

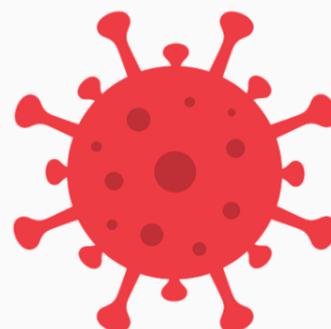
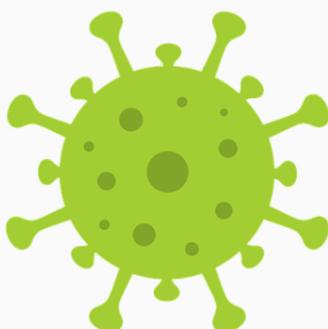
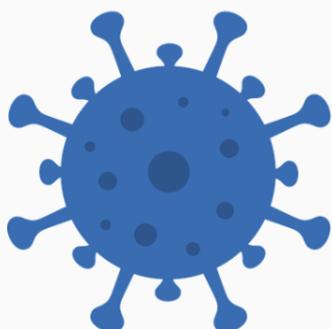
## Welcome to the Patients Association's Weekly News

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### Updates on coronavirus advice



The coronavirus resources on our website have been kept up to date, to reflect the ongoing changes to advice and rules in the different nations of the UK.

Changes over the last week have included the introduction of 'bubbles' in England and Northern Ireland, which mean that single-adult households can visit one other household of any size. In Scotland, these are known as 'extended household groups'.

We have also developed an overview of the rules and guidance on face masks, which are now compulsory on public transport in England, and recommended elsewhere in the UK.

Resources include articles on:

- [Testing and tracing systems](#)

- [Face masks](#)
- [Vulnerable patients and 'shielding'](#)
- [Coronavirus rules and guidance.](#)

Today's announcement that the 'alert level' is to be reduced from four to three is likely to lead to further relaxations in rules and guidance. These will be reflected in our web resources as they come into force, so check back regularly for the latest developments.

[Read all the resources](#)

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## Our coronavirus survey is still live!



The measures being taken in response to coronavirus may be changing, but we still we want to know how lockdown and COVID-19 has affected you.

Thanks to all of you who have completed our survey into the effects of the public health emergency on regular care and treatment.

But we still need more people to complete it so that we can really build a picture of how the NHS's response to COVID-19 has affected people. As the NHS reintroduces services that had been suspended or reduced to emergency only, your experiences, captured in our survey, will enable us to champion your needs.

Our concern is that as many changes were introduced in the NHS without any patient consultation because of the COVID-19 emergency some managers may think services can be restarted without engaging with patients. We want to ensure patients are meaningfully involved in all aspects.

[Take the survey](#)

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## RSM offers free tickets to summer webinar series – next week

## diabetes and other chronic diseases



The Royal Society of Medicine is running a series of webinars throughout June and July on The Power of Patient Generated Data. The series will explore digital health technologies used to collect data directly from patients - particularly those for use by patients in their homes and in the community. The webinars are suitable for patients, healthcare professionals and trainees alike.

The RSM is offering 10 free tickets per webinar to readers of the Patients Association's Weekly News.

The next webinar is [Driving lifestyle behaviour change in diabetes and other chronic diseases - at scale](#), on Wednesday 24 June 2020. Debbie Wake, CEO and Chief Medical Officer at MyWay Digital Health, will be speaking about how she has been combining NHS data with patient generated data and how it creates an enabling infrastructure to deliver truly patient-centred services. The first ten readers to email [digitalhealth@rsm.ac.uk](mailto:digitalhealth@rsm.ac.uk) with the subject TEN57 will each receive a free ticket for the webinar.

