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

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| **Our new report finds high patient confidence about GP visits** |

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| Thank you to everyone who took part in our recent survey about GP premises. The results were published this week, and show a high degree of confidence among patients about visiting GP premises in person, despite the ongoing COVID-19 pandemic. Two thirds of patients reported feeling very (35%) or somewhat (31%) confident about making such a visit. Measures such as having hand sanitiser and Perspex screens at reception would increase this confidence further, with relatively few patients concerned about them. They also confirmed that many patients had been offered remote consultations, and that phone calls were much more common than online appointments. Rachel Power, Chief Executive of the Patients Association, commented: “These results show that patients are keen to visit their GP’s premises in person, and feel confident about doing so. They also show that remote consultations have worked well for some patients, but that real-world access to premises is essential for others. In reopening its primary care services, the NHS must ensure that the options for accessing GP premises meet the needs of all patients, and build on the strong confidence in visiting their GPs that patients continue to hold.” |

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| [**Read more**](https://patients-association.us5.list-manage.com/track/click?u=9dd6577cf3f36af3c2f6682ed&id=bdca2ac50c&e=b00dac9705) |

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| **Get involved – diagnostic tests and results** |

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| Are you a patient who has been waiting to receive a diagnosis or test results during the last six months? This includes, but is not limited to, CT scans, MRI scans, and endoscopy and dermatology procedures. Has the COVID-19 pandemic affected your service?  Would you like to help to improve the patient experience of waiting for a diagnosis?  The Patients Association is holding an online Zoom patient group discussion on this topic on Tuesday 27th October, 2.00-4.00pm, and we are seeking patients to take part. An £80 incentive payment will be offered in Amazon vouchers and places are limited. Participants will be chosen on the basis of suitability to ensure the group is representative of a wide variety of backgrounds and experiences.  Please fill in the registration form [https://www.surveymonkey.co.uk/r/CRNMC2T](https://patients-association.us5.list-manage.com/track/click?u=9dd6577cf3f36af3c2f6682ed&id=6a8dfc15b0&e=b00dac9705) if you are interested. |

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| [**Get involved**](https://patients-association.us5.list-manage.com/track/click?u=9dd6577cf3f36af3c2f6682ed&id=e273fbf002&e=b00dac9705) |

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| **New coronavirus restrictions** |

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| An estimated 30 million people are now subject to partial lockdown measures again across the UK. Varying levels of restrictions have been introduced across different nations and regions. In England, new tiers of ‘medium’, ‘high’ and ‘very high’ alert levels have been created. You can check the level in your local area by entering your postcode on [this webpage](https://patients-association.us5.list-manage.com/track/click?u=9dd6577cf3f36af3c2f6682ed&id=69d40c2f0f&e=b00dac9705). Further restrictions on hospitality and household mixing [have been in place in Scotland](https://patients-association.us5.list-manage.com/track/click?u=9dd6577cf3f36af3c2f6682ed&id=d06cc3656d&e=b00dac9705) for the past week. Northern Ireland has imposed a [four-week ‘circuit breaker’ lockdown](https://patients-association.us5.list-manage.com/track/click?u=9dd6577cf3f36af3c2f6682ed&id=4934b137ca&e=b00dac9705), which comes into force at 6pm this evening. Wales has [numerous local lockdowns](https://patients-association.us5.list-manage.com/track/click?u=9dd6577cf3f36af3c2f6682ed&id=3242f63ad7&e=b00dac9705) in force already, and is reported to be considering introducing a ‘circuit breaker’ lockdown as early as next week. As ever, links to full official information for each nation are available in the [COVID-19 section of our website](https://patients-association.us5.list-manage.com/track/click?u=9dd6577cf3f36af3c2f6682ed&id=369afd43df&e=b00dac9705). |

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| [**Read more**](https://patients-association.us5.list-manage.com/track/click?u=9dd6577cf3f36af3c2f6682ed&id=c502836280&e=b00dac9705) |

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| **COVID-19 is magnifying health inequalities, warns CQC** |

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| The Care Quality Commission’s (CQC’s) annual assessment of the state of health and social care in England looks at the quality of care over the past year. This includes the period before the full impact of COVID-19 began to be felt and CQC’s routine inspections were suspended as a result of the pandemic. The report finds that the way care is organised and delivered was changed rapidly at the start of the pandemic, and highlights that the challenge now is to develop the best aspects of these new ways of delivering services while making sure that no one is disadvantaged in the process. The report calls for priorities to be reset in a more sophisticated way to ensure that the longer-term response includes everyone, regardless of what kind of care they need, or where they receive it. Some life-changing operations have still not been rescheduled and there are people whose cancer has not been diagnosed or treated. As we enter a second wave, CQC urges learning to ensure that non-COVID-19 patients are not left behind. The report also observes that the fact that the impact of COVID-19 has been felt more severely by those who were already more likely to have poorer health outcomes – including people from Black and minority ethnic backgrounds, people with disabilities and people living in more deprived areas – makes the need for health and care services to be designed around people’s needs all the more critical. |

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| [**Read more**](https://patients-association.us5.list-manage.com/track/click?u=9dd6577cf3f36af3c2f6682ed&id=9ae05d1397&e=b00dac9705) |

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| **From the helpline** |

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| Maurice\* called us for advice about the failure of his GP to inform him of not one but two important test results: the first diagnosing him with type 2 diabetes; and the second diagnosing him with COPD. On the first occasion, Maurice discovered his diabetes diagnosis only when reading his summary care record. He contacted the practice manager and was told they had phoned him, received no reply and so took no further action. He is still awaiting an explanation for the failure to inform him of his COPD diagnosis. We were able to suggest multiple courses of action to Maurice: we suggested he could write to the practice manager to raise his concerns, and ask for an explanation of why they had not sent messages to his mobile phone asking him to contact them about his results; we outlined how to make a formal complaint to NHS England if he was not satisfied with the practice’s response; we suggested he contact his local Healthwatch; and we gave him details of how to report the problems to the Care Quality Commission, which Maurice was keen to do.\*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=9ea2870668&e=b00dac9705) for more ways to get in touch.   |

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

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| [**Major test and trace improvements key to avoid further restrictions**](https://patients-association.us5.list-manage.com/track/click?u=9dd6577cf3f36af3c2f6682ed&id=ecb3d54589&e=b00dac9705) |

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| [**Thirty-year failure to tackle preventable disease fuelling global COVID pandemic**](https://patients-association.us5.list-manage.com/track/click?u=9dd6577cf3f36af3c2f6682ed&id=25885ebb0e&e=b00dac9705) |

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| [**How will Brexit affect the UK’s response to coronavirus?**](https://patients-association.us5.list-manage.com/track/click?u=9dd6577cf3f36af3c2f6682ed&id=5b98c52ba1&e=b00dac9705) |

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| [**Lockdown loneliness and anxiety across the generations**](https://patients-association.us5.list-manage.com/track/click?u=9dd6577cf3f36af3c2f6682ed&id=7b0dbcc1e1&e=b00dac9705) |

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| [**Care home 'destroyed' by COVID-19 shuts down amid sharp rise in closures**](https://patients-association.us5.list-manage.com/track/click?u=9dd6577cf3f36af3c2f6682ed&id=6b9125e5e0&e=b00dac9705) |

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| **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=c2b082bfb1&e=b00dac9705).  |

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