



## Welcome to the Patients Association's Weekly News

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### Enough is enough



Picture credit [samuel Lee](#) from [Pixabay](#)

This week's report, [Reading the signals: Maternity and neonatal services in East Kent](#) was grim reading.

The catalogue of harm to babies and their mothers, coupled with the hospitals' failure to be honest with families about what had happened was heart breaking and depressing to read.

As with the inquiry into failings in the maternity services in Shrewsbury and Telford, which reported in March, the inquiry in East Kent was prompted by families' campaigns, not by the system. The East Kent report notes this and one of its recommendations is that NHS must do better at picking up services that are performing poorly.

The report's author, Dr Bill Kirkup noted: "It is too late to pretend that this is just another one-off, isolated failure, a freak event that 'will never happen again'." Nor, does it appear to be. Also published this week is the Care Quality Commission's [State of Care report](#), the regulator's annual review of health and care in England.

It found "issues with culture, leadership, and a lack of genuine engagement with people who use" maternity services. We have previously called out what appears to be poor cultures and weak leadership in maternity units, and the need to change.

Follow the link in the button below to read our Chief Executive Rachel Power's blog on the Kirkup report. You can also read our comment on the CQC's State of Care [online](#).

[Read the blog](#)

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**Shared decision making workshop**



Our Chief Executive, Rachel Power is a key speaker at the workshop, Making shared decision making a reality, co-hosted by the General Osteopathic Council and the Collaborating Centre for Values Based Practice, St Catherine's College, Oxford.

Speakers also include patient Debs Dulake, Professor Ashok Handa, Co-Director of the Centre and Fiona Browne, Director of Education, Standards and Development at the Council and also a Patients Association Trustee.

The workshop will explore the benefits and importance of shared decision making as well as the challenges in making shared decision making a reality.

The General Osteopathic Council will introduce a [range of resources](#) co-produced with patients and healthcare professionals to support listening, discussion and reflection, before, during and after appointments.

The workshop is on 2 November, 10:00 - 13:00 and will be held on Microsoft Teams. Follow the link in the button below to register.

[Register for the shared decision making workshop](#)

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**Booking opens for patient partnership week  
events**





Booking has opened for two of our patient partnership week events.

Tickets are available for Chief Executive Rachel Power in conversation with Dr Henrietta Hughes, Patient Safety Commissioner England on Wednesday November 30th 9am – 10:00am.

Also, tickets are available for Shared decision making – examples of great practice on Monday November 28th 8am – 8.55am.

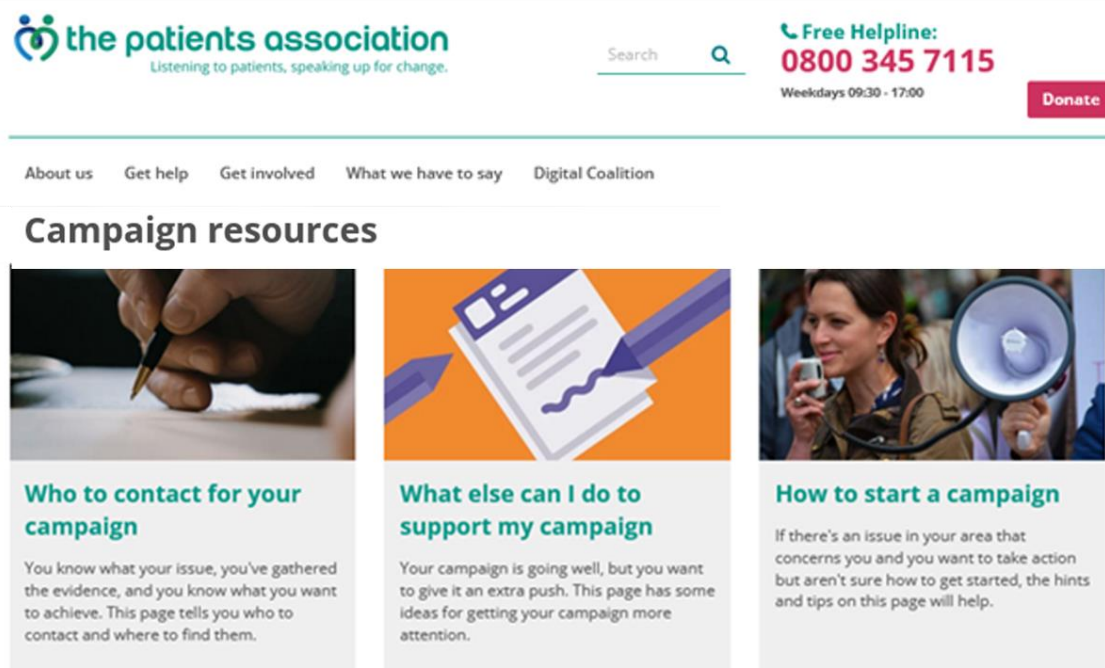
This webinar features Aimee Robson, Deputy Director, Personalised Care, NHS England, & Duvie Dafinone, Patient and Public Voice Partner, on decision support tools launched this summer to support shared decision making. And Dr Sam Finnikin, GP, Sutton Coldfield and clinical research fellow, University of Birmingham, on Our Health – Our Knowledge, a new resource designed to help people who are thinking about choices in healthcare.

