

Welcome to the Patients Association's Weekly News

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 Forward

Disco and raffle honour late husband and raise money for Patients Association



The late Tony Maley

Annette Maley, of Chelmsley Wood, West Midlands, has raised £911 for the Patients Association from a disco and raffle, held last month at her local social club.

The event also remembered her late husband Tony, who died in March 2019. It was Tony's death that prompted Annette to get in touch with us. She was extremely unhappy about the care Tony had received for the six months before his death, as well as the treatment he received in the final weeks of his life.

“I contacted the CQC but it didn’t respond to me. So I contacted the Patients Association’s helpline and it presented my concerns to the CQC,” said Annette. “I am really thankful that one organisation listened to me and supported my concerns. So I wanted to raise money to help other people like myself.”

Annette’s event sold out and “everyone had a good time”, said Annette who described the evening as “something positive to come out of Tony’s death”.

The Patients Association is extremely grateful to Annette for the money she’s raised. As an independent charity, we don’t receive any core funding from government, and a donation - whatever the amount - means we can give information and reassurance to patients and work to influence health policy and effect change that benefits all patients. You too [can donate online](#).

- If you have concerns about the care you or a loved one has received, the Patients Association and the CQC have a partnership that means we're able to pass on the information you provide to us to the CQC. Find out more about how to [Declare Your Care](#).

PHSO seeks patients views on new strategy



The Parliamentary and Health Service Ombudsman is seeking feedback on its draft strategy for 2022-2025.

The PHSO says the pandemic has "shone a light on existing problems and exacerbated barriers, fault-lines and gaps" and plans to address them in the new strategy.

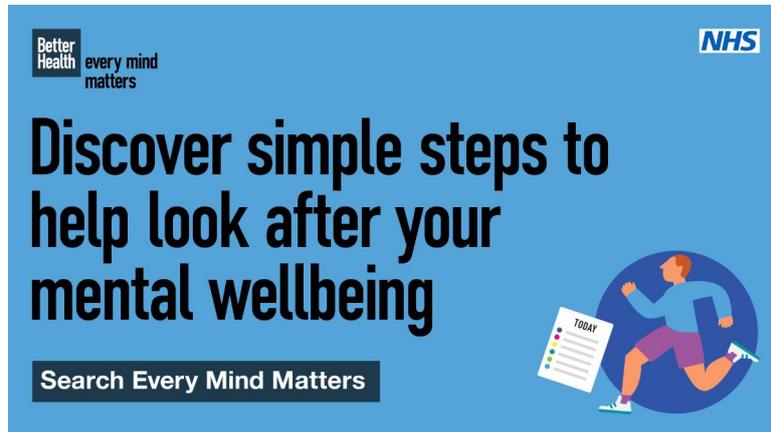
Among its plans are working with communities who are less likely to use its services, working in partnership with others, and a focus on continuous improvement in the service it provides.

It's three new strategic objectives are:

1. People who use public services have a better awareness of the role of the Ombudsman and can easily access our service
2. People the PHSO works with receive a high quality, empathetic and timely service, according to international Ombudsman principles
3. The PHSO contributes to a culture of learning and continuous improvement, leading to high standards in public service.

Give your feedback

Every Mind Matters



It's World Mental Health Day this Sunday and to mark the occasion, the new [Office for Health Improvement and Disparities](#) (OHID) has launched a campaign urging people to find 'what works for me' as part of the Every Mind Matters campaign.

The new campaign is aimed at all adults and focuses on the little things we can do to look after our mental wellbeing.

At the heart of the campaign is the free, NHS-approved [Mind Plan](#). Answer five questions online and get a personalised mental health action plan with practical tips to help with stress and anxiety, mood, sleep and feel more in control.

The [Every Mind Matters](#) website is continuously updated to support the public's mental health, and includes a [COVID-19 hub](#) that offers tips and support on how to deal with change, cope with money worries and job uncertainty.

Get your own Mind Plan

Give your feedback on Weekly News



Photo by [Brett Jordan](#) on [Unsplash](#)

If you've not yet completed the online survey to give your opinions on this newsletter, please take a few minutes to share them. The survey should take no more than three minutes to complete.

We will use your feedback to enhance Weekly News.

[Take the survey](#)

From the helpline
Return to sender, address unknown



Jessica* called our free helpline to get the correct email to send a letter of complaint to Spire Healthcare, the private provider.

She had had treatment at a Spire hospital, was unhappy with it, and wanted to complain. Spire gave Jessica several email addresses to send her complaint to, but each email bounced back as 'unknown'.

Jessica simply wanted to know the correct email address or, at least, how to get hold of it.

Our adviser took the opportunity to tell Jessica about the Independent Sector Complaints Adjudication Service (ISCAS), the independent adjudicator of complaints for the private healthcare sector, and its three-stage complaints process.

He also gave her ISCAS's contact details, including a phone number and website details. And he also explained the role of the Care Quality Commission and asked her to consider giving the CQC her feedback.

* 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](#) for more ways to get in touch.

What our team is reading this week

Libraries are key partners in tackling Scotland's health inequalities

Wales faces unprecedented 'triple challenge' to health and wellbeing

Long COVID: Anger at lack of help for patients in Northern Ireland

Ivermectin: How false science created a Covid 'miracle' drug

Sajid Javid says health and social care 'begins at home' and people should turn to family before NHS

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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