

**Welcome to the Patients Association's
Weekly News**

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NHS losing patients' confidence - survey results published

patient experience before the omicron wave: the storm before the storm

January 2022



The results of our latest patient experience survey show patients are losing confidence in NHS's future ability to offer them the care they need.

Our analysis, based on more than 1,000 people's experience, leads us to conclude that the

disruption to health and care services caused by the pandemic is profound and long-term.

In launching the survey results, our Chief Executive, Rachel Power, said: “The results show quite starkly how the pressures the NHS is under affect patients. And the effects are bad: compromised and delayed care, patients left without information about their care, and one in four patients feeling they are neither respected nor listened to by the professionals who are supposed to care for them.”

Thank you to the many readers of Weekly News who completed the survey. We have already shared the survey's findings with the NHS, the BMA, the Royal College of GPs and the Royal College of Nursing among others. We will continue to share these findings as we champion the rights of patients and promote patient partnership.

We are also talking to the media about the report. Rachel was on the Radio 4 consumer programme, [You and Yours](#), on Wednesday, talking about what the survey's results.

You can read the full report on our website.

[Read more](#)

We want your views on planned changes to some treatments



We want get patients' views on new proposals on when it is and isn't appropriate to carry out some medical interventions.

We have been asked to do this by the Academy of Medical Royal Colleges (AoMRC) and NHS England. Our Chief Executive, Rachel Power, is a member of the Evidence-based Interventions programme board, and we are very pleased to support this work and involve our members.

The AoMRC recently published a list of proposed changes as part of the [Evidence-based Interventions](#) programme. This list, which was drawn up by experts, commissioners and patients, provides doctors with up-to-date information about tests, treatments and procedures to improve the quality of care. You can read the proposals [online](#).

We are organising two online events to hear your views: on Tuesday 22nd February 2022 from 12 noon-2pm and Wednesday 23rd February 2022 from 12 noon-2pm.

We especially want to hear from people who may have experience of the particular conditions or procedures included in the [proposals](#), either as a patient, relative or friend.

The events will be facilitated by us and a doctor will be present to explain any details. We will compile everyone's views in a report with findings and recommendations, which we will share with the AoMRC and NHS England.

All information shared at the events will be treated confidentially and anonymised so no-one will be identifiable in the report. You will also receive a small payment voucher as a thank you for your time.

If you are interested taking part in one of the events please email toby@patients-association.org.uk by Monday 8 February. In your email please tell us a bit about yourself: diversity is important to us, so if personal characteristics like age, gender, race, sexual orientation, or disability give you a particular experience or perspective on accessing healthcare, please let us know. It may be that your background, lifestyle or personal circumstances has made it difficult for you access healthcare and if that's the case we'd also really welcome your views.

Please also let us know, if you have experience of one or more of the health conditions in the proposals, please tell us which one, and if you have received any of the interventions described in the proposals.

We will select up to 10 people for each event so that the group reflects a diversity of background and experience. We will send people selected for the events an invitation with more information.

Even if you you'd prefer not to take part in our events, you can still share your views on the proposals as part of the public consultation, which runs until 31st March. More information can

be found at the link below.

[Learn more about the consultation](#)

From the helpline Poor communication



This is a story about poor communication and lack of information, issues that affected many of the respondents to our survey.

Sheila*, who lives on the south coast, was seen by a rheumatologist at the beginning of 2021. The consultant told her to ask the GP for pain killers. She did this at that time.

This week, Sheila received a letter with an appointment to see an occupational therapist. This was a surprise as Sheila was unaware that any such referral had been made.

She called her GP practice. Staff there weren't aware of the referral.

She called the secretary of the consultant she'd seen 2021. The secretary said the rheumatologist had made the referral in 2021. Sheila wasn't particularly happy about this as it had been made without her knowledge but she decided to attend because the appointment had been made.

But when Sheila went for her appointment with the OT, she found that the secretary had cancelled it following their telephone conversation. Sheila was told if she wanted another referral to the OT, she'd need to go through the whole process again.

Sheila called our free helpline very unhappy about what had happened and to find out how she could complain. She also told the helpline that she has an advocate to support her as she is not able to deal with the complaint on her own.

Our trained helpline adviser recommended that the advocate write a formal complaint to the hospital. She also suggested that Sheila request an explanation as to why the appointment was cancelled, even though she'd agreed to attend.

Sheila was also signposted to our advice leaflet on [making a formal complaint](#). Our adviser also shared contact details of the Care Quality Commission, if Sheila wanted to provide the regulator with details of her experience.

*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.

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What our team is reading this week

[Thousands needed to try a new COVID antiviral treatment](#)

[Results of the 'Women's Health – Let's talk about it' survey](#)

[Severe shortage of nurses in UK children's intensive care units](#)

[Reaching Out: Tobacco control and stop smoking services in local authorities in England, 2021](#)

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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