

Welcome to the Patients Association's Weekly News

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Date announced for 2022 Annual General Meeting

Annual General Meeting
 **the patients association**
SAVE THE DATE!
Thursday 26 May 2022
At 2pm on Zoom finishing at 3.30pm

Our 2022 annual general meeting (AGM) will be on Thursday 26th May at 2:00 pm, on Zoom. We'll send all members information about how to join shortly so please check your emails for messages from us over the next two weeks.

The AGM is an opportunity for members to hear about the Patients Association's work in 2021,

our plans for the rest of 2022, and to ask us questions about what we're working on. Please note: this is a members only meeting. If you're not sure you're a member, email us at mailbox@patients-association.org.uk and we'll check. If you know you're not a member, but you're reading Weekly News, we'd love if you'd join us. It's simple to sign up - just follow the link below.

[Join now](#)

Help shape the Digital Health and Care Plan

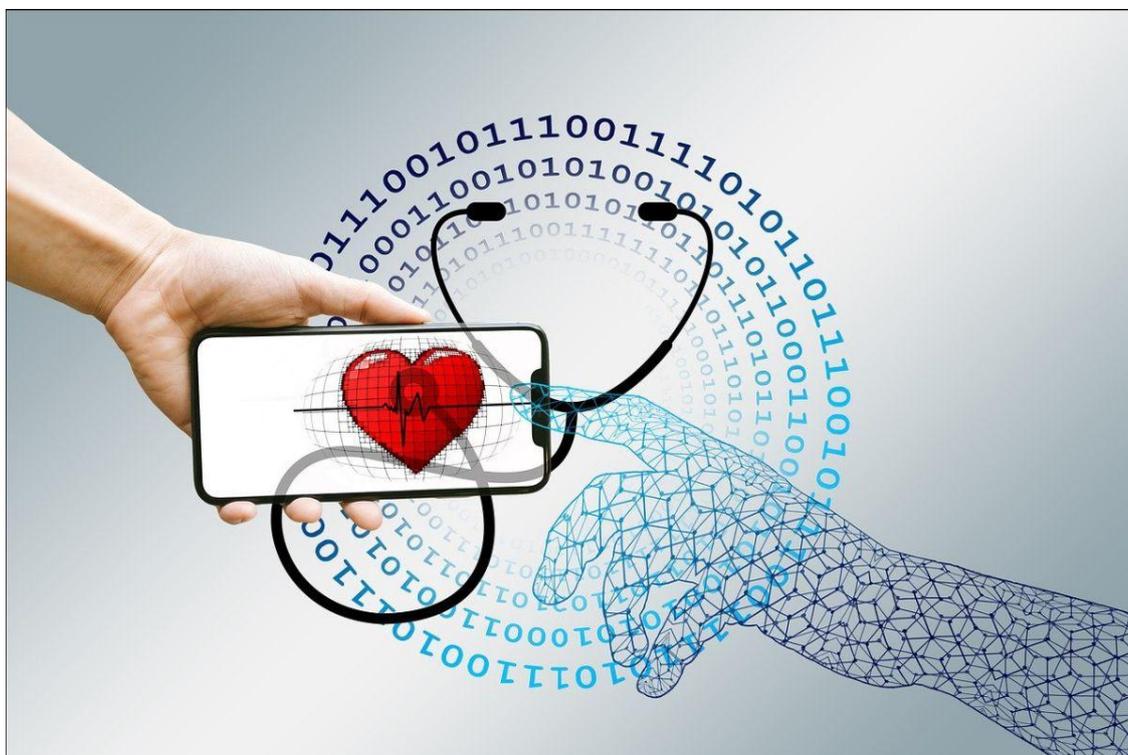


Image by [Gerd Altmann](#) from [Pixabay](#)

The Government will, this spring, publish a Digital Health and Care Plan, which will set out a delivery plan for the things it has already committed to within the NHS Long Term Plan, as well as setting a vision for the future of digital health and care services.

It is inviting patients and carers to a workshop on **Tuesday 26 April 2022, 11am to 12 noon** so it can hear about people's needs and aspirations so they "can help us shape the plan so that digital technologies enhance care, access to and experience of health and care, treatment and prevention".

