you had encountered getting support.   We want to hear now whether things have improved or got worse – can you see a GP when you need to? Have you found telephone and online options helpful?   You will also be able to tell us about your experiences so far of the vaccination programme, and what you think of the overall response to the coronavirus. | |  |  |  | | --- | --- | | |  | | --- | | [**Take the survey**](https://patients-association.us5.list-manage.com/track/click?u=9dd6577cf3f36af3c2f6682ed&id=1b086ed7a8&e=b00dac9705) | |  |  |  | | --- | --- | | |  | | --- | |  | |  |  |  | | --- | --- | | |  | | --- | | **NHS white paper: patients demand a meaningful role** | |  |  |  | | --- | --- | | |  | | --- | | https://mcusercontent.com/9dd6577cf3f36af3c2f6682ed/images/9899ce0f-1257-4ffa-ba8a-d1115c270821.png | |  |  |  | | --- | --- | | |  | | --- | | The Government has issued a new white paper on the NHS, which proposes new legislation to increase integration and reduce the role of markets.   Our recent response to the consultation on these proposals welcomed the broad approach, but warned that a much stronger role needed to be provided for patients in decision-making about the planning and delivery of services.   Ahead of the publication of the white paper our Chief Executive, Rachel Power, said: “The acid test for the new white paper will be whether it provides for true patient partnership, in decisions about both individual patient care and the planning and delivery of NHS services.”   Our Chair, Lucy Watson, appeared on both Sky News and Channel 5 News to react to the white paper after it was published on Thursday. | |  |  |  | | --- | --- | | |  | | --- | | [**Read Rachel’s statement**](https://patients-association.us5.list-manage.com/track/click?u=9dd6577cf3f36af3c2f6682ed&id=7663d3cfd0&e=b00dac9705) | |  |  |  | | --- | --- | | |  | | --- | |  | |  |  |  | | --- | --- | | |  | | --- | | **A&E waiting times: patients support proposed new approach** | |  |  |  | | --- | --- | | |  | | --- | | https://gallery.mailchimp.com/9dd6577cf3f36af3c2f6682ed/images/d02c5d2e-5d78-4bcf-b8c0-49da930f5922.jpg | |  |  |  | | --- | --- | | |  | | --- | | Thank you to everyone who took part in our survey on waiting times in accident and emergency departments.   The results gave us a clear view of patients’ feelings about the issue of A&E waiting times generally, as well as the proposed new approach to setting standards for them in England.   As a result, in our response to the consultation on the possible changes, we have expressed our support for the proposals, which will replace the four-hour target with a ‘bundle’ of measures that cover every step of a patient’s journey through urgent and emergency care, including for those brought to hospital by ambulance.   For more details, you can read our consultation response. | |  |  |  | | --- | --- | | |  | | --- | | [**Read more**](https://patients-association.us5.list-manage.com/track/click?u=9dd6577cf3f36af3c2f6682ed&id=b72c3bf4c7&e=b00dac9705) | |  |  |  | | --- | --- | | |  | | --- | |  | |  |  |  | | --- | --- | | |  | | --- | | **Two surveys still open - wound care and hospital food** | |  |  |  | | --- | --- | | |  | | --- | | https://mcusercontent.com/9dd6577cf3f36af3c2f6682ed/images/b41df7fe-db3c-4fd1-b7d7-1f4121c02188.jpg | |  |  |  | | --- | --- | | |  | | --- | | Please spare us 10 to 15 minutes to complete our survey on care chronic wounds. We want to hear from everyone, not just individuals who have chronic wounds.. | |  |  |  | | --- | --- | | |  | | --- | | [**Tell us what you think**](https://patients-association.us5.list-manage.com/track/click?u=9dd6577cf3f36af3c2f6682ed&id=3d8dae713a&e=b00dac9705) | |  |  |  | | --- | --- | | |  | | --- | | Also, we’d love to hear from more of you about your views and preferences on hospital food and how this supports your journey to improved health and wellness, if you have spent one or more nights in hospital in the last 12 months. | |  |  |  | | --- | --- | | |  | | --- | | [**Tell us what you think**](https://patients-association.us5.list-manage.com/track/click?u=9dd6577cf3f36af3c2f6682ed&id=5286747a0d&e=b00dac9705) | |  |  |  | | --- | --- | | |  | | --- | |  | |  |  |  | | --- | --- | | |  | | --- | | **Consultation on NICE guideline on shared decision making** | |  |  |  | | --- | --- | | |  | | --- | | https://gallery.mailchimp.com/9dd6577cf3f36af3c2f6682ed/images/c1990330-c5f5-41bd-a8ef-132c2bd2750e.png | |  |  |  | | --- | --- | | |  | | --- | | We have now submitted our response to the National Institute for Health and Care Excellence’s (NICE) consultation on its draft guideline on shared decision making.   