

Welcome to the Patients Association Weekly News

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## Patients Association at HSJ Patient Safety Congress



Our Chief Executive Rachel Power was at the HSJ Patient Safety Congress this week, joining over a

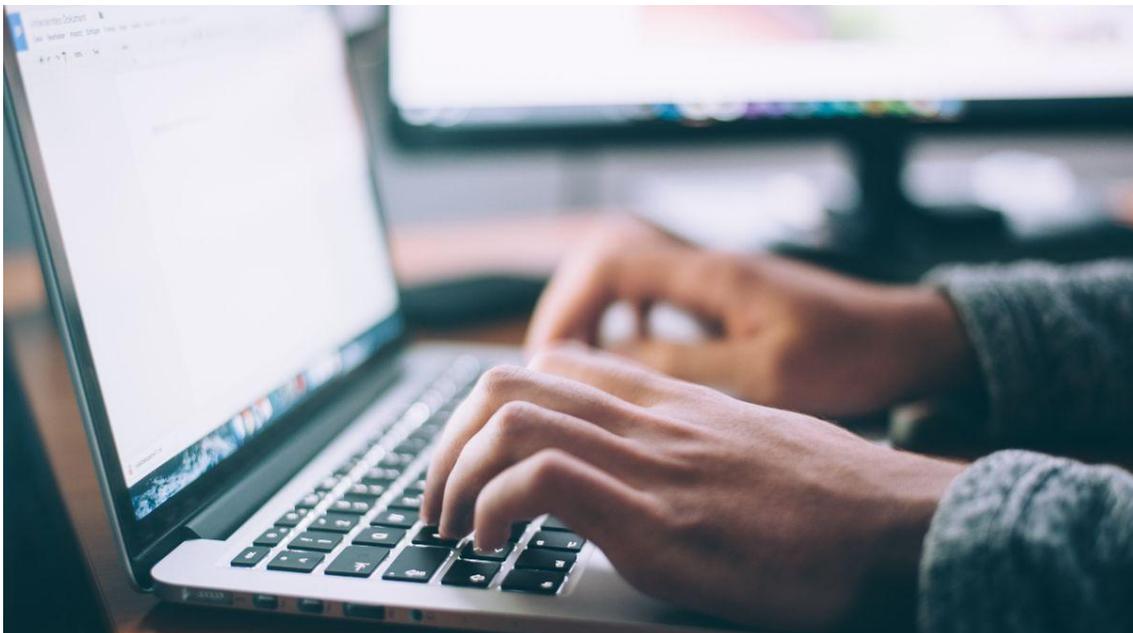
thousand delegates to discuss the latest patient safety initiatives and how the NHS can improve its quality of care for patients. Rachel joined a panel of experts including Helen Hughes from the charity Patient Safety Learning, Ian Duncalf, Vice Chair of the Association of British Health Tech Industries (ABHI) Patient Safety Working Group, and Mike Fairbourn, Chair of ABHI's Patient Safety Working Group, to discuss *Optimising Patient Safety Through Behavioural Modification - Improving the Human Factors: Driving Best Practice and Outcomes*.

In a wide-ranging discussion, the panel explored patient safety and how design for safety and human factors can help healthcare technology to enable safer care. Rachel stated that the NHS's response to a patient being harmed is often to be defensive, which can cause more harm to people seeking basic redress. Too often the NHS tries to deny and cover up mistakes, with clinicians and professionals afraid to admit to an honest mistake for fear of suffering disproportionate consequences. As a result, the individual and the NHS don't learn, and the same mistakes keep getting made. Rachel also commented that the NHS's complaints system is often flawed, though it varies from institution to institution.

Rachel spoke of empowering patients to enhance patient safety and underlined the importance of person-centred care, where there's an agreed plan, patients know what it is, and there's also a clear point of contact for patients. It was an engaging and informative event, and we're looking forward to continuing our work with partners to improve patient care.

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## New blog post: read our latest views on PHSO's clinical advice review



The Patients Association's Head of Policy, John Kell, has this week [published a blog](#) post examining the Parliamentary and Health Service Ombudsman's (PHSO) review of how it uses clinical advice in its case handling.

PHSO published its results in March 2019 across three documents: an [independent report from Sir Liam Donaldson](#), a former Chief Medical Officer; a [report of the Review Steering Group](#), chaired by PHSO non-executive director Sir Alex Allan, which responded to and built on the Donaldson report; and [PHSO's response to the review](#), which sets out a summary of what action it will take next.

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We have gone through all three documents and compared the recommendations in the Donaldson report to those in the Allan report, and in turn to PHSO's plans to take action, with the blog post summarising the major changes. You can read the blog on our website [here](#).

[Read more](#)

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## The importance of true patient participation



As well as the HSJ Patient Safety Congress, our Chief Executive Rachel was also at Birmingham and Solihull CCG's Annual General Meeting this week, sharing with patients the importance of true patient involvement in their healthcare. Talking about the work of our [helpline](#) and how we work with partners across the country on [projects](#) to develop and improve patient experience, Rachel spoke of the Patients Association's mission to give effect to the patient voice, to improve patient experience and support people to engage fully in their own care.

