

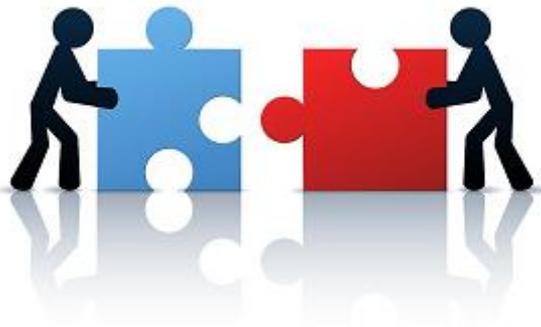
Welcome to the Patients Association's Weekly News

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Help shape what the Government will do in response to the Cumberlege report



The Department of Health & Social Care is looking for 15 people to join a group that will help it develop and implement the Government's response to Baroness Cumberlege's report *First Do No Harm*.

This was the review, published last summer, of how health systems had handled the cases of Primodos, sodium valproate, and vaginal mesh, medicines and a medical device where serious concerns raised by patients and their families were largely ignored. In the report, it recommended that patients be involved in the Government's planning and implementation of a response to it.

Traverse, a research organisation, has been asked by the DHSC to put together the patient group that will do this. It is looking for people who:

- Have a personal experience or understand of the issues raised in the report
- Are committed to improving the experience of patients
- Want to engage with others on the group and DHSC representatives to support the development and implementation of the Government's response to the report
- Can consider complex and emotive issues in a balanced and sensitive way
- Have good communication skills, and want to build strong working relationships with the rest of the

group.

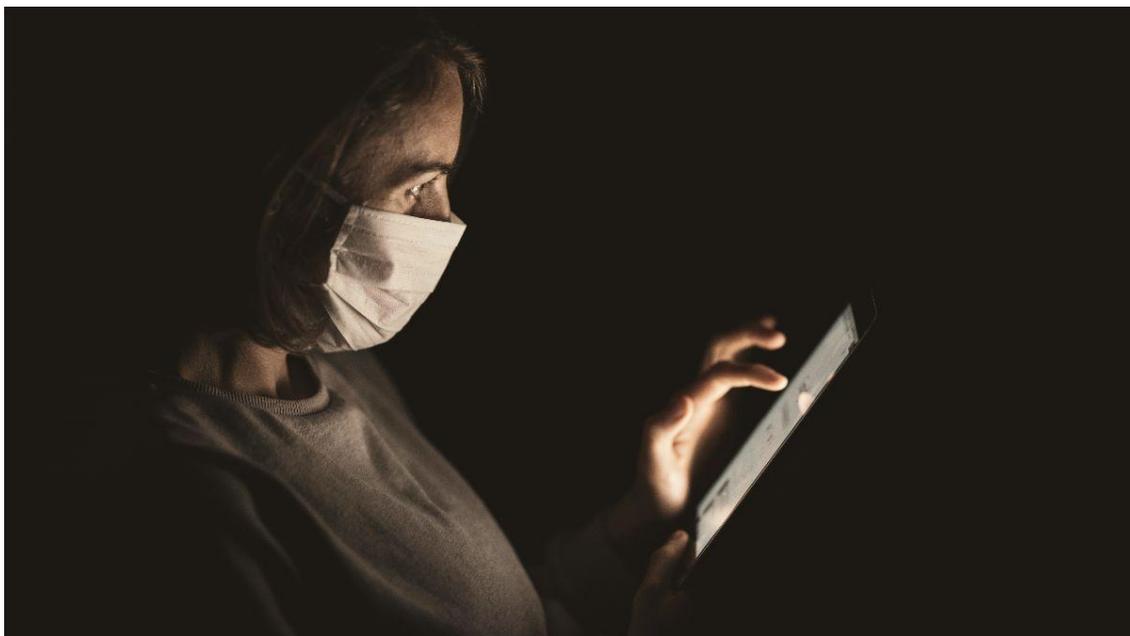
The group will:

- Meet online to share experiences, ideas and recommendations
- Help to shape the Government's response
- Provide advice, challenge, and scrutiny as the Government implements its response.

Traverse is also looking for a co-chair to support group members contribute to the group and make sure group members are heard. It's looking for someone with an understanding of the English healthcare system and is comfortable working on sensitive issues.

The deadline for applications is 8th of February. If you are interested in getting involved, please contact Traverse (not the Patients Association) via email on IMMDSRPatientGroup@traverse.ltd, who can send you a recruitment pack and more information on how to apply.

A&E waiting time rules may change – have your say



Our survey into how you feel about possible changes to waiting time targets in accident and emergency departments is still open – but it closes in 10 days' time, so don't delay in telling us what you think.

