

Welcome to the Patients Association's Weekly News



"We've a positive story to tell"

 **the patients association**
AGM 2022

Lucy Watson, Chair of the Board of Trustees, opened this year's annual general meeting (AGM), saying that the Patients Association has a positive story to tell.

The charity had attracted new trustees and staff, and was delivering on what members have asked us to do.

Rachel Power, Chief Executive, provided an overview of last year's activities. Sarah Tilsed, Head of Patient Partnership, shared information about our lived experience advisory panel, Patient Voices Matter, and how we had responded to last year's membership survey, which had

given us a clear indication of how members want to work with us.

Shivani Shah, Head of Programmes, described three new projects that go to the heart of our patient partnership strategy: improving tools used for shared decision making; improving GP referrals; and understanding the impact of poor communication with the NHS on people with complex health conditions.

Although the AGM was once again held on Zoom, plenty of members got to ask questions, which the Trustees and members of staff answered.

We recorded the AGM and will make it available on our website shortly, along with a list of questions asked.

If you missed this year's AGM and the opportunity to vote on the resolutions, make sure you don't miss out next year. All members of the Patients Association can attend our AGM and vote on our resolutions. If you're not already a member, think about joining us. We are an organisation guided by our core values of compassion, collaboration, inclusiveness, and empowerment, with a goal to embed true patient partnership across health and social care.

[Join us](#)

My Planned Care Website - your views needed



The banner features the NHS logo in the top right corner. On the left, a blue box contains the text 'My Planned Care' in white, followed by 'Latest information and support for people waiting for a hospital appointment, operation or treatment.' in white. Below this, the website URL 'www.myplannedcare.nhs.uk' is displayed in blue. On the right side of the banner is a stylized map of England, with different regions colored in various shades: dark blue, orange, green, light blue, purple, and red.

My Planned Care

Latest information and support for people waiting for a hospital appointment, operation or treatment.

www.myplannedcare.nhs.uk

NHS England and NHS Improvement recently launched [the My Planned Care website](http://www.myplannedcare.nhs.uk), which provides information and guidance for people in England waiting for a hospital consultation, treatment, or surgery.

This includes information about average waiting times for a first outpatient appointment or for treatment at each hospital by specialty.

NHS England and NHS Improvement are looking for people who have used the My Planned Care website to give them feedback about the website by taking part in an online focus group. They want to hear from people who are either waiting for hospital care or who care for somebody who is waiting for hospital care.

The focus groups are being organised by NHS North of England Commissioning Support Unit (NHS NECS) and will take place in late June/early July.

To register your interest in participating in a focus group, please follow the link below to fill in a five-minute form. Please register your interest by 13th June.

[Register your interest](#)

Invitation to join Health Research Authority steering group



The Health Research Authority is looking for people to join a project steering group to help improve how clinical research is done.

To be considered, you need to have lived experience of clinical research. You will be expected to take part in at least eight two-hour online steering group meetings between June 2022 and March 2023. The meetings will run every four to six weeks between.

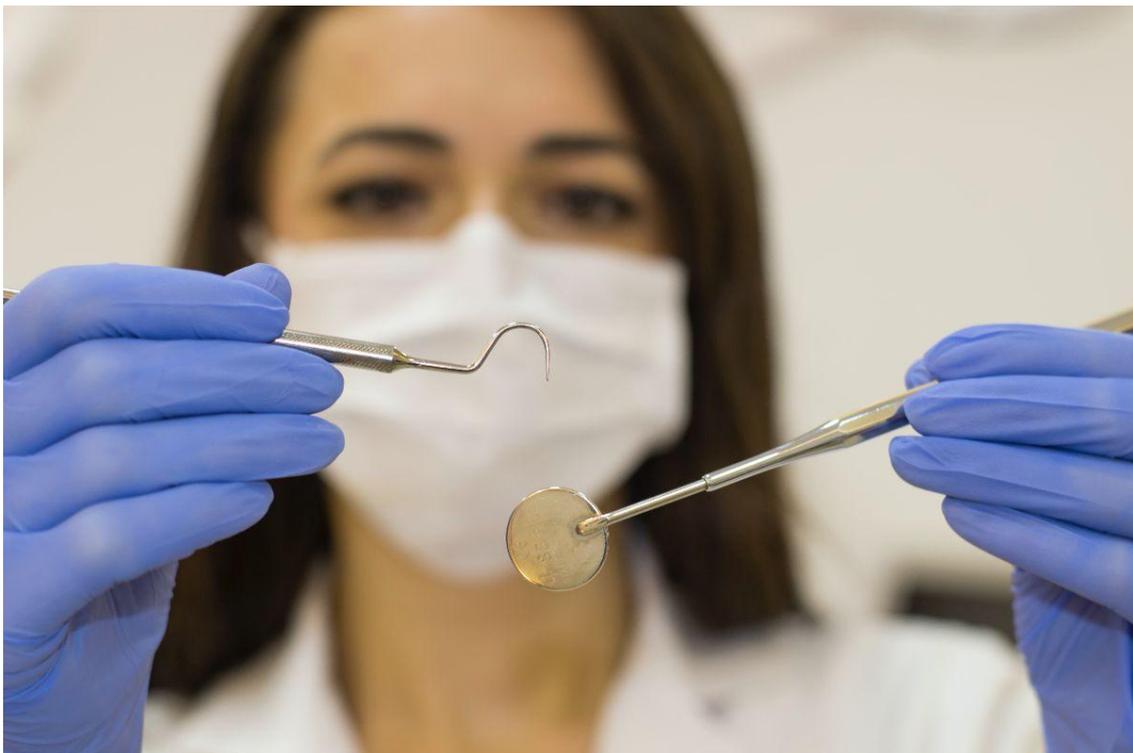
The HRA makes sure that health and social care research is ethically reviewed and approved, and promotes transparency in research. It is currently leading a project to improve the way clinical research happens and make it easier for people to take part.

