

## Welcome to the Patients Association's Weekly News

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### The Patients Association's busy summer – strategy, reports and patient experience

The last few months have been challenging, but we've been busy with some major projects and I'm excited to give you a preview of work we'll be unveiling in July, including proposals for our new strategic focus.

Since the end of last year, we have been developing a strategy to set the direction of the Patients Association for the next five years and beyond, and we will be sharing our progress so far this summer.

Before that, we will launch our report on patient experience. Some of you may have contributed to the research that underpins our finding. I look forward to hearing your opinions on our conclusions – we'll include highlights in next week's newsletter, as well as a link to the report.

We launch another critical report this month – our review of antimicrobial resistance (AMR). As many of you know, this is a topic we've [looked into previously](#). In 2017, we discovered that some Clinical Commissioning Groups weren't fulfilling their obligations on AMR stewardship. Our new report investigates whether things have improved.

And at the end of the month we'll publish our annual review for 2019. I look forward to your feedback.

Yours,



Rachel Power  
Chief Executive

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## Changes in lockdown tracked on the website



We are updating changes to the rules around lockdown, what we're allowed to do, and where and when, [on our website](#).

Our article on rules and guidance during coronavirus has separate sections for each of the four home nations, which all have slightly different arrangements. We are updating changes as they happen, so the article always reflects the rules and guidance that apply on the day you are reading it. Look out for updates to reflect the changes in England from this Saturday, and you'll also see that recent changes such as the end of travel restrictions in Scotland are already shown.

[Rules and guidance](#)

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**Invitation to take part in surveys to support better connected  
social care and health services**



The [Professional Record Standards Body](#) would like you to take part in [two surveys](#) about the information that should be shared between health and social care.

The project aims to improve connections between different services, to allow people better access to the personalised care and wellbeing support they need. The PRSB has produced an easy read version for anyone who has difficulty reading, [which can be found here](#).

[Take the surveys](#)

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## NHS Parliamentary Awards re-open for nominations



The NHS Parliamentary Awards, designed to encourage health and care organisations to engage with their local MPs, are open for nominations, following a pause because of the pandemic.

Individuals or organisations can submit a nomination but the goal of the programme is to get MPs to submit them on behalf of their local health and care organisations.

The awards are not limited to NHS organisations – charities and third sector organisations that provide essential services to patients are eligible.

Organisations already nominated will be considered with this new round of entrants. Nominations must be in by September 1st.

[Read more](#)

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## Opportunity to join a discussion on complaints about private healthcare



If you have experience of private healthcare and would like to help improve the experience of making a complaint, you might wish to take part in our online Zoom discussion on Tuesday 21st July, 1.00-3.00pm.

A £50 voucher will be offered to attendees and places are limited. Participants will be selected based on suitability ensuring the group is representative.

If you're interested in taking part, or would like more information, please email our freelance project manager Heather Eardley on [heather.eardley@patients-association.com](mailto:heather.eardley@patients-association.com).

[Get involved](#)

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## RSM offers free tickets to summer webinar series – next week, the security of patient data



The RSM is offering 10 free tickets per webinar to readers of the Patients Association Weekly News.

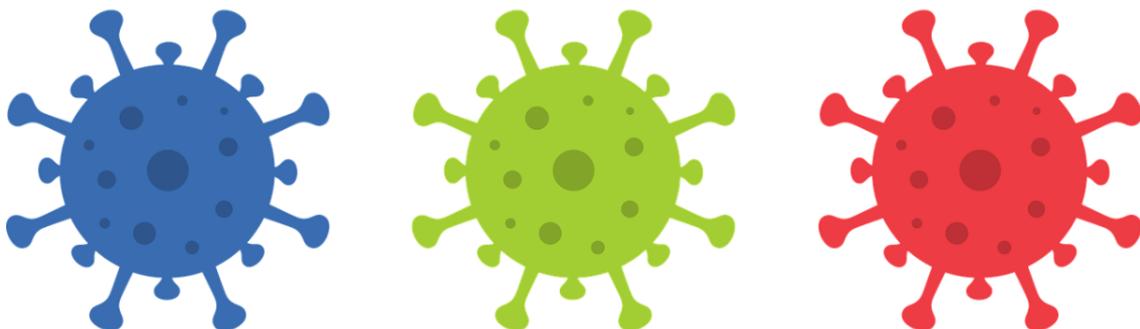
Tune in to next week's edition on Wednesday 8th July 2020, which will be a panel discussion on data security, sharing and trust.