Your views on proposals will determine our official response to the NHS.

Our survey, which should take between 10 and 15 minutes to complete, will give you key details about the proposals but you can also [read the full proposals online](#).

[Tell us what you think](#)

Review of registers for healthcare professionals



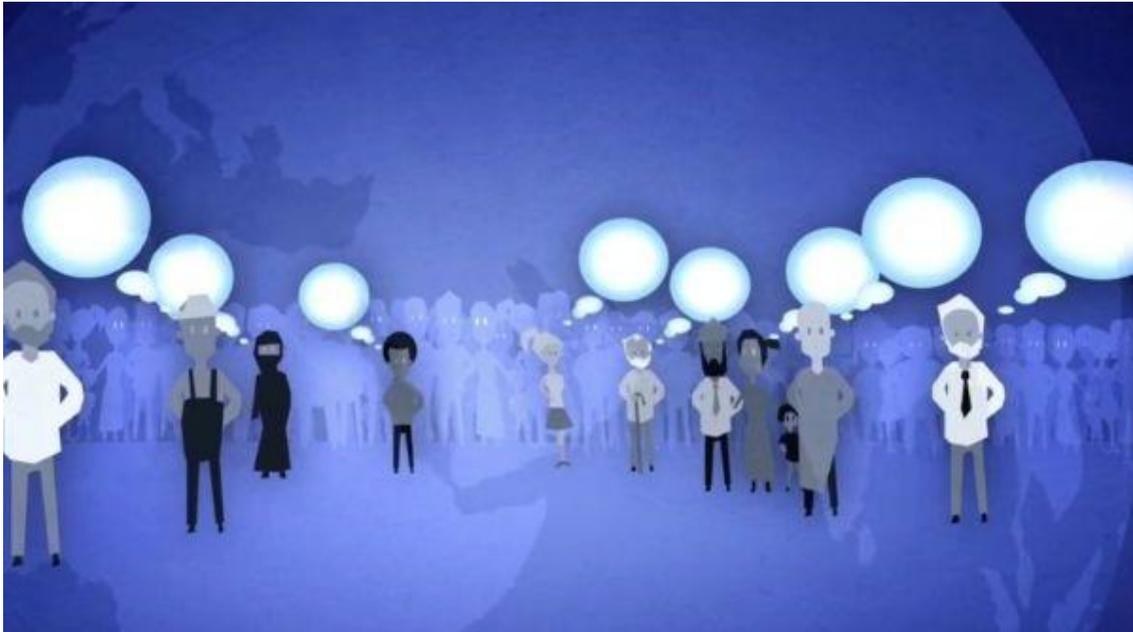
We want your views on a consultation on healthcare regulation by the Professional Standards Authority (PSA).

Not all medical roles are legally regulated, and some health practitioners sign up to voluntary registers that are accredited by the PSA. The PSA assesses organisations that register this group of health and social care practitioners with the aim of people being able to choose a practitioner with confidence.

The PSA is reviewing how it does this, and we want to hear what you think about it. What you tell us will determine our response. The full consultation is available [here](#) but our survey will also provide you with the key facts as you go.

[Tell us what you think](#)

NHS England publishes guidance on communicating delays with patients



In numerous statements since the pandemic started, we've said that the NHS must be open and transparent with patients who find their treatment delayed or cancelled about when they will be seen. So, we're delighted to report that NHS England has issued guidance on how to talk to patients and a series of templates for staff to use.

The Good Communication With Patients guidance reminds trusts to ensure that, "every patient whose planned care has been disrupted by COVID receives clear communication about how they will be looked after, and who to contact in the event that their clinical circumstances change."

The guidance outlines principles to help write personalised, patient-centred communications to patients who are waiting for care. While aimed at hospitals, NHS England believes it may also help the wider system.

We'd be interested to hear from people receiving any letters cancelling or postponing care to see if you think the communication has been clear and tells you who will look after you. Please [let us know](#) if you have an experience of this sort.

[Read the guidance](#)

Contact our helpline



We have a range of information leaflets [on our website](#) which contain useful information and pointers if you have a quick question about your health and social care.

If you can't find the answers you need there, you can always call our helpline on 0800 3457115 between 9.30am and 5pm on weekdays, or email helpline@patients-association.org.uk. See our website for more ways to get in touch.

What our team is reading

[The cartoonists making mental health their muse](#)

[More than half a million patients are waiting for NHS treatment in Wales](#)

[New LSE Report: Health charities and the NHS](#)

[Safety watchdog says NHS 'never event' mistakes are not yet truly](#)

[How decades of public health inequality have made ethnic communities hesitant to take COVID vaccines](#)

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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