|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
|

|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
|

|  |  |
| --- | --- |
|

|  |
| --- |
| https://gallery.mailchimp.com/9dd6577cf3f36af3c2f6682ed/images/570163e5-2b4c-498d-9798-6a605474ae76.jpg |

 |

|  |  |  |
| --- | --- | --- |
|

|  |  |
| --- | --- |
|

|  |
| --- |
| **Welcome to the Patients Association'sWeekly News** |

 |

 |

|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
|

|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
|

|  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
|

|  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
|

|  |  |  |  |
| --- | --- | --- | --- |
|

|  |  |  |
| --- | --- | --- |
|

|  |  |
| --- | --- |
| Share | [Share](https://patients-association.us5.list-manage.com/track/click?u=9dd6577cf3f36af3c2f6682ed&id=45163085e4&e=b00dac9705) |

 |

 |

|  |  |  |  |
| --- | --- | --- | --- |
|

|  |  |  |
| --- | --- | --- |
|

|  |  |
| --- | --- |
| Tweet | [Tweet](https://patients-association.us5.list-manage.com/track/click?u=9dd6577cf3f36af3c2f6682ed&id=0d3ff4eb14&e=b00dac9705) |

 |

 |

|  |  |  |  |
| --- | --- | --- | --- |
|

|  |  |  |
| --- | --- | --- |
|

|  |  |
| --- | --- |
| Forward | [Forward](http://us5.forward-to-friend.com/forward?u=9dd6577cf3f36af3c2f6682ed&id=8460b97078&e=b00dac9705) |

 |

 |

 |

 |

 |

 |

|  |  |
| --- | --- |
|

|  |
| --- |
| **Call for the recommendations in First Do No Harm to be implemented** |

 |

 |
|

|  |  |
| --- | --- |
|

|  |
| --- |
| https://mcusercontent.com/9dd6577cf3f36af3c2f6682ed/images/88afbf49-51c9-4e92-8c01-55bbf4ecdb1e.jpg |

 |

|  |  |
| --- | --- |
|

|  |
| --- |
| The Patients Association is supporting Baroness Cumberlege’s call on the Government to act on the recommendations of her report, First Do No Harm, which uncovered a catalogue of patient suffering caused by three interventions that affected mainly women. Speaking in the House of Lords this week, the Baroness said that the Department of Health and Social Care “…simply does not get it. Asking everyone, as it does now, to work together better in the future simply will not work, any more than it has in the past. We need someone and something new: a patient safety commissioner.” She called on the minister to give an assurance that the report’s recommendations will be implemented. The Baroness additionally said: “I stand before you as a person who was shaken by the experience of personally listening to over 700 women and their families, who have been damaged by the healthcare system. Their testimonies actually haunt me. Their bravery impels me to right their wrongs.” The report, First Do No Harm, examined two medications; Primodos, a hormone pregnancy in use between the 1950s and 1970s and associated with damage to some newborns; and sodium valproate, an effective medication to control epilepsy, but which causes damage to babies if taken by pregnant women. The third investigation was the pelvic mesh, used in thousands of women and which has caused suffering and pain in many. |

 |

|  |  |
| --- | --- |
|

|  |
| --- |
|  |

 |

|  |  |
| --- | --- |
|

|  |
| --- |
| **Take part: research into clinical empathy** |

 |

|  |  |
| --- | --- |
|

|  |
| --- |
| https://gallery.mailchimp.com/9dd6577cf3f36af3c2f6682ed/images/d040905d-9a4d-4738-ba8b-ba7d119d7d11.jpg |

 |

|  |  |
| --- | --- |
|

|  |
| --- |
| Could you help PhD student India Pinker with her research into clinical empathy, which is looking into patient understanding and perception of empathy in health care consultations?  Empathy within consultations is known to be an area of concern for patients and is something that can deeply affect consultations. India wants to patient understanding of this impact and what patients expect. She’s specifically interested in consultations with specialists in rheumatology, obstetrics and gynaecology, renal care, and intensive/coronary care units in the UK. To gauge this, she’s looking for people will take part in an online interview lasting about 40 minutes to an hour. It will take place at a time convenient to the participant and will be organised over email. Any feedback or queries can be sent through to the same email address (ihp2@st-andrews.ac.uk). If you’d like to take part, please email India directly ihp2@st-andrews.ac.uk or via the [website](https://patients-association.us5.list-manage.com/track/click?u=9dd6577cf3f36af3c2f6682ed&id=6573939f0c&e=b00dac9705), where you can find more information about the study. |