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## Pause in healthcare complaints system to end

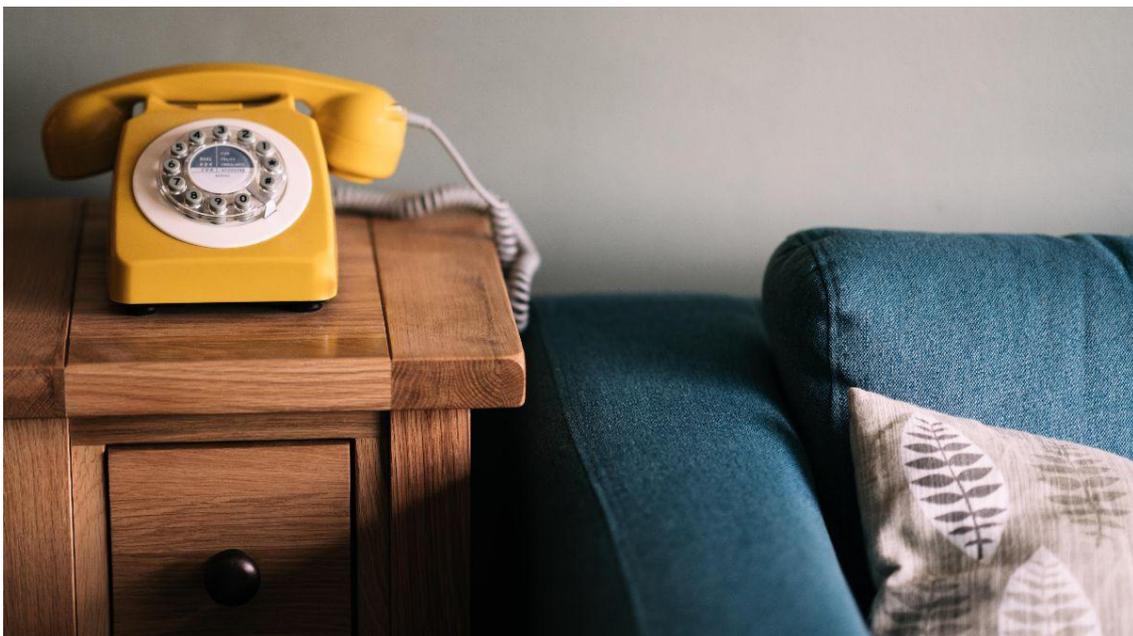


NHS England and Improvement has announced that it will be advising NHS bodies to end their 'pause' in complaints handling from July 1st onwards. At the same time, the Parliamentary and Health Service Ombudsman will resume work on complaints it is already handling, and start accepting new ones. More details are expected to be announced nearer the time.

[Read more](#)

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## From the helpline



Nadine\*, who lives in Ipswich, called the helpline to get advice about medicines prescribed by a consultant that were affecting her diabetes, which is managed by her GP.

Last year, Nadine was diagnosed with sarcoidosis, a rare condition, which in her case has affected her lungs.

She had been prescribed steroids but they were causing problems with the management of her diabetes and her sarcoidosis was worsening.

Nadine had been to the local hospital's ear, nose and throat department several times since her diagnosis to help her manage her sarcoidosis and because her condition had worsened she believed she should attend the clinic again. However, her GP said she couldn't refer her to the ENT clinic, as that was something her consultant should do. But when Nadine saw her consultant in March, he had declined to refer her.

Our helpline advisor suggested Nadine call NHS 111 to get immediate help with her breathing difficulties and referral. The helpline team also suggested asking her GP for a second opinion regarding the referral. We also advised Nadine to tell the CQC about her experience.

\*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.com](mailto:helpline@patients-association.com). See our website for more ways to get in touch.

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## What our team is reading this week

[Where are the patients? The factors affecting the use of emergency care during COVID-19](#)

[4.5m people in UK forced to become unpaid carers](#)

[Public Health England unveils BAME recommendations and admits 'humbling' inequalities](#)

[UK virus-tracing app switches to Apple-Google model](#)

[What is the 'breakthrough' treatment dexamethasone - and what are its side-effects?](#)

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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](#).



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