

## Welcome to the Patients Association's Weekly News

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**Get involved: help with the design of a new digital service**



If you have a long-term condition and use technology to manage your health care, then you may be just who we're looking for to take part in a project to help design and develop of a new technology product.

We are looking for people to be part of a project that will continue until April 2021, and involve two online meetings and possibly testing a new product. The first meeting is an online Zoom discussion on Wednesday 9th December 2.00-4.00pm. There will be one more online meeting and you may get the chance to test a new product and tell the designers what you think of it.

A £120 payment will be offered in Amazon vouchers in recognition of your time and contribution, and places are limited. Participants will be chosen on the basis of suitability to ensure the group is representative of a wide variety of backgrounds and experiences.

We will also be looking for people who are willing to be on a standby list to fill a place at short notice if required, but recognise that doesn't suit everyone.

If you would like to take part, please complete [this registration form](#) and we will make contact with you for an informal chat.

[Sign up](#)

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## How food for hospital in-patients supports the journey to improved health and wellness – we want your views



We have launched a survey to better to understand your views and preferences on hospital food and how this supports your journey to improved health and wellness. Key areas of focus include meal times, food choice and variety, how food is served, where meals are taken, and patients' needs once discharged from hospital.

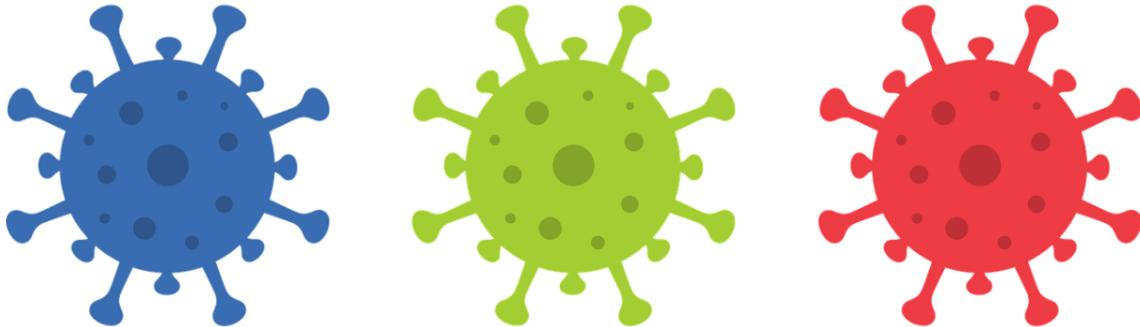
This survey builds on work by the Department of Health and Social Care, who conducted an [Independent Review of NHS Hospital Food](#), which was published on 26 October 2020. The report highlights the main challenges for NHS catering and makes recommendations covering nutrition and hydration, food safety and sustainability amongst others.

We would like to hear your views if you have spent one or more nights in hospital in the last 12 months. [Click here](#) to share your experiences and help us to better understand your needs and shape the future for hospital food.

[Take the survey](#)

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## Two more opportunities to share your views about life during the pandemic



Surveys from the Patient Coalition for AI, Data and Digital Tech in Health and the Care and Support Alliance, exploring your opinions and experience with digital technology and social care services, are still open to contributors.

Our Chief Executive Rachel Power chairs the Patient Coalition for AI, Data and Digital Tech in Health. It is looking for people to contribute their experiences and opinions, via a survey, to a new report focused on understanding the value of digital health technology during the pandemic.

The goal of this report is to help ensure the UK can learn from the pandemic experience to continue improving the development, implementation and use of digital health to the benefit of patients and the NHS. The report will conclude with a series of recommendations for policymakers to help inform the policymaking process.

Responses to the survey will be anonymous, and analysed by Lexington Communications, which provides the secretariat for the Coalition, which is supported by Boehringer Ingelheim.

[Take the survey](#)

The other survey opportunity is the [CSA Big Social Care Review](#), which is exploring the experience of people living in England who use social care, or support someone who uses social care and how the pandemic has affected social care provision. This survey is organised by the Care and Support Alliance, of which we're a member.

The survey will remain open until Friday 4 December.

[Take the survey](#)

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## AGM and membership



Our Annual General Meeting, which is virtual this year, is on Thursday 3rd December at 2pm. If you are a member of the Patients Association, you should have received an invitation and voting form already.

In addition to updates on our activities over the past year, our AGM will bring together a panel of people to share their real-world experience of health and care services and how we might achieve true patient partnership. The panel will include:

- **Nadine Montgomery** whose experience led to the landmark ruling on consent (Montgomery v Lanarkshire Health Board)
- **James Titcombe**, a former national advisor on safety for the Care Quality Commission and a Patient Safety Campaigner. James is the father of Joshua, who died because of preventable errors during his care in 2008
- **Suzanne White**, an experienced clinical negligence solicitor who has specialised in medical accident claims since qualifying as a solicitor in 1999. Suzanne has a medical background having initially trained as a radiographer at King's College Hospital, London.

If you would like to attend and are not already a member, you can join for free today. An option to register for the AGM has been included in our sign-up form.

[Sign up](#)

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## From the helpline



Arthur called us to seek advice on behalf of his wife Philippa, who is living with rheumatoid arthritis.\*

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Philippa's GP surgery had merged with a number of other practices in the area, and has recently been closed. It had been very near to where Arthur and Philippa live, and was easily accessible despite Philippa's disabling arthritis.

Philippa is taking prescribed medication which requires that she regularly has blood drawn so that it may be tested. During the first lockdown, she had her blood sample taken at home by a district nurse. However, she is now due for another blood test and is concerned that she will be unable to visit the practice.

Arthur asked for advice about how Philippa can address her mobility difficulty and obtain the blood test. We advised him to contact the practice manager to explain the access challenges Philippa faces, and see whether they can make arrangements for Philippa to have the blood drawn at home.

If the practice fails to come up with a solution, we advised Arthur about several avenues he could pursue. The first is to contact the local Clinical Commissioning Group to ask for alternative options. Another would be to contact the Equality Advisory and Support Service (EASS) for advice, as Philippa may be a victim of discrimination due to her disability. They might also wish to contact Arthritis UK's helpline to see if they can offer specialist advice.

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

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## What our team is reading

[Expert reaction to Moderna vaccine interim results](#)

[UK health experts discuss relaxing Covid rules for Christmas – video](#)

[Revealed: Nearly 10,000 year-long waiters at major acute trust](#)

[Report calls for 'digital health hubs' to tackle health inequalities in England](#)

[Clear NHS plan needed to reassure Long COVID patients](#)

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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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**Our mailing address is:**

The Patients Association  
PO BOX 935  
London, England HA1 3YJ  
United Kingdom