We support the guideline’s aims and believe it contains much that is positive. In our response, we offer suggestions on how to ensure shared decision making is made a practical reality, and on how the guideline can be made clearer and more readable.   You can read our response below, and find out more about shared decision making [on our website](https://patients-association.us5.list-manage.com/track/click?u=9dd6577cf3f36af3c2f6682ed&id=870e8dc254&e=b00dac9705). | |  |  |  | | --- | --- | | |  | | --- | | [**Read our response**](https://patients-association.us5.list-manage.com/track/click?u=9dd6577cf3f36af3c2f6682ed&id=559c3226be&e=b00dac9705) | |  |  |  | | --- | --- | | |  | | --- | |  | |  |  |  | | --- | --- | | |  | | --- | | **Not been invited for a COVID-19 vaccination yet? Better call the NHS** | |  |  |  | | --- | --- | | |  | | --- | | https://gallery.mailchimp.com/9dd6577cf3f36af3c2f6682ed/images/c4b27431-46aa-490a-8ae4-21f72175f2b9.jpg | |  |  |  | | --- | --- | | |  | | --- | | If you’re over 70 and haven’t yet been offered a vaccine and want one, it’s time to call the NHS to arrange a jab.   Until now the NHS has asked people to wait until they are contacted to help ensure that those at highest risk are protected first – and that remains the case for most people. But to ensure absolutely everyone is offered the vaccine, people aged 70 and over can now contact the NHS so they can be vaccinated this month.    The easiest way to arrange a vaccination is through the national booking service, which can be accessed at [www.nhs.uk/covid-vaccination](https://patients-association.us5.list-manage.com/track/click?u=9dd6577cf3f36af3c2f6682ed&id=9187ca3db2&e=b00dac9705).   The system allows you to choose a time slot and location that suits you.   If you are unable to book online, you can call 119 free of charge, any time between 7am and 11pm seven days a week.   If a suitable and convenient slot is not available, you can also call your GP practice.    Many who have not yet booked an appointment are already receiving follow-up letters and phone calls this week to encourage them to take up the offer of a jab.   GP teams have been asked to contact their ‘clinically extremely vulnerable’ patients, who have been asked to shield, to ensure they have been offered the vaccine. If you received a letter over the last 12 months asking you to shield, you should also receive an invitation from your GP, as well as an invitation from the national booking service inviting you for a jab.   If you are given a vaccination appointment by both your local GP team and the National Booking Service, you should cancel the one you do not want so the slot can be used by someone else. | |  |  |  | | --- | --- | | |  | | --- | |  | |  |  |  | | --- | --- | | |  | | --- | | **From our helpline** | | |
| |  |  | | --- | --- | | |  | | --- | | https://mcusercontent.com/9dd6577cf3f36af3c2f6682ed/images/a8f66e5f-24c4-4735-b620-0505ed3e27e0.jpg | |  |  |  | | --- | --- | | |  | | --- | | **The shock of a ‘do not resuscitate’ decision**  William\* called our free helpline following his wife’s recent stay in the local hospital.   His wife has short term memory loss and was on a ward with other patients, one of whom tested positive for COVID-19. William asked hospital staff caring for his wife if she would be tested before discharge; the member of staff was unsure. William persisted and his wife was tested and was found to be uninfected. William told our adviser he believes she wouldn’t have been tested before discharge if he hadn’t asked.   William’s wife was discharged and both he and his wife were shocked when the next day, his wife received a ‘do not resuscitate’ (DNR) letter from the hospital. William was concerned and upset about receiving the letter, as DNR hadn’t been discussed or mentioned to him, or any of the other family members who had been in touch daily with ward staff to get updates on his wife.   William was bewildered as to why the hospital had issued a DNR for his wife and wanted some advice before contacting the hospital.   Our adviser told William that it is a good practice for the hospital to communicate with the family members before putting a DNR order in place. We suggested William contact the hospital’s Patient Advice and Liaison Service to find out why the decision wasn’t discussed with the family members. William took us up on our offer to share his feedback with the Care Quality Commission (CQC), which is always interested to hear about people’s experience of care.   **\*Name changed for privacy.