

Welcome to the Patients Association's Weekly News

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 Forward

Getting in touch with the Patient Safety Commissioner for England



Dr Henrietta Hughes, England's first ever Patient Safety Commissioner for England has taken up her post.

Dr Hughes is an independent point of contact for patients so that patients' voices are heard and acted upon. She will use patients' insight to help the Government and the healthcare system in England listen and respond to

patients' views and promote patient safety, specifically with regard to medicines and medical devices.

Our Chief Executive, Rachel Power has already met with Dr Hughes. They talked about patient partnership and how the Patients Association could work with her office. We hope that Dr Hughes will join one of our events in the near future.

You can contact her on this email commissioner@patientsafetycommissioner.org.uk.

For more information on the role of the Patient Safety Commissioner click the link in the button below.

[More about the role of the Patient Safety Commissioner](#)

Sharing experiences of life as a trans person



One of our members, Anne, is a trans woman and has for nearly 20 years shared with colleagues and organisations such as the NHS and police, what it's like living as a transgender person.

She has written a blog for us about her own experiences of healthcare, as well as why she shares her personal experiences to educate others.

Read Anne's blog on our website.

Read the blog

CQC recruiting patients and carers



The Care Quality Commission (CQC) is recruiting patients and carers – experts by experience – to support its regulatory work.

Its experts by experience are people with personal experience of health and social care services. They speak to people using services, their family and organisations that support them. They may also watch how the service is delivered and speak to staff.

The experts' findings are used to support the CQC inspectors' judgements on services and may be included in inspection reports. They also help us develop new policies.

The CQC is working with [Choice Support](#) to recruit more people with a learning disability and people with autism as experts by experience.

These are paid roles and all experts are given training.

If you would like to talk to someone about the role or request an application pack, email: expertsbyexperience@choicesupport.org.uk

For an easy read version of the job advert follow the link in the button below.

[Easy Read job advert](#)

Introducing a Duty of Candour to Welsh NHS

When the duty applies - Healthcare is increasingly complex and sometimes people may suffer harm. How NHS bodies deal with this is very important.



Watch this video to learning more about Duty of Candour and the consultation.

The Welsh Government is consulting on the introduction of a Duty of Candour to NHS organisations through new statutory guidance and statutory regulations

It is also seeking opinions on amending the Putting Things Right regulations and guidance to enable the Duty of Candour to integrate with them.

The Duty of Candour means NHS organisations have a duty to be open and honest with people they are caring for if things go wrong and harm has occurred.

Follow the link in the box to visit the consultation page, which has a range of information about the Duty of Candour.

[Respond to the consultation](#)

Experiences of COVID-19



The Commission on COVID-19, Disablism and Systemic Racism has launched a call for disabled people and people with long-term health conditions from Black, Asian, and minoritised ethnic groups to share their perspectives on the impact of the COVID-19 pandemic.

Led by the Voluntary Organisations Disability Group (VODG) and overseen by a Board of Commissioners, all of whom have lived experience of disability and are leaders in their respective fields, the Commission is also keen to hear from families, carers and people who work in social care.

Responses to the call for views and experiences can be submitted in a number of ways including via an online survey, audio or video file, or written document. An Easy Read version of the survey is available.

The deadline is 13th November 2022.

To find out more and share your views, follow the link in the button below.

[Respond to the Commission](#)

Improving diagnosis of neurological disorders



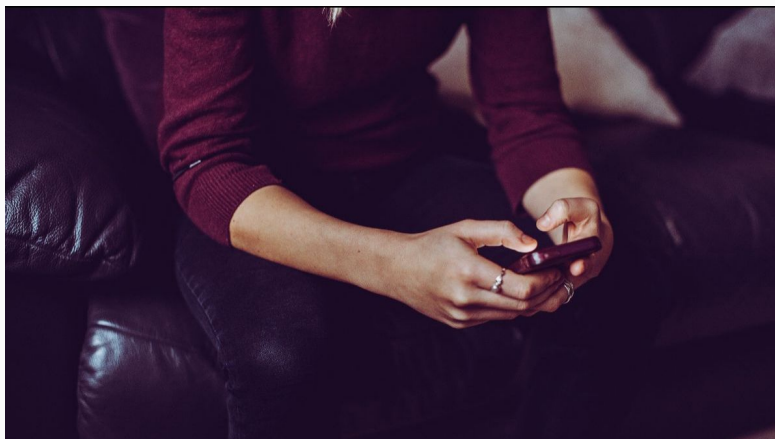
The Brain Charity has launched a survey that looks into delayed and misdiagnosis of neurological conditions, with the hope that the findings will help improve the issues people with neurological conditions can face when seeking a diagnosis.

The survey is open to anyone who has a neurological condition, or to family members who can complete the survey on a patient's behalf.

Follow the button in the link below to find out more about the survey and to complete it.

[Complete the survey](#)

From the helpline What's covered in NHS dental services



David* called our helpline to find out which dental treatments are available on the NHS.

He'd visited his dentist and was told he needed treatment to his gums. The dentist told him that the treatment was clinically necessary, but not available on the NHS and he would have to pay for private treatment.

David asked our adviser if this really was the case. Our adviser said that if dental treatment is clinically necessary, then it should be available on the NHS, or the dentist can refer a patient to a dental hospital for treatment if the dental practice does not have the facilities to carry out the treatment.

Our adviser directed David to the section on the NHS website that has details about the [cost of NHS dental services](#). She also suggested David get in touch with the [Oral Health Foundation](#) for further advice and gave contact details for its dental helpline.

* 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

'Toxic culture' of abuse at mental health hospital revealed by BBC secret filming

Rise in Covid hospital patients shows 'autumn wave' has begun, expert warns

Health spending in Northern Ireland falls below rate in England, says new report

**YouGov health survey portrays nation of tired, overweight layabouts
(Paywall)**

**Healthcare workers more than three times more likely to have
experienced burnout during the COVID-19 pandemic**

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](#). If you use Amazon, you can help raise funds by nominating us to receive funds via AmazonSmile - for more information on how to do this visit our [website](#). Thank you.



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