

Welcome to the Patients Association's Weekly News

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**Share your insights of long term health conditions to help shape
policy and practice**



The communications agency ENGINE MHP is recruiting patients to join a panel that will seek views and insights on topical debates around NHS services and care.

Dubbed the Patient Voice Panel by ENGINE MHP, the panel will initially meet for three online events and the Patients Association is supporting recruitment to it.

The first event will take place towards the end of September or early October. We're looking for people who would like to use their personal experiences to be part of this group, for these three events (and potentially further events in the future).

The aim of the 10-member group will be to provide patient/carers' insights to inform the future work of

ENGINE MHP .

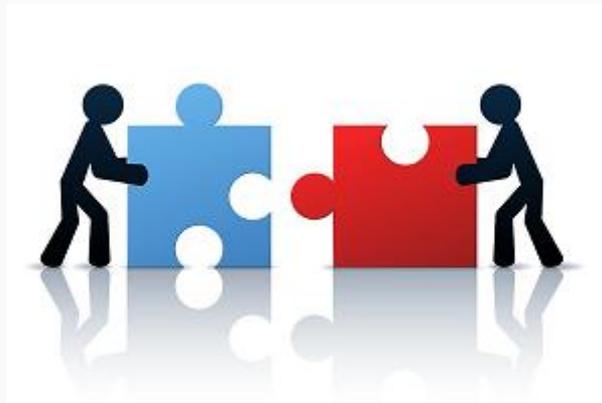
If you would like to take part in this group and have the opportunity to share your views and opinions, then do please email daniel.phelps@patients-association.org.uk to express your interest and to find out more, stating:

- Your age
- Where you live (city/county)
- Very briefly why you feel your insights would be particularly important (no more than two lines).

All panel members will be reimbursed for their time with vouchers.

ENGINE MHP supports a range of organisations from charities to pharmaceutical companies to develop patient-centred policy and communications to improve patient outcomes across a range of health conditions.

Make your own patient participation group



The findings from our recent members survey indicate many people are involved in their GP surgery's patient participation group.

We were really pleased to see this level of involvement, as we believe every PPG can be developed to suit local needs while every PPG has the aim of ensuring their practice puts their patients at the heart of its work.

Early this year we published a revised version of our PPG toolkit. Even if you've a thriving PPG, [do take a look at our toolkit.](#)

Invitation to join NHS AI Lab workshop



Over the past year, several NHS trusts have donated data to The National COVID Chest Imaging Dataset (NCCID). The NHS AI Lab is now planning a series of workshops to talk about the dataset, explain how the patient data are being used, how data are safeguarded, who is using the data and what impact the data had on COVID-19 research.

NHS AI Lab is also interested in getting patients' thoughts and feedback on the work it does; these thoughts will be published in a post-event blog.

If you're interested in taking part in the workshops, which are virtual, there are several dates to choose from.

- 31 August from 1.00-2.15pm
- 1 September from 1.00-2.15pm
- 2 September from 5.00-6.15pm
- 8 September from 8.15-9.30am
- 10 September from 8.30-9.45am
- 13 September from 12.30-1.45pm
- 14 September 8.45-10.00am.

Please contact Pardeep Bains, Project Manager, NHS AI Lab, at imaging@nhsx.nhs.uk and let him know your 1st, 2nd, and 3rd choice of workshop date.