You can join the workshop by [clicking on this link to register](#).

There is no financial incentive for participating in the workshop, but any out of pocket expenses will be covered. This would include covering the costs of any replacement care if required, as well as a £5 payment to cover any costs to participate in the online workshop (such as electricity, broadband or 4G costs). This can be claimed after the workshop.

If you have any questions at all, please email dhcp@nhsx.nhs.uk.

[Register for the workshop](#)

Online focus group to discuss experiences with the NHS and social care



TAKE PART IN A CO-CREATION FOCUS GROUP!

To share your experience of interacting with the NHS

CRITERIA

- You have used an NHS service in the last 12 months
- You are available to attend a one hour online focus group on Thursday 28th April at 9.15 am, 11.45 am or 1.00 pm

To express your interest please visit www.kearaoallen.com/nhs-dp to fill out a short form or email keara@kearaoallen.com

You will be reimbursed for your time.

Keara O'Connor-Allen Consulting

NHS England would like to hear the experiences of people who have used an NHS or social care service in the past 12 months.

If that's you, you're invited to express your interest in joining an online workshop on **Thursday 28th April**. There are several workshops on the day, and they will take place on Zoom, at 9.15, 11.45 or 13.00 and will last an hour.

NHS England is particularly interested in people's experience of some administrative processes, for example booking an appointment. The workshop will discuss what could make booking easier.

Participation will be reimbursed at £75.

For more information you can contact keara@kearaoallen.com.

[Register your interest](#)

Apply to the Peer Leadership Academy



Readers of Weekly News are invited to join the Peer Leadership Development Programme (PLDP), which is an NHS initiative.

The programme's aims are to promote personalised care and develop new Peer Leaders who can support the development of personalised care.

If you have lived experience of a long-term physical and/or mental health condition, PLDP will give you the knowledge, skills and confidence to work collaboratively with the health and care system to effect change.

PDLP is delivered via FutureLearn, an accessible and interactive online learning platform, and some facilitated sessions on Microsoft Teams. People can learn in their own time, at their own pace and it's free.

Learn more about [the programme and how to join](#) or e-mail england.pldp@nhs.net for more information.

[Hear Peer Leaders talk about PLDP](#)

New proposals will not help patients harmed by the NHS



We've responded to a consultation on proposals to exclude harmed patients from justice by limiting the amount of time in which they can be awarded legal costs after successfully bringing a negligence claim against the NHS.

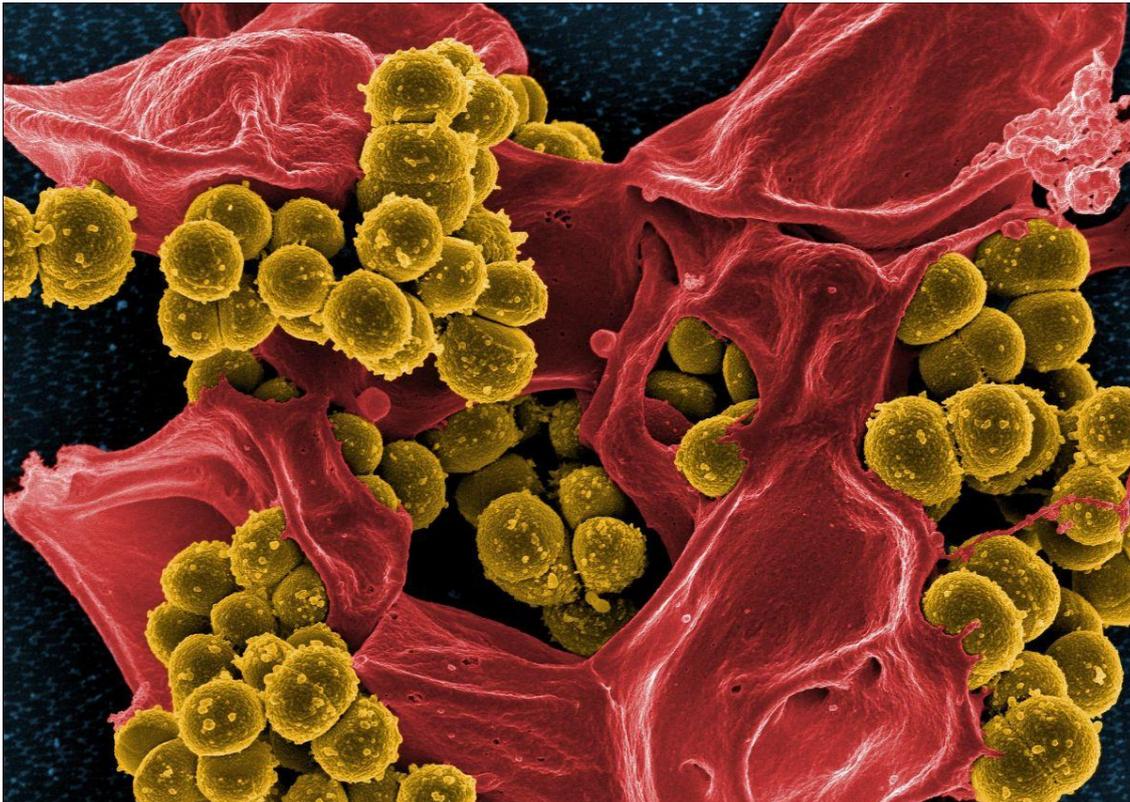
Limiting the time effectively makes it impossible for many people to bring a claim at all, as they won't be able to find a solicitor willing to represent them.

