

Welcome to the Patients Association's Weekly News

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Lockdown and social distancing continue – with change on the horizon



On Tuesday, the Prime Minister announced that changes will be made to social distancing rules from July 4th. The Scottish Government has announced similar changes, to take effect in multiple stages from June 29th through to mid-July. Northern Ireland will also relax some restrictions from July 3rd, and an announcement is expected in Wales soon.

None of the changes are yet in force, and people are still being asked to keep a distance of two metres from anyone they do not live with, or are not in a 'bubble' with.

The changes will be accompanied by new rules that will allow pubs, restaurants and some other facilities to reopen. The two metre rule will be changed in England to a 'one metre plus' rule. This means you can maintain a distance of one metre with someone, provided another precaution is in place, such as wearing a

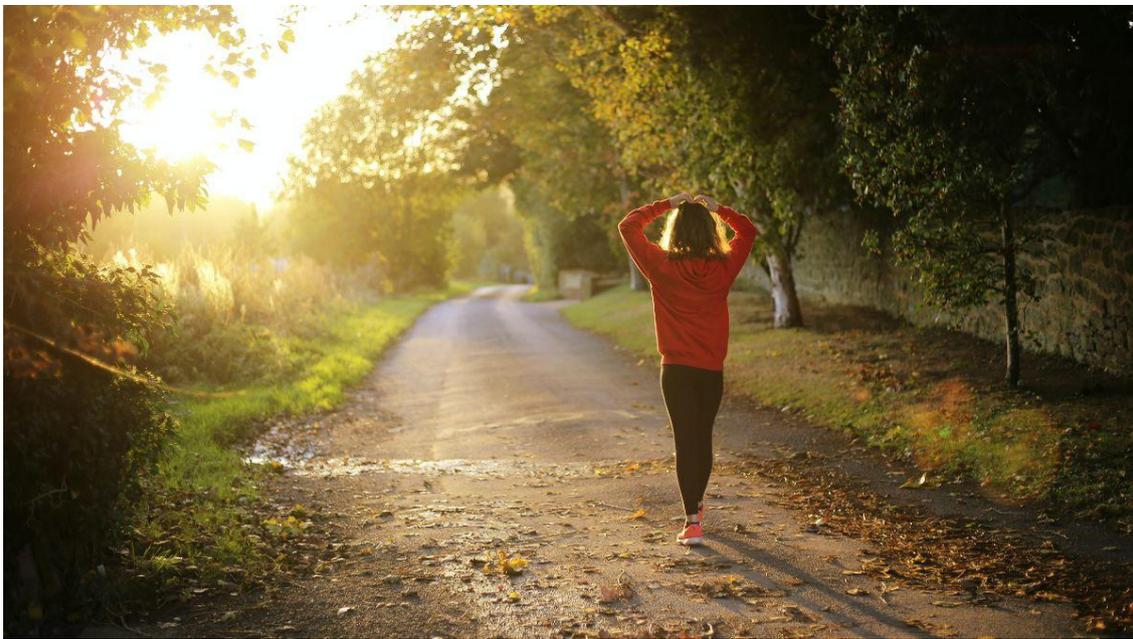
face mask.

Advice on maintaining good hand hygiene and not travelling to work unless you cannot work from home will remain in place.

The summary articles on our website always reflect the rules and guidance that apply at the present time. You can click through below to see what the rules currently say.

[Current rules and guidance](#)

Shielding and clinically extremely vulnerable patients: future changes announced



One of the greatest areas of confusion during the pandemic has been around who should be counted as 'clinically extremely vulnerable' and is therefore advised to 'shield' themselves by remaining entirely at home.

The advice on shielding is being relaxed in two stages. From August 1st, it will be withdrawn entirely, and people classed as clinically extremely vulnerable will be advised to follow normal social distancing rules.

From July 6th, as an intermediate step, several measures that now apply to the general population will be extended to the most clinically vulnerable. You may meet in a group of up to 6 people outdoors, including people from different households, while maintaining strict social distancing; you no longer need to observe social distancing with other members of your household, and you may form a 'support bubble' with one other household.

These changes will apply in England only.

The summary articles on our website always reflect the rules and guidance that apply at the present time. Our article below outlines who counts as 'clinically extremely vulnerable' and provides information on the guidance as it currently applies in each home nation.

Call for participation in discussion on complaints about private healthcare



Have you ever had private healthcare treatment in the independent sector or an NHS facility? Has it ever been suggested to you? Would you like to help improve the complaints process and the patient experience of making a complaint about private healthcare?

The Patients Association is holding an online Zoom patient group discussion on complaints about private healthcare treatment on Tuesday 21st July at 1.00-3.00pm and we're looking for patients to take part.

A £50 voucher will be offered to attendees and places are limited. Participants will be selected to ensure that the group is representative.

If you're interested in taking part, or would like more information, please click below to email Heather Eardley, freelance Project Manager.

[Contact Heather](#)

Remembrance book for those bereaved by COVID-19



If you've been bereaved during the pandemic, then the online remembrance book Remember Me may be for you. People of any faith or none are invited to contribute, and since its launch last month nearly 5,000 memorials have been added.

Family, friends, or carers of those who have died can submit, free of charge, the name of the deceased person, a photograph and a short message in honour them.

