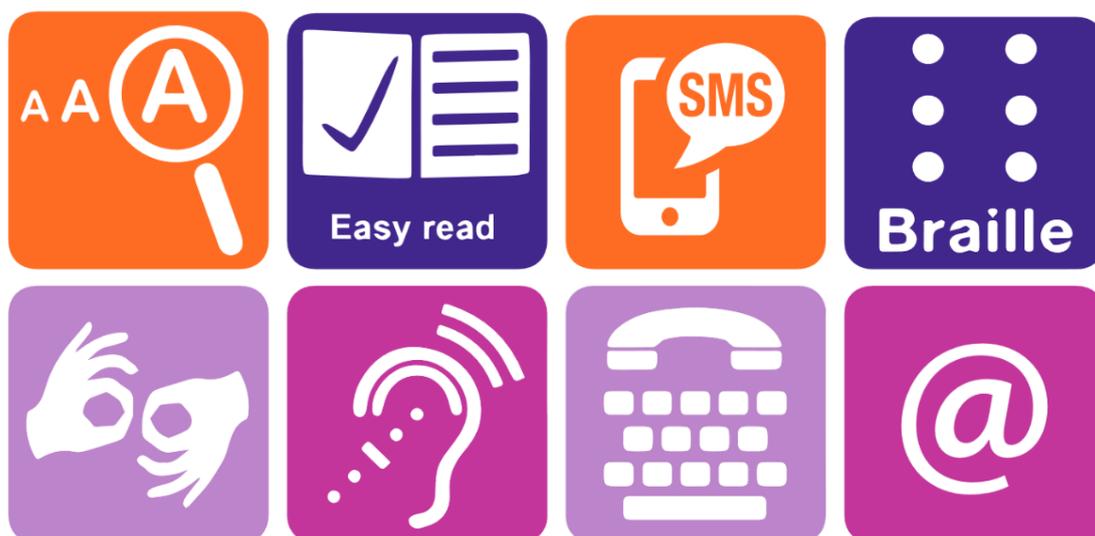


## Welcome to the Patients Association's Weekly News

[!\[\]\(919a2cb85b99741a73c0c31a427236a8\_img.jpg\) Share](#)[!\[\]\(666e09182d4cd268646ea700ea60dcdf\_img.jpg\) Tweet](#)[!\[\]\(c3d993ca47bfe2a953c700506ce31fa0\_img.jpg\) Forward](#)

---

### Your Care, Your Way Campaign to improve accessibility



New research shows that many NHS trusts are not meeting their legal duty to help people with additional communication needs.

The failure puts services in breach of their duty under the Accessible Information Standard, a legal requirement created by NHS England in 2016.

Healthwatch's review of 6,200 people's experiences found that changes to services that took place during the pandemic were especially acute for people who are blind, deaf or have a

learning disability, with many reporting that they stopped getting information from the NHS in the formats they had been.

Healthwatch says no one is currently fulfilling their responsibility for holding health and care services to account for breaching their legal duty to support patients who have additional communication needs. It has joined forces with leading disability organisations, including Royal National Institute for the Blind, Royal National Institute for Deaf People, Mencap and SignHealth, in calling for stronger accountability in its implementation.

So, with the support of disability groups, Healthwatch has launched its campaign Your Care, Your Way. The campaign aims to:

- Find out how well health and care services are delivering the accessible information standard.
- Make sure that, if the standard covers you, you know your rights.
- Find out who else has problems understanding information about their healthcare and needs to be covered by the standard.

If you'd like to learn more about the campaign or even joining, follow the links in the button below.

[Learn how to join the campaign](#)

---

## Improving accessibility to our videos



Thank you to readers who let us know what videos you'd like us to make to tell you about our work or provide information about health and social care.

Among the suggestions were also criticisms that our most recent videos didn't have subtitles, which means they're not accessible to people who have hearing issues.

But thanks to YouTube's technology we are able to offer automatically generated subtitles, which we will use in all future videos. We'll also go back to older videos on our channel and make sure they have subtitles too.