We do not support the proposals, and are shocked that the Government has brought them forward in this form. The proposals misunderstand the fundamental problem, and propose a bad solution as a result. In particular, they show no comprehension of the scale of the challenge that the NHS faces to overcome its ongoing struggles with patient safety.

In our response, we argue that the best way to reduce the cost of clinical negligence to the NHS is to reduce the amount of negligence committed by the NHS, and to acknowledge fault and settle earlier when it does happen rather than denying and defending.

[Read our response](#)

Seeking participants for workshops on tackling antibiotic resistance



Scanning electron micrograph of methicillin-resistant *Staphylococcus aureus* bacteria (yellow) and a dead human white blood cell (colored red.)

Antibiotics play a crucial role in treating infections and when used appropriately are a vital source for good. However, overuse and inappropriate use of antibiotics has created antibiotic resistant infections which occur when bacteria no longer respond to an antibiotic. The rising rates of antibiotic resistant ‘superbugs’ is of great concern for everyone, especially among patients whose care has been affected by infection. To help combat this issue, patients can play a key role in safeguarding against antibiotic resistance by actively engaging and participating in their care and being stewards of appropriate use of antibiotics.

To engage patients on this topic, Pfizer is seeking participants for workshops as part of its **Antimicrobial Resistance Shield Project**. The virtual workshops will include both patients and healthcare professionals who will work together to co-create resources that will support patients in shared decision-making on the appropriate use of antibiotics in the hospital setting. Pfizer has engaged the Patients Association to help convene and chair the workshops.

If you would like to learn more about the workshops and the selection criteria for participating, and to register your interest, please [visit our website](#).

For more information about this project, contact the project manager Sharrie McIntosh sharrie.mcintosh@patients-association.org.uk

PP-UNP-GBR-0335

Date of Prep: March 2022

[Find out more](#)