Faith leaders across the UK have offered their support to the interfaith project including the Archbishop of Canterbury, the Cardinal Archbishop of Westminster, the Chief Rabbi, the Muslim Council of Britain, the Mosques and Imams National Advisory Board and a number of other Muslim leaders, and representatives from the Hindu Council UK and Sikh Council UK.

It is intended that there will be a physical Remember Me memorial at St Paul's Cathedral, and fundraising has started for this.

[Remember Me 2020](#)

RSM offers free tickets to summer webinar series: Improving Remote Care by Monitoring Speech



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 Weekly News.

The next webinar is Improving Remote Care by Monitoring Speech on Wednesday 1st July 2020. Dr Yoram Levanon, Chief Scientific Officer, Beyond Verbal Communications Ltd, will describe the main concepts behind the use of vocal expression to gain insights into healthcare. He will present his vision of a future where remote care is enhanced by the continuous monitoring of speech to infer health status through AI-human interactions. The first 10 readers to email digitalhealth@rsm.ac.uk with the subject TEN58 will each receive a free ticket for the webinar.

[Get your free ticket](#)

Date for your diary



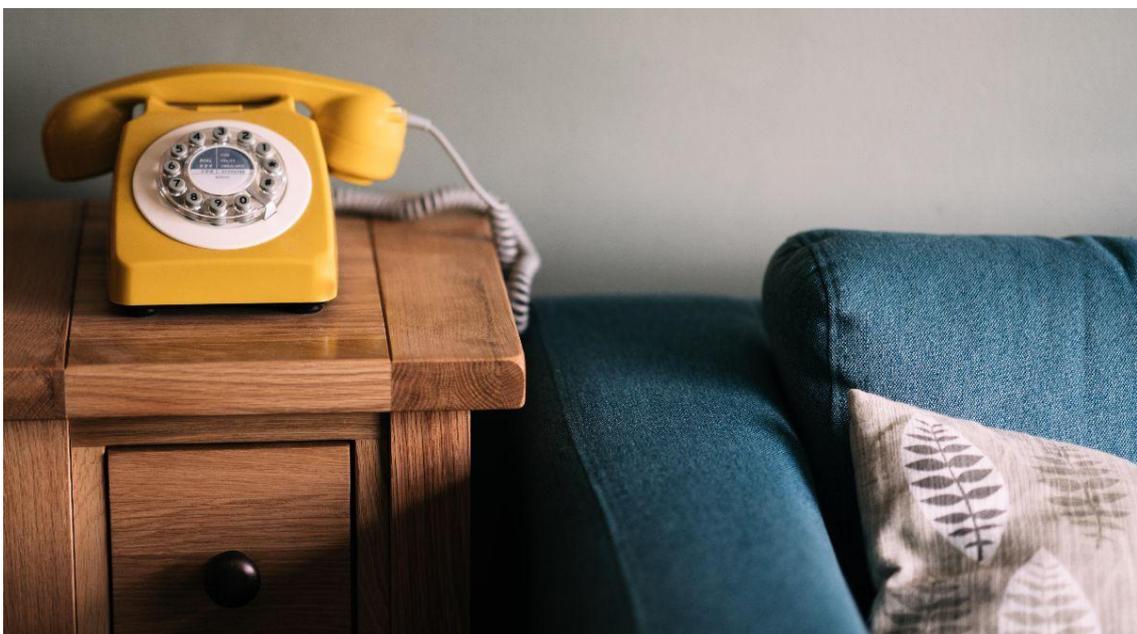
Our chair, Lucy Watson, is chairing the NHS Complaints Summit 2020 on 12 October, in London.

The summit will focus on a person-centred approach to complaints handling, investigation, resolution, and learning. Delegates will get an update on the Complaints Standards Framework, which is intended to develop a unified vision of good practice on complaint handling to be embedded across the NHS and its regulators. It is due to be published in this summer.

Members of the Patients Association who would like to attend can claim a 10% discount on delegate fees using code hcuk10pa.

[Find out more](#)

From the helpline



John* rang from Belfast seeking advice about his father's medical care for a heart condition.

John's father has had a heart problem for 20 years. Over the past two to three weeks his father's regular medication to control his blood platelets has been reduced and this appears to have affected his eyesight.

John's father has been to hospital three times to resolve the issue, without success, and is still waiting for the consultant haematologist to contact him, as she said she would but hasn't yet.

John wanted advice on how to address the problem. Our adviser suggested that as John had the consultant's email address, his father should write to her to raise his concerns about his changed medication and the care carousel he appears to be on. He could also ask the consultant to refer him for a second opinion.

John was also advised to contact the Regulation and Quality Improvement Authority (RQIA) to give his feedback about his father's care. The RQIA is the independent body responsible for monitoring and inspecting the availability and quality of health and social care services in Northern Ireland.

We suggested that the [British Heart Foundation](#) would be able to offer additional advice and support to John's father.

*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.org.uk. See our website for more ways to get in touch.

What our team is reading this week

[The steep rise and slow decline of COVID-19 cases across the UK](#)

[Coronavirus: 70% of BAME pharmacists have had no risk assessment](#)

[Coronavirus: Tracers ask over 100,000 to self-isolate](#)

[Two Cloth Face Mask Tutorials](#)

[Public perceptions of health and social care in light of COVID-19](#)

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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