

Welcome to the Patients Association Weekly News

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Our 2019 AGM: book your place



**Attend our
2019
Annual
General
Meeting**

at Resource for London, Holloway Road
Tuesday 8 October, 1.30 to 4.30 pm

Patients Association members are invited to join us at our 2019 Annual General Meeting, which will take place on Tuesday 8 October 2019 between 1.30 and 4.30pm at Resource for London, 356 Holloway Rd, London N7 6PA.

The event is free to attend and will include updates on our work and information on upcoming projects. You can book your place [here](#).

In addition to updates on our activities, our AGM will bring together a panel of people to share their real-world experience of health and care services. The panel will include Kirit Mistry, a patient with type 2 diabetes, Cyrilene Cullen who is a carer for her son Fergus, and Yvonne Coghill OBE, Director for Workforce Race Equality in NHS England. Our panel discussion on the topic of how to improve patient experience promises to be a fascinating and informative session. Read more about the panel discussion [here](#).

We'll also be providing a summary of the feedback from our recent membership survey, and sharing information on next steps. The AGM is your opportunity to contribute to our work and future priorities, and [we do hope that you will be able to join us](#). Booking closes on 3 October.

[Register](#)

Our work to improve care: our new Care Home Charter



"The feedback from our pilot of the Care Home Charter in care homes across the UK demonstrates the great potential it has to transform care for residents, with an emphasis on establishing a two-way relationship between those receiving care and those providing it."

RACHEL POWER

Chief Executive, Patients Association

 the patients association

We're delighted to have [launched our Care Home Charter](#) this week, a new document that contains guidelines to improve medication practices for people living in care homes across the UK. Developed in collaboration with experts in health and social care and endorsed by the National Institute for Health and Care Excellence and the Royal College of Nursing among other organisations, the Charter [aims to help support residents](#) living in care homes to be actively involved in decisions about their care. It also provides a guideline for care home staff to follow in order to improve medication practices.

The Charter consists of a nine-point guideline for care home residents and their families, and is designed to promote and advance shared decision-making and improve patient safety. It emphasises the importance of residents being involved in regular monitoring and review of medications, and states that medicines should only be given with a resident's consent, unless they lack the capacity to provide it. In addition, the Charter also provides a nine-point guideline for care home staff to follow, stating that medicines should not be hidden by staff in food or drink, unless it is in a resident's best interests and all legal requirements have been met.

The Charter was piloted in 22 care homes across England, Wales and Northern Ireland, and is the culmination of a number of years of work by the Patients Association. You can find out more about the development of the Charter [here](#).

[Read more](#)

Legislation to improve the NHS: Patients Association joins call for action



NHS England has published its [proposals for legislation](#) to improve the operation of the NHS. The aim is to reduce the NHS's use of markets and competition, in favour of more collaboration and integration, both within the NHS and with local authority services. This would implement the approach of the NHS's Long Term Plan, which was developed in response to the announcement of extra NHS funding last year.

We [responded to the public consultation](#) on these proposals, and told NHS England that there was, broadly speaking, support among patients for a more collaborative approach. We also warned that strong engagement with patients and communities will be essential at every stage to ensure that the new system focuses on the needs of patients, and does not end up being run for the benefit of the people who work in it.

Along with other leading health and care organisations, we have now [signed a letter to the Secretary of State for Health and Social Care](#), urging him to ensure that the legislation is included in the next Queen's Speech, and enacted as soon as possible. Other signatories include Healthwatch England, the Local Government Association, the NHS Confederation and the Royal College of Nurses.

[Read the letter](#)

Working in partnership: improving complaints handling



While our policy and helpline work are central to us as an independent charity, we also pride ourselves on working in collaboration with other charities, companies, NHS trusts and patient groups. All of our projects involve listening to patients to make improvements that they have identified as important.

We are currently working on projects across the country on a range of topics, from improving complaints handling and developing patient participation groups to using digital technology for the benefit of patients. We work with NHS trusts on improving complaints handling, and recently we were at North Middlesex hospital to discuss putting patients at the heart of complaints resolution. We spoke about fair investigations and stressed the importance of clear and open communication.

If you would like to know more about our project work you can visit our website or email shivani.shah@patients-association.com.

From the helpline: poor care and early discharge from hospital

We were contacted this week by Jane*, who got in touch to ask for information about how to make a complaint. Jane's father, who is living with four forms of cancer, had recently been discharged from hospital prematurely. He has now been readmitted into hospital and Jane is concerned that nursing staff are once again keen to discharge her father from hospital, even though he is taking blood-thinning medication, and is bleeding in hospital. She contacted our helpline for information on how to complain and what she should do next.

Our helpline team suggested that Jane make an appointment to see the senior doctor responsible for her father's care to discuss her concerns about his premature discharge. We also suggested that, in the event her father is discharged prematurely again, Jane should contact her local council and raise her concerns with the Adult Safeguarding Team. Finally, we directed Jane to the [complaints resources](#) on our website and recommended that she report her experience to the [Care Quality Commission](#). We asked Jane to stay in touch and to let us know if there's anything further we could do.

If you need health or care advice, call 0208 423 8999 between 9.30 and 5pm on weekdays, or email helpline@patients-association.com. You can also visit our website to find out more about our helpline, and visit our advice and information leaflets [here](#).

*Name has been changed



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

[Contact our helpline](#)

What our team is reading this week

[Heart transplant waiting lists reach record high, with doubling in number waiting](#)

[Midwives failing to check babies heart rates is biggest cause of birth blunders in the NHS](#)

[No-deal Brexit 'still risk to NHS and care sector'](#)

Minimum price 'cuts drinking by half a pint a week'

Number of people in UK older than 105 more than doubled since 2002

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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