**  We have a range of information leaflets [on our website](https://patients-association.us5.list-manage.com/track/click?u=9dd6577cf3f36af3c2f6682ed&id=56eefa0e92&e=b00dac9705) which contain useful information and pointers if you have a quick question about your health and social care. If you can’t find the answers you need there, you can always call our helpline on 0800 3457115 between 9.30am and 5pm on weekdays, or email [helpline@patients-association.org.uk](mailto:helpline@patients-association.org.uk). See our website for more ways to get in touch. | |  |  |  | | --- | --- | | |  | | --- | |  | |  |  |  |  | | --- | --- | --- | | |  |  | | --- | --- | | |  | | --- | | **What our team is reading** | | |  |  |  | | --- | --- | | |  | | --- | | [**Some restrictions should last until all adults have been vaccinated, senior health official says**](https://patients-association.us5.list-manage.com/track/click?u=9dd6577cf3f36af3c2f6682ed&id=22e5547b7d&e=b00dac9705) | |  |  |  | | --- | --- | | |  | | --- | | [**Disabled people account for six in 10 COVID-19 deaths in England last year**](https://patients-association.us5.list-manage.com/track/click?u=9dd6577cf3f36af3c2f6682ed&id=97bac32939&e=b00dac9705) | |  |  |  | | --- | --- | | |  | | --- | | [**These Four New Symptoms Could Be A Sign Of COVID-19**](https://patients-association.us5.list-manage.com/track/click?u=9dd6577cf3f36af3c2f6682ed&id=e60ff67e5f&e=b00dac9705) | |  |  |  | | --- | --- | | |  | | --- | | [**Patients already seeing huge change in NHS, with unthinkable rise in numbers waiting longer than a year for treatment**](https://patients-association.us5.list-manage.com/track/click?u=9dd6577cf3f36af3c2f6682ed&id=db85ce32b8&e=b00dac9705) | |  |  |  | | --- | --- | | |  | | --- | | [**One in five going into workplace unnecessarily amid UK COVID-19 crisis**](https://patients-association.us5.list-manage.com/track/click?u=9dd6577cf3f36af3c2f6682ed&id=b98ca2bf5a&e=b00dac9705) | | |
| |  |  | | --- | --- | | |  | | --- | |  | |  |  |  | | --- | --- | | |  | | --- | | **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=804ebe28a5&e=b00dac9705). | |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | | |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | | |  |  |  |  |  |  |  |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | | |  |  |  |  |  |  |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | | |  |  |  |  | | --- | --- | --- | --- | | |  |  |  | | --- | --- | --- | | |  |  | | --- | --- | | [Share](https://patients-association.us5.list-manage.com/track/click?u=9dd6577cf3f36af3c2f6682ed&id=ec5896dc7c&e=b00dac9705) | [Share](https://patients-association.us5.list-manage.com/track/click?u=9dd6577cf3f36af3c2f6682ed&id=24f8336fec&e=b00dac9705) | | |  |  |  |  |  | | --- | --- | --- | --- | | |  |  |  | | --- | --- | --- | | |  |  | | --- | --- | | [Tweet](https://patients-association.us5.list-manage.com/track/click?u=9dd6577cf3f36af3c2f6682ed&id=7ff5d102e0&e=b00dac9705) | [Tweet](https://patients-association.us5.list-manage.com/track/click?u=9dd6577cf3f36af3c2f6682ed&id=a12ac77cac&e=b00dac9705) | | |  |  |  |  |  | | --- | --- | --- | --- | | |  |  |  | | --- | --- | --- | | |  |  | | --- | --- | | [Forward](http://us5.forward-to-friend.com/forward?u=9dd6577cf3f36af3c2f6682ed&id=09ee68a97f&e=b00dac9705) | [Forward](http://us5.forward-to-friend.com/forward?u=9dd6577cf3f36af3c2f6682ed&id=09ee68a97f&e=b00dac9705) | | | | | | |  |  |  | | --- | --- | | |  | | --- | | *Copyright © 2021 The Patients Association, All rights reserved.* You are receiving this email because you subscribed to the Patients Association Weekly News. If you no longer wish to receive it and wish to unsubscribe, please follow the links contained in this email.  **Our mailing address is:**  The Patients Association  PO BOX 935  London, England HA1 3YJ  United Kingdom  [Add us to your address book](https://patients-association.us5.list-manage.com/vcard?u=9dd6577cf3f36af3c2f6682ed&id=6e2a14ef7a)  Our full privacy policy [is available on our website](https://patients-association.us5.list-manage.com/track/click?u=9dd6577cf3f36af3c2f6682ed&id=439d4d806a&e=b00dac9705).  Want to change how you receive these emails? You can [update your preferences](https://patients-association.us5.list-manage.com/profile?u=9dd6577cf3f36af3c2f6682ed&id=6e2a14ef7a&e=b00dac9705&c=09ee68a97f) or [unsubscribe from this list](https://patients-association.us5.list-manage.com/unsubscribe?u=9dd6577cf3f36af3c2f6682ed&id=6e2a14ef7a&e=b00dac9705&c=09ee68a97f) | |  |  |  | | --- | --- | | |  | | --- | | *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* | | |