Free dentistry for 18 - 25 year olds in Scotland

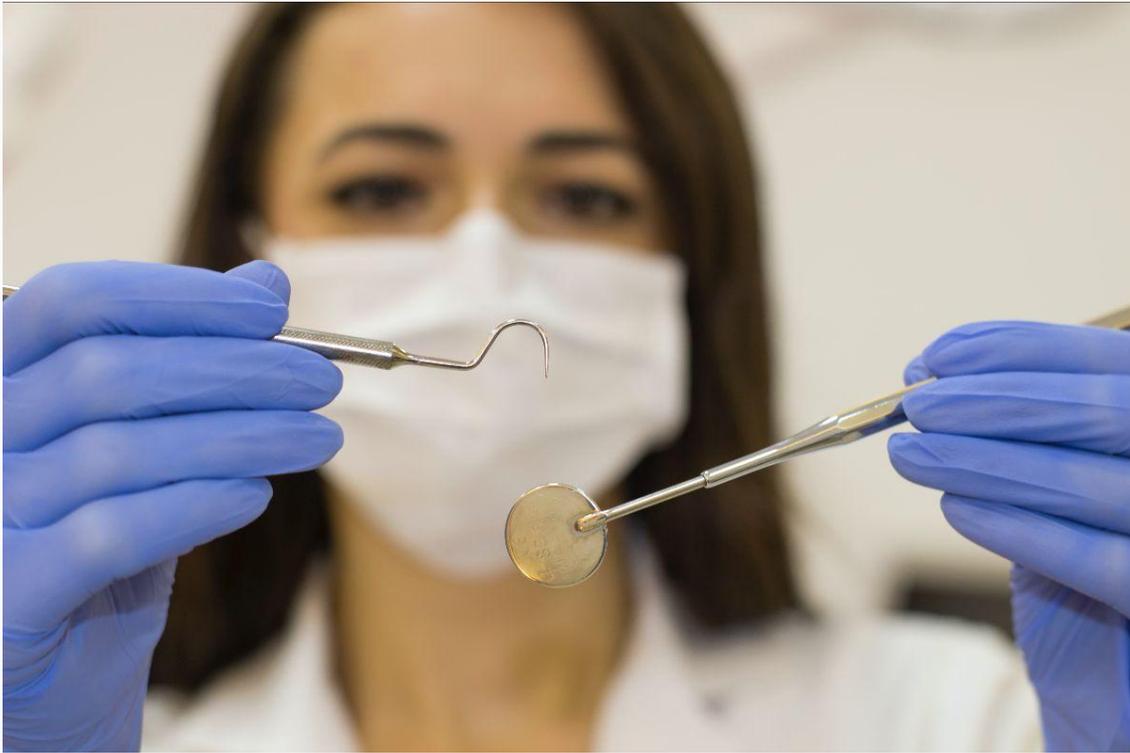


Photo by [Yusuf Belek](#) on [Unsplash](#)

From this week, those aged between 18 and 25 will be eligible for free NHS dental treatment on courses started before their 26th birthday, if they live in Scotland.

However, Scottish Dental says dental practices will need to prioritise people with urgent dental problems and those in most need of treatment. It says this means it may be some time before your dental practice can see you, if you now qualify for free care.

It also encourages those not yet registered with an NHS dentist to phone the [regional dental helpline](#) at their local Health Board, details of which can be found online at NHS Inform to find out how to register.

We're in the news



Women's magazine *Yours* recently interviewed our Chief Executive Rachel Power about access to face-to-face GP appointments. The feature has just been published in this fortnight's issue, available at newsagents and many supermarkets.

Surveys still open



There's still time to complete three of our surveys.

- NHS England's consultation on new eligibility rules for non-emergency patient transport services (NEPTS). We will use your answers to inform our response to the consultation.
- We want your views on spending on the NHS and adult social care for when we develop our response to the spending review when it is published this autumn.
- Members survey – this will close this weekend. If you've been delaying letting us know what you think of us, use the link we sent you last month or ask for it to be resent - you've until 7pm on Sunday.

Thank you to the 100s of you who have already completed the survey. We'll be sharing what you told us and what we'll do based on the survey, in a few weeks.

[NEPTS survey](#)

[Spending review survey](#)

From the helpline Rude 999 operator



Chloe*, from Bridgend in South Wales, called our free helpline to ask how she could complain about a 999 operator who was rude to her when she called for an ambulance for her toddler who was struggling to breathe.

Our adviser took Chloe through the NHS complaints process and gave her the contact details for her local ambulance service. He also told Chloe about [the complaints leaflet](#) available on our website.

Our adviser also mentioned that she may want to get in touch with the Healthcare Inspectorate Wales to alert it to the matter. Healthcare Inspectorate Wales is the independent inspectorate and regulator of healthcare in Wales

* 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.

Closed for the bank holiday



Photo by [Nick Fewings](#) on [Unsplash](#)

Our helpline will close at 4pm today, Friday 27, and will reopen at 9.30am on Tuesday 31 August.

From everyone at the Patients Association, we hope you all have a lovely bank holiday weekend.

What our team is reading this week

[Women's Health Plan for Scotland](#)

[West Malling group warns of COVID anti-vaccination razor blade trap and ID scam](#)

[Face-to-face GP appointments 'key' to NHS Recovery Plan \(Scotland\)](#)

[Waiting for care](#)

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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