

## Welcome to the Patients Association's Weekly News

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### Evidence Based Interventions: our response



We have made our formal response to the latest proposals under the NHS's Evidence Based Intervention (EBI) programme to limit the use of certain treatments and procedures.

We agree with the programme's aim to ensure that the treatments and procedures offered to patients are safe and effective, and that the NHS should use its resources efficiently. However, we raise concerns about how the programme has developed its proposals, which we feel has not taken adequate account of the possible effects on patients.

We have seen how being unable to access treatments they need can affect patients, and pointed out to NHS England that this has been a risk with the [EBI programme](#) and the closely related 'Low Value Medicines' programme.

We are particularly concerned that patient input appears not to have played a substantial part in identifying which treatments and tests will be included in the latest round of restrictions, of which there are 31 in total.

There have been some improvements compared to previous processes: the panel that makes the recommendations has two patient members, and we were commissioned to run three focus groups for NHS England – however, these only happened after the proposals were developed and published. The report of these focus groups will be published next month.

[Read our response](#)

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## The Longitude Prize: AMR Voices



While the COVID-19 pandemic has dominated the news this year, antimicrobial resistance (also known as 'superbugs') has not gone away. Thousands of people live with resistant bacterial infections every day, often in great discomfort and stress, and COVID-19 has added to that concern.

The Longitude Prize wants to hear from people living with drug resistant infections about their experience during the COVID-19 pandemic for an upcoming patient-focused report called 'AMR Voices'. If you would like to tell your story, please contact Andrew and Kasia on [AMRvoices@nesta.org.uk](mailto:AMRvoices@nesta.org.uk) who will share more details and a questionnaire.

The Longitude Prize is an £8 million prize to develop new rapid and accurate diagnostic tests to help tackle the rise of drug resistant infections. Find out more about the Longitude Prize at [www.longitudeprize.org](http://www.longitudeprize.org).

[Take part](#)

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**Volunteer opportunity: ensure patient data is used appropriately**





The House of Commons Health and Social Care Committee has created a new panel that will judge how well ministers are achieving their commitments, and issue a rating. The idea is to rate ministers in a similar way to how the CQC rates hospitals.

The panel will be chaired by Professor Dame Jane Dacre, and will have two further core members. Applications for those positions are now open, and anyone can apply.

Panel members will be required to identify appropriate ways to analyse and assess the Government's work, review written evidence, interview key stakeholders, and report back to the Committee.

On average panel members can expect to devote two days a week to the role during each round of evaluation, which will last three to four months. They are voluntary roles, but expenses will be payable.

The Committee is aiming to appoint one panellist with policy expertise across health and social care, and another to represent the views and needs of patients and carers. Detailed requirements for the roles can be viewed on the Committee's webpages.

If you are interested in applying, you should send a brief CV – ideally no more than three pages – a covering letter of no more than 500 words, and a declaration of relevant interests to [hsccom@parliament.uk](mailto:hsccom@parliament.uk) by 5pm on Thursday 10 September.

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[Read more and apply](#)

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**From the helpline**



### Problems with Patient Access

For some time now we've been hearing from patients about difficulties using Patient Access, which is one of several platforms GP practices use to enable patients to book appointments online and order repeat prescriptions, among other things.

For many of the callers to our helpline, the fact that Patient Access doesn't have a helpline is an issue when they run into problems – all help is delivered online.

This was the problem Marjory\* called our helpline with. Marjory is 85 years of age and when she runs into problems with Patient Access she usually has a friend come round and help her, but due to COVID-19 he is self-isolating so couldn't help this time.

Marjory was concerned that she had been unable to order her repeat prescriptions and was worried about running out. Our helpline adviser shared the Patient Access email but Marjory doesn't use email. We contacted Patient Access on Marjory's behalf to ask whether someone could call her. Patient Access said that this wasn't possible and she should use the live chat online service.

We called Marjory and she thought live chat would be beyond her technical skills. So our adviser tried to use the Patient Access live chat on the website and was actually unable to locate it. We shared this difficulty with our contact at Patient Access, who explained it's in the technical support area of the website.

We'd be interested to learn if other people have successfully used Patient Access's live chat facility and what they think of it. Contact us via [helpline@patients-association.org.uk](mailto:helpline@patients-association.org.uk).

\* 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](mailto:helpline@patients-association.org.uk). See [our website](#) for more ways to get in touch.

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## What our team is reading this week

[BAME Britons less likely to trust Covid health officials – survey](#)

[Islands patients ‘cut adrift’ from parts of health service](#)

[Lloyds Bank becomes first firm to receive 'Mental Health Accessible' accreditation](#)

['Radical' plan aims to tackle health inequality](#)

[When Will Social Distancing Rules End In The UK?](#)

### About Us

Our vision is that health and social care will be delivered in a way that meets every person's health and social care needs.

Our mission is to give effect to the patient voice, to improve patient experience and support people to engage fully in their own care. Find out more about our values on our [website](#).

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