New resource to help the mental health of refugees and asylum seekers

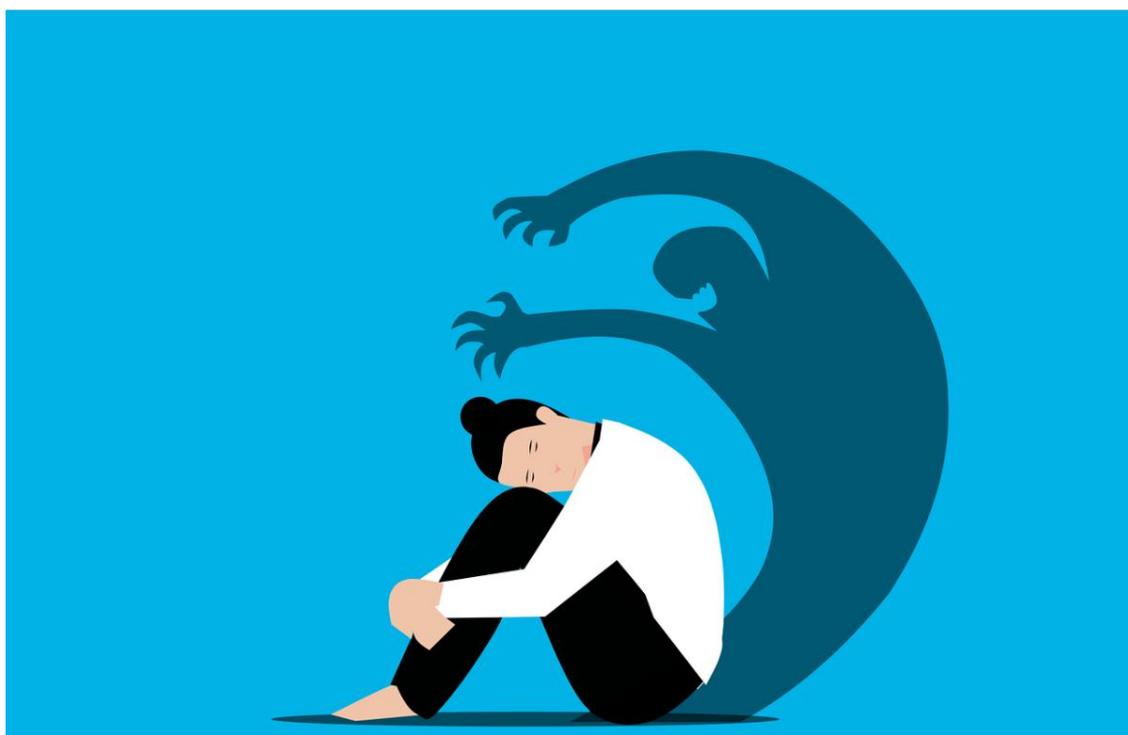


Image by [mohamed Hassan](#) from [Pixabay](#)

The Royal College of Psychiatrists has launched information for health and social care professionals who support asylum seekers and refugees with their mental health. It provides information, guidance and support to help deliver timely, high-quality care.

In 2020, 82 million people worldwide were forcibly displaced. In the same year, the UK received applications for asylum from more than 37,500 people. More than 40% of those were women and children, and 8% were children who had arrived in the UK alone without a parent or guardian.

Dr Adrian James, President of the Royal College of Psychiatrists, said: “It’s absolutely critical that we do not medicalise their distress and instead help refugees and asylum seekers to come to terms with, and eventually recover from, the trauma they’ve experienced. This resource looks at the basic principles of supporting the mental health of displaced people and is aimed at GPs and other health and social care professionals working with them. It looks at the experiences of mental disorders in asylum seekers and refugees, approaches to assessment, and when to triage to specialist support.”

[Download the resource](#)

From the helpline

User's hospital review blocked



Alex* called our helpline following the recommendation of one of the moderators on the www.nhs.uk website.

Alex, who lives in the north west of England, had tried to upload a review of his visit to outpatients but his review was rejected. When he asked why, the moderator told him to get in touch with us.

Our adviser explained that no healthcare provider is obliged to publish a review of its service. Sometimes it's because the moderator believes issues raised in the review would be more appropriately dealt with through the complaints/raising concerns procedure.

If Alex wanted to make a complaint, then he has up to 12 months from when he visited outpatients in which to do that. Our adviser suggested that, in the first instance, he should make his complaint to the Patient Advice Liaison Service (PALS) who would ensure that the complaint was investigated and that he received a response.

Our adviser also told Alex about the role of the Care Quality Commission (CQC) as inspectors of healthcare providers and that the CQC is keen to receive feedback from patients about their experiences of health and social care. The adviser gave Alex the CQC's contact details.

*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.

What our team is reading this week

[Women in England's poorest areas die younger than in most OECD countries](#)

[Better staffing levels in pharmacies key to reporting patient safety incidents](#)

[Ambulance crisis forcing police to take patients to hospital](#)

[COVID Scotland: Jason Leitch worried about 'overwhelmed' health service as mask mandate ends](#)

[Covid levels starting to fall in UK, says ONS](#)

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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