

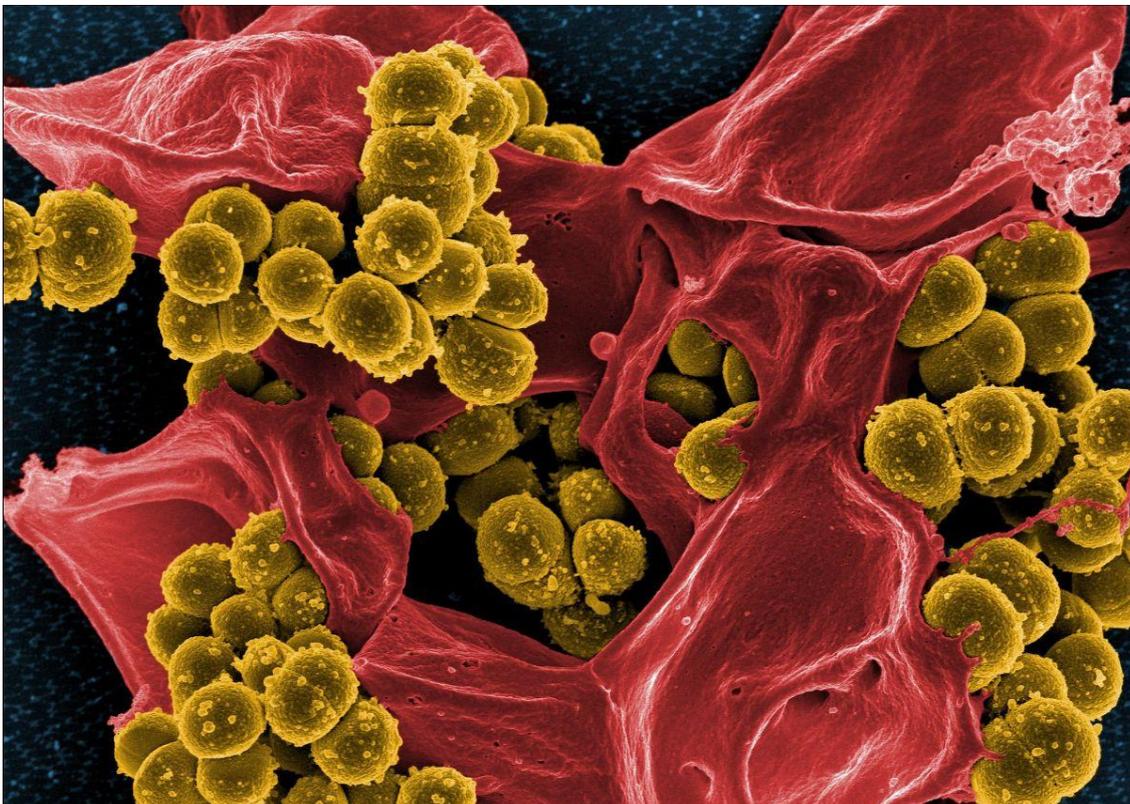
Welcome to the Patients Association's Weekly News

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Seeking participants for workshops on tackling antibiotic resistance



Scanning electron micrograph of methicillin-resistant *Staphylococcus aureus* bacteria (yellow) and a dead human white blood cell (colored red.)

Antibiotics play a crucial role in treating infections and when used appropriately are a vital

source for good. However, overuse and inappropriate use of antibiotics has created antibiotic resistant infections which occur when bacteria no longer respond to an antibiotic. The rising rates of antibiotic resistant 'superbugs' is of great concern for everyone, especially among patients whose care has been affected by infection. To help combat this issue, patients can play a key role in safeguarding against antibiotic resistance by actively engaging and participating in their care and being stewards of appropriate use of antibiotics.

To engage patients on this topic, Pfizer is seeking participants for workshops as part of its **Antimicrobial Resistance Shield Project**. The virtual workshops will include both patients and healthcare professionals who will work together to co-create resources that will support patients in shared decision-making on the appropriate use of antibiotics in the hospital setting. Pfizer has engaged the Patients Association to help convene and chair the workshops.

If you would like to learn more about the workshops and the selection criteria for participating, and to register your interest, please [visit our website](#).

For more information about this project, contact the project manager Sharrie McIntosh sharrie.mcintosh@patients-association.org.uk

PP-UNP-GBR-0335
Date of Prep: March 2022

[Find out more](#)

We gain PIF TICK accreditation

The logo for PIF TICK accreditation features the text 'Trusted Information Creator' in a bold, dark blue font, stacked vertically. To the right of the text is a large, stylized green checkmark. The entire graphic is enclosed in a light blue rounded rectangular border.

**Trusted
Information
Creator**

Patient Information Forum

We've been awarded the PIF TICK – the UK-wide quality mark for healthcare information – by the Patient Information Forum.

Being given the PIF TICK means our information on health and social care can be relied on to be accurate and up to date. It makes us a trusted information creator. To become one, we had to undergo an assessment to show we met ten key criteria, which ensure that our information is evidence-based, understandable, jargon-free, up-to-date and produced to the best possible standard.

We've always worked hard to make sure that information on our website and shared by our helpline advisers is correct, so being recognised as having the systems in place to produce high quality information has really pleased us.

