

Welcome to Weekly News from the
Patients Association

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 Forward

Patients Over Politics: Getting your voice heard during the General Election campaign



The next UK general election is now scheduled for 12th December 2019, and we are taking the opportunity to launch a campaign calling for all political parties to put **Patients Over Politics**.

People are more important than political point scoring and we want to make sure that, when politicians debate health and care issues on their campaign trails, they remember that it is really the **patients** that matter.

Put Patients Over Politics

Health and social care will be a key issue for the parties at this election, and no matter which way you will be voting, we want to ensure patients are not forgotten. People waiting for a GP appointment, those receiving care as an inpatient or hospital outpatient, and everyone receiving some form of health treatment or social

care – we represent you. Help us ensure your voice is heard during this vital general election campaign.

Have Your Say

How confident do you feel that our politicians will put patients over politics during this election campaign? Please fill out [this short survey](#) to tell us your views. It will help us with our campaign and we will publish the results nearer polling day.

Politicians must hear from the people who will be affected by their policy proposals and we're here to help you get your voices heard. We're developing a set of resources so that you can get involved and take action, and we'll be rolling these out over the next few weeks. To receive dedicated updates and information about actions you can take to support the #PatientsOverPolitics campaign, [register your interest here](#).

Take the survey



Get Involved Now

We're looking for people who are happy to record short videos saying why it matters to you that politicians approach health and care issues responsibly in this election. We'll feature your videos on our website and social media channels, so that the politicians can hear directly from you, the patients. For more information, [download our simple how-to guide](#).

A message from Rachel Power



Our CEO Rachel Power today commented on **Patients Over Politics**:

“I’m really excited about this great campaign. It’s a real opportunity for us to spread the word – **at this election, it’s vital to put patients over politics.**”

“As the key voice for patients in the UK, we’re ideally positioned to run this campaign that helps make sure politicians treat the issues of health and care with the seriousness they deserve in this election so please get involved in any way you can and watch this space. We’ll be updating you every week on our progress.”

Help us to help more patients: information leaflets survey



We make our information leaflets available for free on our website, and our helpline team often use them to provide detailed information to people who call and email us. We are reviewing our existing leaflets, and planning to add new ones to our range. To do this, we need to hear from people who have used them, and also to get first impressions from people who haven’t seen them before.

If you haven't already done so, it will really help us if you can complete [this short survey](#). It will take about five minutes, and we ask you to read one of our shortest leaflets, on [preparing for a GP appointment](#), first. If you have a little more time, it also includes questions on our leaflet on [adult social care](#), which is a slightly longer one.

Thank you for your help!

[Take the survey](#)

Maternal health - free online legal clinic



Our helpline sponsor Leigh Day is teaming up with Mumsnet to run a free, online legal clinic next week. They will have maternal health lawyers answering questions on your concerns about healthcare and treatment during pregnancy, labour & childbirth from 4-8 November.

[Find out more](#)

From the helpline

This week our helpline took a call from Peter* who was seeking advice about how he could escalate his complaint about a private healthcare clinic. He had agreed to pay a total of £550 for a two-part consultation for a test for prostate cancer. On the day of the first consultation and the test, Peter was delayed due to heavy traffic but he rang the clinic to inform them of this while he was in transit and was told that there was no problem.

Unfortunately, when he arrived he was informed that the consultation would be reduced by 20 minutes, to 10 minutes, because he was late. Peter went ahead with the test at the time but subsequently contacted the clinic to ask for a refund for the reduced consultation. The manager accepted his complaint but then later informed him no refund would be offered.

We advised Peter that if the private clinic concerned is a subscriber to ISCAS, he has another possible avenue for complaint. We gave him the contact details of the Helpline and also advised him about the role of ISCAS, directing him to the complaints area of their website.

However, we also had to point out that if the clinic wasn't a subscriber to ISCAS, his complaint may have unfortunately run its course. If this was the case, then Peter should check with the CQC and give them his feedback.

*Name has been changed.

To get in touch with our helpline team and share your thoughts of health and care services, call 0800 345 7115, email helpline@patients-association.org.uk or visit our website. We also operate a Live Chat function on weekdays between 2 - 5pm for people who wish to receive advice online.

 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

What our team is reading this week

Britain experiencing sharpest slowdown in life expectancy among developed nations

Complex AI rules could risk patient safety, say officials (£)

NHS hospitals going back to the future for dementia patients

GP faces backlash over call to charge 50p for doctor's appointments

Progress in reducing food sugar content 'lost' as people buying more, Public Health England warns

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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