Rachel said that our work is more important than ever, and that our helpline has had an increase in recent months of people getting in touch to find out more about how to make a complaint. Rachel also spoke about our recent [reports](#) and urged people who are not already members to join and get involved.

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## Opportunities to have your say

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### **Influence care: join our workshop in Leeds on 19 July**

Have you been switched from a 'biological' medication to a new 'biosimilar' drug? The Patients Association is hosting a workshop in Leeds on 19 July to learn more about how people who are taking these new medicines can be better supported and to understand how their experiences could be improved. This is an exciting and unique opportunity to shape, influence and co-produce guidance directly with clinicians which will help different types of patients to be better equipped to make decisions and will allow them greater control over their own health and wellbeing.

Biologic medications are usually liquids given via a drip or injection pen. They are often used to treat long-term conditions including Crohn's disease, ulcerative colitis, psoriasis and arthritis, but patients with diabetes and people with some forms of cancer may also be taking biologics. Biosimilar drugs work in the same way and are newer versions of the original biological medications.

If you've recently been switched onto a new biosimilar medicine and live in or near Leeds, we'd love for you to join our workshop on Friday 19 July. The session will run from 10am to 2pm and will explore several themes including:

- What was your experience and how could it have been improved?
- What support would you like to be able to access and how?
- What tools or guides can be designed to make it a better experience for patients in the future?

Your feedback will help to shape our work, and participants will be invited to return for a second workshop later in the year to review and evaluate progress. Places are limited so please contact [anna.shears@patients-association.com](mailto:anna.shears@patients-association.com) for more information and to reserve your place. Lunch and light refreshments will be provided.

### **NEW: Help us influence care for private patients: focus group in London on 29 July**

Have you opted for private treatment over NHS care in the past? Has your treatment been funded by an employer through medical insurance as part of a benefits package? Attend our focus group with the [Independent Healthcare Providers Network](#) (IHPN) in London on 29 July and help us develop a new resource for patients receiving private treatment.

IHPN is the representative body for private sector healthcare providers and they are working with us to provide relevant and appropriate information for patients receiving private treatment. The new resource will be designed to give patients the information they need to make informed decisions about their treatment – from the decision to proceed with receiving private care through to the end of the patient journey when treatment is no longer required.

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We'll be hosting a focus group in central London on Monday 29 July with patients who have undergone private treatment and would like to invite you to join us. If you have recently had care privately or know someone who has, please get in touch by emailing Abdullah Mahmood at [abdullah.mahmood @patients-association.com](mailto:abdullah.mahmood@patients-association.com). Whether your experience was very good or one that could have been improved, we would like to hear from you. Refreshments will be available on the day and reasonable travel expenses will be reimbursed. For more information, email [Shivani.Shah@patients-association.com](mailto:Shivani.Shah@patients-association.com) or call 020 8423 9111.

[Read more](#)

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## Patient's Choice Awards: congratulations Sarah!



Congratulations to practice sister Sarah Everett, who Patients Association members, supporters and members of the public have voted as this year's RCNi Awards Patient's Choice winner! The annual award, which is supported by the Patients Association, enables members of the public to thank a nurse, midwife, health visitor, healthcare assistant or assistant practitioner who has provided exceptional care.

Five inspirational nurses were chosen as finalists from scores of nominations, and Sarah was voted the winner at an awards ceremony in London earlier this week. Sarah helped to turn a derelict nursery into a community hub for socially isolated men and was described as 'the driving force willing to go the extra mile' by John Alexander, who nominated Ms Everett. On behalf of our members, staff and trustee team, we'd like to say a huge congratulations to Sarah! You can read more about Sarah's incredible work [here](#).

[Read more](#)

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## Happy birthday to the NHS!

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Today, Friday 5 July, marks the 71<sup>st</sup> anniversary of the founding of the NHS. While the health service is not perfect, the care that people receive overall is very good, with staff working under immense pressure to care for their patients. On behalf of patients and the public, we'd like to thank all the healthcare professionals across the country who go above and beyond, and who show kindness and compassion to treat people at need.

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## Share your experiences of using GP services



Have you found recent consultations with your doctor helpful? Whether your experience has been positive or one that could have been better, we'd like to hear more and see what we can do to help. Our [partnership](#) with the Care Quality Commission (CQC) means when you call our helpline or email us, it makes a real difference. To get in touch with our helpline team and share your thoughts of using GP services, call 020 8423 8999, email [helpline@patients-association.com](mailto:helpline@patients-association.com) or visit our website.

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[Contact our helpline](#)



## What our team is reading this week

['Rewiring nerves' reverses hand and arm paralysis](#)

[Assisted dying: Paralysed man trying to change law so he can be helped to die](#)

[Nuffield Trust: Friday FAQs: Fran Woodard](#)

[Extra £8bn needed now to raise adult social care standards, say peers](#)

[Sepsis: How good are hospitals at treating 'hidden killer'?](#)

## 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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