



## Welcome to the Patients Association's Weekly News

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**Access to your records via the NHS App coming  
soon**



Most patients in England should be able to access their GP-held medical records via the NHS App by the start of December.

The start date was supposed to be this week, but NHS England has given

practices until the end of this month to work with their local commissioners, if they need additional support to prepare their IT systems before access to records is automatically enabled from 30th November 2022.

The Patients Association has been talking to NHS England about the plan to enable access to medical records via the NHS app for some time now.

The topic of access to medical records is one of the most common enquiries our advice and information service handles. Our helpline advisers answer questions daily about accessing medical records. Already this year, our webpage on how to access your medical records has been viewed 64,000 times - far more than any of our other online resources - and the template letter we provide that people can use to write to request their records, has been downloaded 4,200 times.

We have used these insights to advise NHS England on the kind of information it should provide when it begins its campaign to let patients know they can use the app to access their records.

General practices should be informing patients when they will be able to access their records. If you can't get access via the NHS app after 30th November, NHS England suggests contacting your practice.

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**Book your place on patient partnership week**



Four webinars in our patient partnership week are open for booking and a fifth is being planned.

The four you can register to attend are:

- Shared decision making - examples of great practice
- Rachel Power, Chief Executive of the Patients Association, in conversation with the English Patient Safety Commissioner, Dr Henrietta Hughes
- Partnering with patients and communities - what's happening in ICSs (Integrated Care Systems)
- Patients and industry working together - stories from our projects.

There'll be an opportunity to ask questions during every webinar.

The fifth one we're planning is, Engaging with the system after a serious incident, at which [Making Families Count](#) will share its advice on how to work with the system after you or a loved one have had a bad experience while under NHS care.

Follow the link in the button below to read more about all our events and

how to book your place on any of the webinars. All the events will be held on Zoom and are free to attend.

We're looking forward to welcoming you to the webinars.

[Read the week's programme and book your place](#)

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## **Autistic and learning disabled patients not receiving care they need**



People with a learning disability and autistic people are still not getting the care they need, when they need it according to the latest report from the Care Quality Commission (CQC), Who I am Matters.

Published this week, the report is based on the experiences of

patients with a learning disability and autistic people in eight English hospitals earlier this year.

The CQC found that patients with these characteristics found it difficult to access care because no reasonable adjustments were made.

Communication was not always accessible. Patients were not involved in their care and treatment, often because staff did not listen to them.

The CQC says patients with learning disabilities or autism have a right to expect:

- Access to the care they need, when they need it and that appropriate reasonable adjustments are made to meet people's individual needs
- Staff communicate with them in a way that meets their needs and involves them in decisions about their care
- They are fully involved in their care and treatment
- The care and treatment they receive meets all their needs, including making reasonable adjustments where necessary and taking into account any equality characteristics such as age, race and sexual orientation
- Their experiences of care are not dependent on whether or not they have access to specialist teams and practitioners.

Follow the link in the button below to read the full report.

[Read Who I am Matters](#)

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**From the helpline**  
**Mixing NHS and private care**





Abena\* called our helpline to find out what to do after her GP refused to order a blood test a private clinic had recommended.

Abena had consulted with a private specialist at a fertility clinic who recommended she take a supplement. While on the supplements, she would need regular blood tests, which she called her GP to ask for. The GP told Abena the test isn't available on the NHS.

Our adviser shared information from the NHS website about [receiving treatment both on the NHS and privately](#). We also have information on our [website](#) about mixing and matching NHS and private treatment. Our adviser also suggested Abena shares her concerns with the practice manager and contact the Integrated Care Board local to her for further advice and gave her the contact details.

\* 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

[NHS boss Amanda Pritchard says patients not always getting care they deserve](#)

[Nuffield Trust: Pandemic worsened ethnic disparities in hospital care](#)

[Why blood testing companies need effective regulation](#)

[People, place, health: constructing a health and care ecosystem for Wales](#)

[NHS seeks £7bn extra as Rishi Sunak says health service spending will be prioritised \(paywall\)](#)

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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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