You can read more about our assessment on our website, where you'll also find information on a range of health and social care topics.

[Read more](#)

Integration white paper loses sight of active, engaged patients



Department
of Health &
Social Care

Joining up care for people, places and populations

PUBLICATION: 09 FEBRUARY 2022

The government's proposals for health and care integration

While we welcome the focus in the Government's health and social care integration white paper on integrating care around patients, an active role for patients in this integrated care is largely absent.

The idea is mentioned in passing, but it is not central to the plans and seldom translates into firm plans for action. We make our disappointment clear in our response to the Government's consultation, which you can read on our website.

But we are pleased to see a focus on outcomes, rather than a focus on activity. There are, however, areas of concern to us including whether it will be possible to make services accountable to the people who use them and how easy it will be to bring in single patient records and patient access to them by 2024; this is positive, but may be difficult to achieve.

[Read our response to the consultation](#)

We welcome UK COVID-19 Inquiry's broad scope



We have welcomed the breadth of the terms of reference for the [UK COVID-19 Inquiry](#).

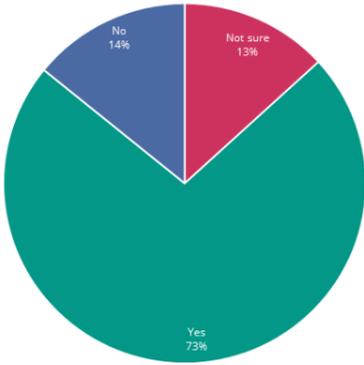
Back in 2020, following publication of our first pandemic patient experience report we committed to contributing to any future COVID-19 inquiry and will be taking part in the inquiry.

This week, we submitted our feedback on the terms of reference, including specific areas that we think could be expanded. You can read our full feedback on our website.

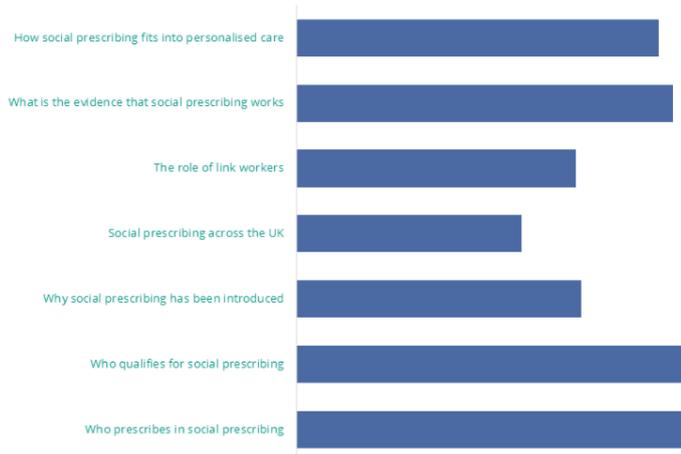
[Read more](#)

It's a 'yes' to social prescribing information

Did you know about social prescribing?



What you want to now about social prescribing



Nearly 3 out of 4 readers said they knew what social prescribing was. The most wanted information was is a social prescribing and who qualifies for social prescribing.

Thank you to those of you who took part in our survey into social prescribing, which is now closed.

Most people know what social prescribing is, according to both the survey and a poll we ran on Twitter.

You wanted to know about the practicalities of social prescribing, rather than why it was introduced, such as who qualifies for it, who can prescribe it. Our small survey also suggests you want to know the evidence for social prescribing working.

We will now begin our PIF TICK process to see if information on social prescribing is something we should produce. We'll keep you up to date with our progress.

Last day to contribute to the cancer plan call for evidence



The Government consultation into its 10-year cancer plan closes tonight at 11:45pm. Make sure you have your say.

[Share your views](#)

From the helpline

How to complain about private healthcare



Maureen* called to ask how she could get a medical report about her 15 year old daughter, Willa's treatment that she received at a private healthcare provider.

Willa's family had paid for her treatment and for a medical report to be produced, however, since January, despite numerous contacts with the consultant, they had not received the report.

Our adviser explained the complaints process that apply to consultants who are members of the Independent Doctors Federation (IDF). The adviser also explained that if the treatment and consultations had taken place in a private hospital, then the hospital may be a subscriber to and also that of the Independent Sector Complaints Adjudication Service (ISCAS), and the would be able to use its three-step complaint process.

Our adviser provided Maureen with all the relevant contact information and also suggested he read the [complaints self-help guide](#) produced by Action against Medical Accidents (AvMA). **If you're one of the many patients looking into private healthcare for the first time, take a look at the [new information](#) on our website. Developed with patients, it is designed to help**

patients navigate private healthcare and set out what options are available to them.

*Names changed to protect privacy.

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.

And remember, we have a [range of information](#) on our website from our very popular nutrition checklist right through to understanding your medicines.

What our team is reading this week

[Ockenden report: the refusal of our healthcare service to take patient experience seriously](#)

[Putting patients at the heart of tech innovation](#)

[Studying health inequalities has been my life's work. What's about to happen in the UK is unprecedented](#)

[Miscarriage: Tens of thousands have PTSD symptoms](#)

[Families asked to take in Covid-positive loved ones as NHS faces 'perfect storm'](#)

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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