It wants to make sure that the priorities and needs of the people who take part in clinical research, and the people who will be affected by the outcomes of the research, are central to how clinical research is done.

To find out more and apply to join the steering group, follow the link below.

[More information including how to apply](#)

Difficulties finding an NHS dentist



Earlier this month, Healthwatch [raised concerns](#) that health inequalities were widening as people in every part of the country struggle to pay for dental care.

We have seen a significant increase in the number of people calling the helpline asking for help because they cannot find an NHS dentist. Many callers tell our advisers they cannot afford to pay for private treatment, others that they are in constant pain.

When asked about the difficulty patients are having finding NHS dentists by *The Times*, our Chief Executive, Rachel Power, described the situation as unacceptable, and said: "The

dentists' contract needs urgent reform to ensure every community has dental practices that will treat patients under the the NHS.

"Dentists are a fundamental element of good primary care. If as a nation we believe preventative care is best, then we are failing millions of patients who do not have access to dental care."

[Read The Times story \(behind a paywall\)](#)

Have your say on how the NHS should work in partnership with patients



We urge all our readers to respond to NHS England's consultation on how the NHS should work in partnership with patients and communities.

The online survey has 10 questions, which should take about 15 minutes to complete. The deadline is 30th May. There is an Easy Read version available.

Follow the link for background information and a link to the questionnaire.

[Respond to the consultation](#)

Platinum jubilee



We extend our very best wishes to Her Majesty, Queen Elizabeth on the occasion of her platinum jubilee.

We hope if you're planning celebrations to mark the jubilee, you have a lovely time.

Because of the extended bank holiday, there won't be any Weekly News on 3rd of June, but we'll be back 10th June.

From the helpline
Only one visitor allowed



Janice* called our helpline to get advice about visiting her father who is currently in hospital. She and her mother would like to visit at the same time, but the hospital only allow one visitor at a time.

Janice's mum has dementia and needs her support to visit her father on the ward. The first time they visited Janice's father, the nurse made an exception and allowed them both by his bedside. But Janice is very concerned about future visits. She told our adviser that her mother would not be able to visit her husband alone.

Our adviser suggested Janice arrange to speak to the consultant in charge of her father's care. She should tell him or her how much her father looks forward to seeing them both and that her mum, due to her health condition, cannot visit on her own.

If the consultant wasn't supportive or helpful, Janice could raise the issue with the hospital's Patient Advice and Liaison Service.

*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.

The helpline will be closed over the four-day jubilee bank holiday. But our website is open around the clock: we have a [range of information](#) from our very popular nutrition checklist right through to understanding your medicines.

What our team is reading this week

[Next steps for integrating primary care: Fuller stocktake report](#)

[What will the cost of living crisis do to our health?](#)

[Thousands waiting more than four hours to be seen at A&E](#)

[UK health agency to cut 800 jobs and halt routine COVID testing](#)

[The Health and Care Act: six key questions](#)

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](#). You can also raise funds for us at not cost to you by making us your charity of choice on [AmazonSmile](#). If you choose us, every time you buy something through the website, AmazonSmile will donate 0.5% of the net purchase price to us. Thank you.

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