

Welcome to the Patients Association's Weekly News

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Tell us about your experience of lockdown

HOW HAS COVID-19 AFFECTED YOU?

Complete our patient survey to let us know

 **the patients association**

We have all been in lockdown for over a month now and at the Patients Association, we want to know what that's been like for you.

Today we're launching the [Patient Experience During COVID-19 Survey](#), which we hope you'll complete. Your answers will help us build a picture of how lockdown has affected people with ongoing health conditions and disabilities.

We'd like to know if you've been able to access the healthcare you need, if the delivery of care has changed, and what impact lockdown has had on you and your family.

The survey is anonymous. We'll use the information to influence decision makers, such as the Government, local authorities and the NHS, to ensure that while the nation is in the grips of the pandemic, the needs of other patients are not forgotten.

We'll also share the information as part of any national review of how we all coped.

It will take you about 15 minutes to complete the survey. We'll publish the findings on the Patients Association website, as soon as we can.

[Take the survey](#)

Changes to lockdown rules expected from Monday



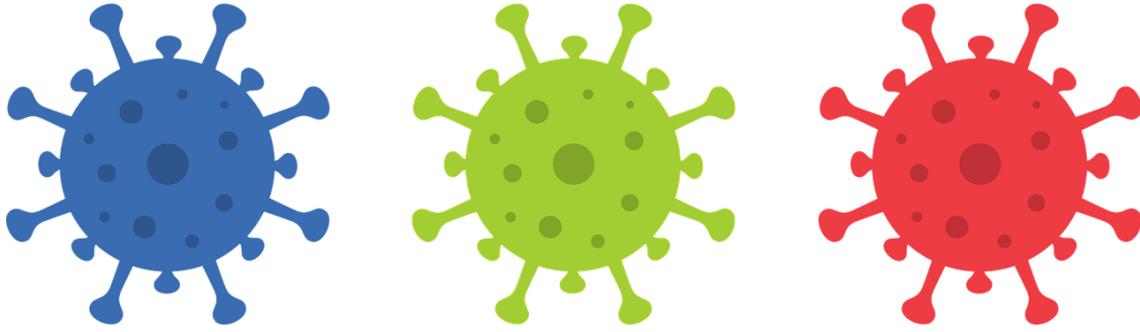
The Prime Minister is due to make a televised address to the nation on Sunday evening. It is being widely reported in the media that he will announce changes to the rules around lockdown. He indicated in the House of Commons this week that some changes would take effect immediately.

We will be analysing the announcements and updating the [coronavirus resources on our website](#) on Monday – please keep an eye on our social media channels for the changes, or check the website on Monday evening.

In Scotland, the Government has published a [framework for making decisions](#) on easing the lockdown, but no changes have yet been made.

Even if restrictions on movement outside the home are eased in some way, it is highly likely that social distancing guidance will remain in force. We will all have to maintain a distance of two metres (six and a half feet) from people outside our household for some time to come.

Public Health England reviewing COVID-19 deaths



Public Health England is reviewing all deaths caused by COVID-19 to see how different factors – including ethnicity, gender and obesity – can have an impact on people’s outcomes following infection.

The review will also look at vulnerable groups such as people experiencing homelessness and rough sleeping to understand how the virus affects them and their health outcomes.

The rapid review has been prompted because of emerging evidence to suggest COVID-19 may be having a disproportionate impact on black, Asian and other ethnic minority groups.

It is hoped that the analysis will develop understanding of the impact of the virus on different groups, which can then help mitigate the risks it presents. PHE hopes to have results by the end of the month.

From the helpline



 the patients association

Calls to our helpline are now free of charge!

We've launched our new 0800 number, making it free for people to speak to our expert advisers:

0800 345 7115

One of the things our helpline excels in is signposting people to organisations that can help them with their issues.

That's how we helped Sam*, who called after being sent 'from pillar to post' trying to track down the results of his blood tests.

Sam had had blood tests taken in hospital but had been unable to get the results. We were able to offer information on every patient's right to obtain a copy of their medical records and also directed him to advice on the [AvMA website](#) on how to do this, which includes a template letter.

If you need help, our helpline is open between 9.30am and 5pm on 0800 345 7115 and calls are free.

*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. See our website for more ways to get in touch.

What our team is reading this week

[Should I go for a walk during lockdown?](#)

[Scientists and doctors are grappling to understand the fiendish complexity of COVID-19](#)

[Ethnic minority deaths and COVID-19: what are we to do?](#)

[Coronavirus PPE: Gowns ordered from Turkey fail to meet safety standards](#)

[COVID-19 kills people in the most deprived areas at double the rate of those in the most affluent](#)

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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