

**Welcome to the Patients Association Weekly
News**



**MPs echo patients' concerns about hospitals
undertaking 'safe space' investigations**



A committee of MPs and peers has issued a report on legislation for the new

Health Service Safety Investigations Body (HSSIB), as part of the process to give the organisation independence in law.

It currently operates as the Healthcare Safety Investigation Branch (HSIB), as part of NHS Improvement. Its purpose is to identify failures across the NHS, and ensure the system learns from them; it does not investigate individual cases or replace any of the bodies that currently do so.

In our evidence to the committee, we welcomed the creation of HSIB and called for engagement and education so patients have confidence in its new [‘safe space’ model of investigation](#). The committee agreed with this recommendation, and also with our concerns about giving hospitals ‘safe space’ powers for use in their own investigations. It recommended that the ‘safe space’ approach should be available only to HSSIB, contrary to the Government’s proposals.

We hope that the Government will revise the legislation in line with the committee’s recommendations, and bring it to Parliament to be passed into law at the earliest opportunity.

Our evidence is now [available to read online](#) (ordinarily we publish consultation responses and submissions in our [Policy Directory](#) as soon as they are submitted, but parliamentary committees request that written evidence not be shared until their report is published).

Image by Robin S Taylor on Wikimedia Commons, under Creative Commons licence [CC BY 3.0](#).

[Read the report](#)

Get involved: improving GP premises

We previously launched a survey on improving GP premises – thank you to everyone who has given their views; if you have not already done so, please consider [answering the questions here](#).

Additionally, we will be holding a focus group in Birmingham on Wednesday 12 September, 1:30-4:30pm, at The Studio, 7 Cannon Street, Birmingham B2 5EP. If you would like to register your interest in attending, please contact Teresa Wilson on teresa.wilson@patients-association.com.

For other surveys, including on biosimilar medicines and NHS proposals to restrict access to some treatments, please see our website.

[Take our surveys](#)

Get involved: online primary care services



The Care Quality Commission is carrying out research into online primary care services, and looking to speak to people who have used online GP and pharmacy services (but not online components of a 'regular' GP, such as ordering repeat prescriptions or using an online booking service). They want to hear about what patients feel 'good' looks like where these online services are concerned.

The research will involve telephone interviews conducted by the independent research organisation Traverse, and participants will receive a £35 thank-you shopping voucher for taking part.

If you would be interested in taking part, please email perla.rembiszewski@traverse.ltd to express your interest.

[Take part](#)

From the helpline



We were contacted by a caller who is currently an outpatient at a hospital in England, and planning to move to Wales. They wanted to find out whether they could continue to be an outpatient at their present hospital in England.

We advised the caller that if they register with a new GP in Wales, they would normally receive their treatment from the NHS in Wales – however, cross-border treatment is possible, with patients in some areas being treated in English hospitals for some conditions. The Local Health Board (LHB) for the area that the caller is moving to will be the body with responsibility for organising their care, so we advised the caller to get in touch with the LHB for further advice and to clarify their care options.

If you would like to receive impartial help and advice on a wide range of health and social care issues, please do not hesitate to contact our helpline on (020) 8423 8999, or you can email us at helpline@patients-association.com. Additionally, the pilot of our new Live Chat service is continuing – you can contact our advisers direct through our website in this way on Mondays and Tuesdays from 10am until 12 noon.

You can access Live Chat on [our website here](#).

[Contact us](#)

Patient access to GP services



From October, all patients should have access to GP services between 8am and 8pm, seven days a week – this means being able to access a GP practice in the same area, not necessarily always the patient’s own practice. However, research published this week by the BBC suggests that in many areas access to services is still below this level, with only a short time left to reach the required standard.

Seven-day access is now available to 22 million people – 40% of patients registered with GPs. But more than five million people live in areas of England where it is not possible to book a GP appointment outside working hours at all, and 10% of registered patients live in areas where there is no access to GPs on evenings and at weekends.

John Kell, Head of Policy at the Patients Association, said: “Expanding access to GPs will be highly beneficial to patients, as general practice is an essential route to accessing all manner of NHS services. It’s clear now that improved access isn’t the same as everyone’s GP practice being open for longer periods – we clearly have too few GPs for that. The plans that need to be in place from October will require careful development, to ensure that services are genuinely accessible to all patients, and how to access them is well advertised.”

[Read more](#)

Join the Patients Association today!

Join us today

 the patients association



Membership of the Patients Association is free of charge, as we'd like everyone who wishes to join us to have the opportunity to do so. By becoming a member of the Patients Association, you can play a vital role in making sure that everyone can access high quality health and social care services when they are in need.

The Patients Association is a registered charity, and we rely on donations to help us to continue supporting patients and campaigning for change. When you submit the registration form you will be directed to an optional donation page. Alternatively, if you are already a member and would like to donate, you can do so via our website.

[Join us](#)

What our team is reading this week

[Supreme Court backs agreed end-of-life decisions](#)

[Unpaid carers: informal yet integral](#)

[Over the edge: a no deal Brexit and the NHS](#)

[Hospital sepsis deaths 'jump by a third'](#)

[Drug makers Sanofi and Novartis stockpiling for Brexit](#)

[Large drop in the number of new nurses coming from the EU to work in the UK](#)

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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