In the button below we have included a link to YouTube's advice on how to switch subtitles on and off, and also how to set your YouTube account - if you have one - to play subtitles on all videos you watch.

As an organisation, we are committed to making our work accessible. This means all aspects of our work from our [website](#) through to how people take part in our events and focus groups.

[Learn how to turn on subtitles in YouTube](#)

---

## Take part in anaesthesia research



Regional Anaesthesia UK needs your help to identify what its research priorities should be to improve the care of patients.

It wants to hear ideas from people who have had regional anaesthesia, as well as their family and friends. Spinals and epidurals are forms of regional anaesthesia, which is also known as a nerve block; they can all provide full anaesthesia of a body part, such as the arm or leg, allowing surgery to take place without the need for a general anaesthetic.

The survey asks for up to three ideas or questions that people feel should be researched.

Similar questions or ideas will be grouped together: questions that haven't been answered already will be sent out in a second survey to be ranked in order of importance. The questions ranked most important will progress to the final prioritisation.

The aim is to publish the top 10 questions in a scientific journal and present at conferences, with the ultimate aim being to influence the direction of future research in regional anaesthesia.

Regional Anaesthesia UK is the UK division of the European Society of Regional Anaesthesia and is the UK specialist society for anaesthetists interested in the field of regional anaesthesia.

For more information about regional anaesthesia watch this [video](#).

[Take the survey](#)

---

## Patients Association takes part in HSJ seminar on patient engagement



Our Head of Patient Partnership, Sarah Tilsed, took part in an HSJ webinar in February to discuss if greater patient engagement could help with more efficient management of the backlog in care.

Joining her were directors from Healthwatch England, Future Health Research, and Patient Experience Network. They concluded that, yes, greater engagement could support the NHS to bring down the backlog.

HSJ, formerly the Health Service Journal, is an online news service covering NHS policy and management.

You can read Sarah's blog on our website.

[Read Sarah's blog](#)

---

## Panorama - Maternity Scandal: Fighting for the Truth



This week we issued a statement following the broadcast of the Panorama programme, [Maternity Scandal: Fighting for the Truth](#). We call for "a sweeping cultural change in obstetrics and midwifery".

Journalist Michael Buchanan has been following the investigation into the maternity services at Shrewsbury and Telford NHS Trust for several years. In this week's Panorama he interviewed families about their experiences and their years-long fight for recognition of the harm done to them. He also interviewed former midwife Donna Ockenden, who is leading the official inquiry into what went wrong. The inquiry's final report is due next month.

If you watch the programme, you will hear how, once again, so many of the catastrophic outcomes were directly linked to a failure to listen to patients. For us, it emphasises the need for patient partnership and shared decision making.

[Read our statement](#)

---

## From the helpline

### Poor rehab staffing raises concerns



Maggie\* called from East Anglia to ask how to make a complaint about the rehabilitation care her husband, David\* is receiving. Maggie told our helpline adviser that she didn't believe there were enough staff members to care for David and manage his rehabilitation.

Our adviser took Maggie through the NHS complaints procedure. He also gave her the contact address and phone number for the local Patient Advisory and Liaison Service.

Our adviser suggested to Maggie that in the first instance, she may wish to write to say that she is raising concerns about her husband's rehabilitation as the matter may be resolved more speedily. He also advised Maggie to tell David's GP about her concerns and David's rehabilitation needs to get the GP's support.

As always, our adviser invited Maggie to call back if she needed any further advice or support.

\*Names 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](mailto: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

[New taskforce to level-up maternity care and tackle disparities](#)

[AI could worsen health inequities for UK's minority ethnic groups - new report](#)

[Mothers who helped uncover the biggest NHS maternity scandal](#)

[UK spending watchdog calls on government to provide 'sustainable' vaccine plan \(behind a paywall\)](#)

[New campaign highlights importance of health and social care research in Wales](#)

[NHS to treat 25,000 hospital patients at home in 'virtual wards' \(behind a paywall\)](#)

---

## 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.

 [Share](#)

 [Tweet](#)

 [Forward](#)

*Copyright 2022 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