Follow the link in the button below to book your place on either or both of these webinars: we're using Eventbrite to manage our bookings.

We'll post details of the other two webinars, Partnering with patients and communities – what's happening in ICSs and Patients and industry working together – stories from our projects as soon as all participants are confirmed.

[Get your tickets](#)

## Use our resources to support your campaigns



The screenshot shows the homepage of The Patients Association website. At the top, the logo reads 'the patients association' with the tagline 'Listening to patients, speaking up for change.' To the right is a search bar and a 'Free Helpline: 0800 345 7115' with hours 'Weekdays 09:30 - 17:00' and a 'Donate' button. Below the navigation bar, the 'Campaign resources' section features three cards:

- Who to contact for your campaign**  
You know what your issue, you've gathered the evidence, and you know what you want to achieve. This page tells you who to contact and where to find them.
- What else can I do to support my campaign**  
Your campaign is going well, but you want to give it an extra push. This page has some ideas for getting your campaign more attention.
- How to start a campaign**  
If there's an issue in your area that concerns you and you want to take action but aren't sure how to get started, the hints and tips on this page will help.

New on the website are resources designed to help people run campaigns in their local area.

We have information on:

- How to start a campaign
- Who to contact
- How to promote your campaign

- Hints and tips for writing to your MP.

Follow the link in the button below to access all the resources. And if you're running a campaign in your area, we'd love to hear about it - email us on [mailbox@patients-association.org.uk](mailto:mailbox@patients-association.org.uk)

[Follow the link for campaign resources](#)

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## From the helpline

### The case of the disappearing appointment



Jack\* called our freephone helpline for some advice on what to do about a disappearing appointment at the local ear, nose and throat (ENT) clinic.

Jack's GP had referred him to the clinic because he was experiencing hearing loss. Jack was invited by the clinic to book an appointment, which he did for this week, and got a letter confirming it.

But when Jack called the hospital to confirm the appointment, he was told there was no appointment booked for him at the ENT clinic and they wouldn't be able to see him until 2024.

Jack was pretty upset and didn't know what to do, given he'd been expecting to see a specialist this week.

Our adviser suggested he send an email to the Patient Advice and Liaison Service (PALS) at the hospital, attaching the confirmation letter he'd received, and to follow up that email with a call the following day, to get an update and to find out what happened to his appointment.

\* 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](mailto: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

[Putting community and cooperation into care and support](#)

[General practice is like calling an Uber, MPs say](#)

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**Myth #1: “We already spend too much on health – and despite this our outcomes are poor”**

**The state of health care and adult social care in England 2021/22**

**October Edition of Casebook from the Rural Health and Care Alliance**

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## 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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