 |

|  |  |
| --- | --- |
|

|  |
| --- |
| [**Read more**](https://patients-association.us5.list-manage.com/track/click?u=9dd6577cf3f36af3c2f6682ed&id=8b236b1c7b&e=b00dac9705) |

 |

|  |  |
| --- | --- |
|

|  |
| --- |
|  |

 |

|  |  |
| --- | --- |
|

|  |
| --- |
| **Get involved: advise the NHS on specialised services** |

 |

|  |  |
| --- | --- |
|

|  |
| --- |
| https://gallery.mailchimp.com/9dd6577cf3f36af3c2f6682ed/images/975e7215-6347-4963-9d8f-a207ed4ac984.jpg |

 |

|  |  |
| --- | --- |
|

|  |
| --- |
| NHS England and Improvement has several opportunities for patients to join advisory boards in a variety of areas relating to specialised services. There are several vacancies for Patient and Public Voice (PPV) partners in service-based programmes of the National Programme of Care (PoC) and the Clinical Reference Groups (CRGs) that are part of NHS England Specialised Commissioning. CRGs advise NHS England on the best ways that specialised services should be provided, advice on the development of service specifications, commissioning policies, identifying innovation, and improving quality. NHS England and NHS Improvement Specialised Commissioning is recruiting independent members to the Patient and Public Voice Assurance Group (PPVAG), which provides assurance around communication and engagement plans supporting key areas of work. For this role, NHS England is looking for people with expertise in communications, legal obligation to patients and the public, and good practice in engagement techniques and assurance processes. The National Haemoglobinopathy Register (NHR) Steering Group is looking for PPV partners with lived experience of sickle cell, thalassaemia or other rare inherited anaemias, to join the group, which is planning to update the NHR, a clinical register with details of all patients in England living with an inherited anaemia. You’ll find links to more details for all these roles, plus application forms here.  Please note that these roles are for people who are not involved in other groups and committees within specialised services. |

 |

|  |  |
| --- | --- |
|

|  |
| --- |
| [**Get involved**](https://patients-association.us5.list-manage.com/track/click?u=9dd6577cf3f36af3c2f6682ed&id=f42871b917&e=b00dac9705) |

 |

|  |  |
| --- | --- |
|

|  |
| --- |
|  |

 |

|  |  |
| --- | --- |
|

|  |
| --- |
| **From the helpline** |

 |

 |
|

|  |  |
| --- | --- |
|

|  |
| --- |
| https://mcusercontent.com/9dd6577cf3f36af3c2f6682ed/images/a8f66e5f-24c4-4735-b620-0505ed3e27e0.jpg |

 |

|  |  |
| --- | --- |
|

|  |
| --- |
| **Dentist treats patient but doesn’t wear any PPE**Jennifer\* lives in Brighton, and rang seeking advice about how to make a complaint about NHS dental treatment that she received. She had recently visited the dentist, who was not wearing a mask while treating her.  Jennifer was concerned about the risk of COVID-19 but felt uncomfortable about raising the matter during her appointment. However, she now wanted to make a complaint. Our adviser told Jennifer how the complaints process applies to NHS care providers and signposted her to our online complaints advice leaflet. He also suggested she contact the Oral Health Foundation's helpline for additional advice and information and gave her the contact details.  The British Dental Association has advised all dentists that appropriate personal protective equipment (PPE) is essential for the safe performance of dentistry during the COVID-19 outbreak and each practice is responsible for ensuring that adequate infection control procedures and necessary PPE are in place.\* 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. See [our website](https://patients-association.us5.list-manage.com/track/click?u=9dd6577cf3f36af3c2f6682ed&id=47434ae259&e=b00dac9705) for more ways to get in touch.   |

 |

|  |  |
| --- | --- |
|

|  |
| --- |
|  |

 |

|  |  |  |
| --- | --- | --- |
|

|  |  |
| --- | --- |
|

|  |
| --- |
| **What our team is reading this week** |

 |

 |

|  |  |
| --- | --- |
|

|  |
| --- |
| [**Coronavirus: Testing boss 'very sorry' for shortages**](https://patients-association.us5.list-manage.com/track/click?u=9dd6577cf3f36af3c2f6682ed&id=b9bceab854&e=b00dac9705) |