The panel will discuss the economic promise of patient-generated data, triangulating health and finance data, commercial genomics data, patient engagement with clinical trials, and public trust. The first ten readers to email [digitalhealth@rsm.ac.uk](mailto:digitalhealth@rsm.ac.uk) with the subject TEN59 will each receive a free ticket for the webinar.

[Claim your free ticket](#)

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## PHSO calls on Government to be clear about its plans for an inquiry into the handling of the pandemic



The Parliamentary and Health Service Ombudsman (PHSO) is calling on the UK Government to give clarity

about its plans for a robust and independent lessons-learned exercise into the handling of the COVID-19 pandemic.

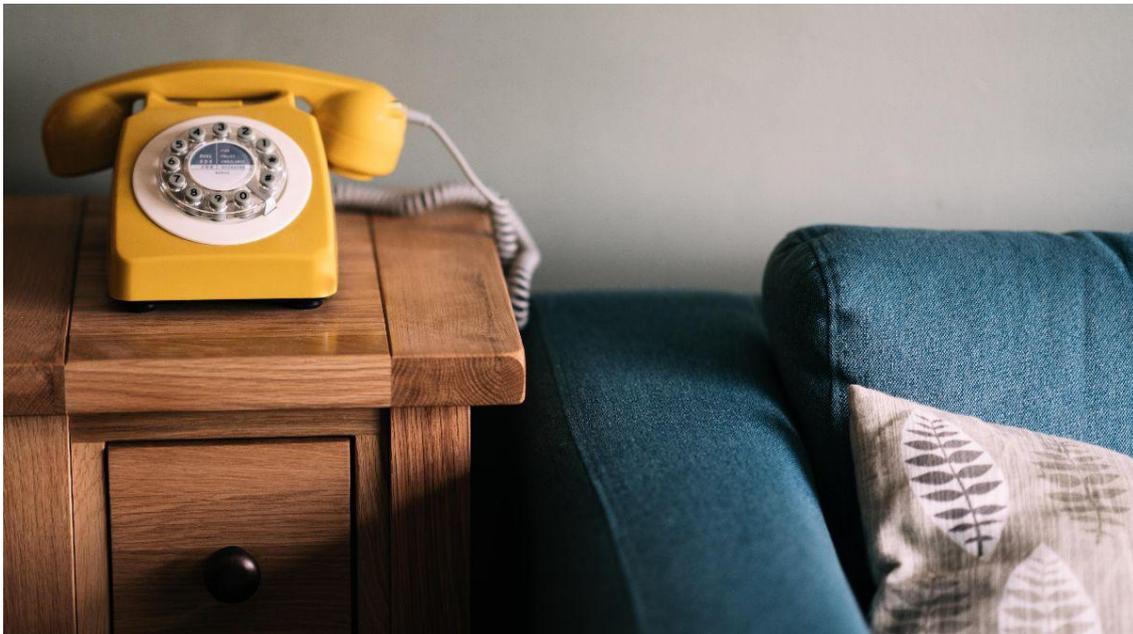
Ombudsman Rob Behrens has written to the Government asking it to share its thinking about the scope of any future inquiry and other reviews that it plans to establish.

The Patients Association also believes that an independent inquiry is needed. We will provide evidence from our Understanding Patient Experience During COVID-19 survey, which looks into the experiences of people with long term conditions of treatment and care. If you have not yet completed the survey please do; it'll only take 15 minutes and your participation is essential if we're to ensure the patient voice is heard in any future inquiry.

[Take the survey](#)

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## From the helpline



Jakub\* called from Peterborough seeking advice about how to get a gastrointestinal surgical procedure that his consultant had said was unavailable because it was too expensive.

The adviser on our helpline recommended that Jakub contact his local Clinical Commissioning Group (CCG) to check that this procedure was, in fact, considered too expensive. We signposted him to the NHS.uk website and explained how to use it to find his CCG.

The adviser suggested that if there was a budgetary restriction, he should ask what alternatives were open to him. We also recommended that Jakub ask the same question of his consultant and ask to be referred for a second opinion regarding his treatment.

We also advised the caller that he could ask his GP to make an Individual Funding Request (IFR). This would require the GP's support but is a route patients can take to gain access to treatment the CCG would not normally pay for. There is more information about IFRs on the NHS England website and the adviser told him

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where to find it.

We advised Jakub to contact us again if he required additional advice or information.

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

## What our team is reading this week

[Homeless mental health 'improved' by lockdown hotel scheme](#)

[Britons would strongly back second lockdown if COVID-19 cases spike](#)

[Care home staff and residents to get regular tests](#)

[Why some people wear face masks – and others don't](#)

[Strategic health authorities and regions: lessons from history](#)

## 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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