

Welcome to the Patients Association's Weekly News

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Members survey findings

 **the patients association**

The results of the Members Survey
2021 are in.

Thank you to so many of you who
filled in the questionnaire.

Read highlights of the findings and
changes we plan to make as a result



Analysis of the members survey shows members would like to be campaigners, really enjoyed their work with our focus groups, and would like to be more involved with us.

Highlights from the results include:

- Half of the respondents joined us because they wanted to campaign for improvements in health and social care. We are currently looking into creating local campaigning tools that would be available on our website.
- Respondents praised our focus groups, saying they were well run and interesting but two thirds wanted to know what the impact of their involvement in focus groups and other projects is. We will work harder at letting people know the impact of our work and be clearer about how we evaluate our work.
- Over half wanted to be invited to activities that interest them. We're planning to redesign our membership

form so people can list their interests when they join.

- People were really keen for us to hold events and we have an online event later this month (see below).
- More than half of respondents were keen for us to run training that would equip patients with the skills to work with their local health and social care organisations. We are exploring how we could do this – whether we collaborate with local organisations, or whether we tie it in to specific work we do but we will be in touch with more on this early next year.
- Just over two-fifths would be keen for us to establish a patient advisory group: as you know, we recently convened a lived experience advisory panel and once we've evaluated that, we'll be in a position to make a decision about an advisory group.
- Four-fifths of respondents read *Weekly News* and more than two-thirds were satisfied or very satisfied with it. Two-thirds want us to bring back our quarterly publication *Patient Voice*, which we suspended because of the pandemic. We are looking into this possibility and will let you know what we will do in the new year.

Patients Association statement on crimes committed in Kent hospitals

We are horrified by the details in the trial of David Fuller of the assaults that took place in the morgues at Kent and Sussex Hospital and Tunbridge Wells Hospital over several years. We are thinking about the families and friends of the women Fuller assaulted in the hospitals. The loss of dignity and privacy in death takes away their loved ones' ability to grieve for them.

We welcome the announcement of the independent investigation by Sir Jonathan Michael. The investigation should include what recruitment checks were done when he was hired, the hospitals' safeguarding, security, and governance procedures, his access to the morgues, and whether there may be as yet unidentified victims given the length of time Fuller was active.

You can read our complete statement on our website.

[Read our statement](#)

Event: Shared decision making: a reality for everyone?



Spaces are still available for our online event, [Shared decision making: a reality for everyone?](#)

We're partnering with the National Institute for Health and Care Excellence (NICE), NHS England & NHS Improvement, and the Winton Centre for Risk & Evidence Communication for an online event on November 24th.

Attendees will hear from and be able to ask questions of our panel members about their experiences and thoughts on shared decision making.

The event will be held on Zoom and tickets are free. You can register to join the event below.

[Register for Shared decision making: a reality for everyone?](#)

Sharing your experience of care



As a leading patient charity, we often get enquiries from journalists looking for patients to talk to for their stories.

Last month we had calls from Channel 5 News, ITN, the Wall Street Journal, the Big Issue, and Daily Mirror all asking for people who had experienced long delays for treatment. In September, the focus was on GP access and journalists were very keen to speak to people who had struggled to get GP appointments.

If you'd like to share your experience of care with the media through us, let us know. We can't guarantee we'll be able to match your story with a journalist looking for a case study to bring to life a story but if this is something you'd like to explore, then drop us a line at media@patients-association.org.uk.

Ask your pharmacist



According to an online survey carried out for the National Pharmacy Association (NPA) last month, a third of people are unaware that pharmacies offer flu jabs and four in ten don't know pharmacies have consultation areas and offer a range of NHS services.

The results were released as part of the NPA's Ask Your Pharmacist public awareness campaign, which runs from 1-8 November.

Only half the adult population know you can get advice on managing your weight at pharmacies, but 66% know that blood pressure monitoring is offered in some pharmacies.

According to the survey, many people want pharmacies to play a greater role supporting people with mental health and in care homes (39% and 40% respectively).

It's Trustees' Week



TRUSTEES' WEEK

It's been Trustees' Week this week and we're excited to let you know that following our call for new trustees earlier this year, we'll be letting you know who are our new trustees are soon.

We were impressed with the many applicants we had and are grateful so many qualified people were keen to work with us.

Trustees are important to every charity. Our trustees are responsible for our governance and strategy and between four to five times a year.

[Read our trustees' bios](#)

From the helpline Most common calls in October



Our helpline advisers take calls on all kinds of problems patients experience.

Many callers just need signposting to find the right help, others need a little more advice.

Last month, our advisers took many calls from people wanting to make complaints about their GP surgery, care they received in private hospitals, and data breaches, among other things. Our advisers were able to recommend who to contact and what to do. We also have information on line on [how to make a complaint](#).

The advisers also handled a lot of enquiries about how to access medical records, which has been a very common enquiry throughout this year: there's [information on our website](#) about that too.

We also had calls about patient transport. Not everyone is aware that non-emergency patient transport exists. You may remember, we ran a survey on proposed changes on who is eligible for these services and we will be publishing our response to this consultation soon. Thanks to those of you who completed the survey.

To contact our helpline team, call 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 this week

[Turning patient engagement into the “new normal”](#)

[COVID: Hospital-linked deaths in Scotland under investigation](#)

[How can digital solutions empower and support heart failure patients?](#)

[College position statement on climate crisis](#)

[Woman has four-year wait to see Northern Ireland neurologist](#)

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](#). Thank you.



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