 |

|  |  |
| --- | --- |
|

|  |
| --- |
| [**Decision making in a crisis: first responses to the coronavirus pandemic**](https://patients-association.us5.list-manage.com/track/click?u=9dd6577cf3f36af3c2f6682ed&id=7465eea6bc&e=b00dac9705) |

 |

|  |  |
| --- | --- |
|

|  |
| --- |
| [**Robin Swann increases contaminated blood payments**](https://patients-association.us5.list-manage.com/track/click?u=9dd6577cf3f36af3c2f6682ed&id=20708dc50c&e=b00dac9705) |

 |

|  |  |
| --- | --- |
|

|  |
| --- |
| [**Fake news stories causing panic and fear among Bradford parents**](https://patients-association.us5.list-manage.com/track/click?u=9dd6577cf3f36af3c2f6682ed&id=7fef0e6b0a&e=b00dac9705) |

 |

|  |  |
| --- | --- |
|

|  |
| --- |
| [**The Black Report at 40: Health inequalities remain stark across the UK**](https://patients-association.us5.list-manage.com/track/click?u=9dd6577cf3f36af3c2f6682ed&id=dd2965e935&e=b00dac9705) |

 |

 |
|

|  |  |
| --- | --- |
|

|  |
| --- |
|  |

 |

|  |  |
| --- | --- |
|

|  |
| --- |
| **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](https://patients-association.us5.list-manage.com/track/click?u=9dd6577cf3f36af3c2f6682ed&id=d6da5bfa9e&e=b00dac9705).  |

 |

|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
|

|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
|

|  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
|

|  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
|

|  |  |  |  |
| --- | --- | --- | --- |
|

|  |  |  |
| --- | --- | --- |
|

|  |  |
| --- | --- |
| Share | [Share](https://patients-association.us5.list-manage.com/track/click?u=9dd6577cf3f36af3c2f6682ed&id=28c4ac950b&e=b00dac9705) |

 |

 |

|  |  |  |  |
| --- | --- | --- | --- |
|

|  |  |  |
| --- | --- | --- |
|

|  |  |
| --- | --- |
| Tweet | [Tweet](https://patients-association.us5.list-manage.com/track/click?u=9dd6577cf3f36af3c2f6682ed&id=addb1fc9b6&e=b00dac9705) |

 |

 |

|  |  |  |  |
| --- | --- | --- | --- |
|

|  |  |  |
| --- | --- | --- |
|

|  |  |
| --- | --- |
| Forward | [Forward](http://us5.forward-to-friend.com/forward?u=9dd6577cf3f36af3c2f6682ed&id=8460b97078&e=b00dac9705) |

 |

 |

 |

 |

 |

 |

|  |  |
| --- | --- |
|

|  |
| --- |
| *Copyright © 2020 The Patients Association, All rights reserved.*You are receiving this email because you subscribed to the Patients Association Weekly News. If you no longer wish to receive it and wish to unsubscribe, please follow the links contained in this email.**Our mailing address is:**The Patients AssociationPO BOX 935London, England HA1 3YJUnited Kingdom[Add us to your address book](https://patients-association.us5.list-manage.com/vcard?u=9dd6577cf3f36af3c2f6682ed&id=6e2a14ef7a)Our full privacy policy [is available on our website](https://patients-association.us5.list-manage.com/track/click?u=9dd6577cf3f36af3c2f6682ed&id=4afc076083&e=b00dac9705).Want to change how you receive these emails?You can [update your preferences](https://patients-association.us5.list-manage.com/profile?u=9dd6577cf3f36af3c2f6682ed&id=6e2a14ef7a&e=b00dac9705) or [unsubscribe from this list](https://patients-association.us5.list-manage.com/unsubscribe?u=9dd6577cf3f36af3c2f6682ed&id=6e2a14ef7a&e=b00dac9705&c=8460b97078) |

 |

|  |  |
| --- | --- |
|

|  |
| --- |
| *The Patients Association is a registered charity in England and Wales (1006733).  A company limited by guarantee.  Registered company in England and Wales (02620761)Registered address:  P Block, Northwick Park Hospital, The North West Hospitals NHS Trust, Watford Road, Harrow, Middlesex, HA1 3YJ* |

 |

 |

 |

