

Welcome to the Patients Association Weekly News

 Share

 Tweet

 Forward

Patients Association calls on new Prime Minister to show ambition for health and wellbeing



With the arrival into office of a new Prime Minister and Government, we have taken the opportunity to reiterate our priority calls for health and care.

Rachel Power has written to both Boris Johnson and the incoming Chancellor of the Exchequer, Sajid Javid, calling on them to show ambition for the nation's health and

wellbeing, and pursue a strategic approach that is co-ordinated across all areas of government that affect people's wellbeing.

Her letter of congratulation to the Prime Minister on his appointment states: *"The Patients Association believes that, as a nation, we should be ambitious for the health and wellbeing we achieve: we must seek to improve from the current position, not merely hold station. This means more than meeting some of the substantial health and care policy challenges: it means a sustained, strategic approach across the whole of government, aligning other relevant policy areas such as benefits and housing with health policy. In the first instance, I would like to suggest that judicious changes to central government, such as a Cabinet committee on health and wellbeing, might be considered to achieve this."*

The letter goes on to outline key priorities and challenges for the health and wellbeing agenda, including on NHS funding, the social care crisis, NHS performance levels, and Brexit.

On the latter, she concludes: *"Brexit must be made to work for patients. Many people who voted for it did so in the expectation that it would not harm the NHS, and some in the expectation it would be actively beneficial. I understand that medical supplies are being given top priority in planning for any possible departure from the EU without a deal, which is welcome. [...] Given the fundamentally high stakes involved for the lives of so many people, it is essential that Brexit is successful in delivering benefits for health and wellbeing."*

Rachel has also written to Matt Hancock, to congratulate him on his ongoing tenure as Secretary of State for Health and Social Care, and reiterate our key messages to him.

You can read the letters in full on our website:

[Letter to the Prime Minister](#)

[Letter to the Chancellor](#)

[Letter to the Secretary of State](#)

Image from Number Ten Flickr, under Creative Commons licence [CC BY-NC-ND-2.0](#).

[Read more](#)

Complete our 2019 membership survey



 the patients association

Our 2019 membership survey

Share your thoughts on the NHS and tell us about the health and social care issues that matter the most to you.

Your opportunity to share your opinions and ideas about how we can improve the value of membership.

The Patients Association has this week launched its [2019 membership survey](#), and we are inviting members to share their views.

We want to know how satisfied you are with how the NHS currently runs, and we want to learn more about the health and social care issues that matter the most to you. We also want to know how we can better represent you, and to find out more about your membership preferences.

This is your opportunity to share your opinions and ideas about how we can continue to strengthen the Patients Association and improve the value of our membership, so please do complete the short survey [here](#). The information you provide will help us better understand patients' concerns and will enable us to build on our work towards improving patient experience. All responses will be completely private and confidential.

Please note: as this newsletter is available to everyone, including members and non-members of the Patients Association, we would like to encourage those who may not have already signed up to join the Patients Association as a member [today](#).

Not sure if you're an existing member of the Patients Association? If you have not previously completed our [membership application form](#), it's unlikely you're an existing member, and you therefore won't be receiving the additional benefits of membership including our quarterly members' newsletter and information about events, including our Annual General Meeting. Don't worry, though – you can still [complete our survey](#) and share your thoughts – we'd like to hear from everyone about how the NHS can improve. However, in order to have your views published as part of our results you need to be an existing member. It's entirely [free to join](#) and takes just a few minutes to complete the form.

If you're not sure whether you're currently a member and would like us to check our records, email membership@patients-association.com.

If you have any questions about the survey, email Shivani Shah, Head of Programmes and Community & Patient Engagement Manager on shivani.shah@patients-association.com.

Latest consultation responses



We regularly respond to consultations by government and others on key decisions, and this week we completed two such submissions.

The first was a follow-up to [last year's consultation on 'presumed consent'](#), opt-out organ donation. The Government proposed to exempt experimental and innovative transplants from the scheme, and only include operations that are now well-established and routine. We have supported the proposals.

The second consultation was from the General Medical Council, about proposed new guidance for doctors on how they use patient feedback in their regular revalidation process. We welcomed the GMC's broad approach, and [urged it to go further](#) in advising doctors on how to get the most useful feedback from patients, including using unsolicited feedback and coproducing feedback mechanisms with patients.

Help shape our new programme of work



If you'd like to shape our forthcoming programme of work on patient experience, you still have the chance to have your say at the very earliest stage. Our [brief survey](#) is still live, and the results will guide our larger-scale work later this year.

We want to know about your experience of being a patient – this includes your thoughts on the care that you, or someone close to you, has recently experienced, and anything else that has mattered to you while you (or they) have needed care.

The survey asks you to think about a period when you needed health or social care, either currently or in the past, so please only begin the questionnaire if you are happy to think about those experiences.

If you have any questions about this piece of work or would like more information, email policy@patients-association.com.

[Take part](#)

Knee problems? Join us to create new guidance to inform and empower patients



We've partnered with Oxford University to produce new patient information about the recommended treatment options for meniscal problems of the knee, and we'd like to hear from you if you currently have knee problems and are considering surgery, are waiting for a procedure or have recently had an operation.

We want to recruit a diverse group of patients to pilot a new approach to creating guidance that will inform and empower patients. Structured clinical guidance is central to the delivery of care in the NHS, and it is crucial that this guidance is developed with meaningful involvement from patients and the latest, best quality evidence.

As well as working with Oxford University, the project is also supported by the NHS Getting It Right First Time programme and the British Association for Surgery of the Knee. Participants will need to be able to attend a meeting in Oxford on Friday 6 September from 10.30am to 3pm. Travel expenses will be reimbursed. If you are interested in taking part please contact Heather Eardley on heather.eardley@patients-association.com.

NHS drops 'Friends and Family' test



NHS England has announced plans to replace the controversial ‘friends and family’ test. Under the test, patients are asked whether they would recommend the care they have received to their friends or family, but under new plans they will be asked a more direct question about how they would rate their care. The regulator has published details of a ‘development project’ that it conducted to develop the new test, but has not issued the findings of its research about how effective the old test was, or how it devised the new test.

Rachel Power, Chief Executive of the Patients Association, said: “This change essentially seems to abandon the original ‘friends and family’ concept in favour of a general feedback questionnaire. If so, NHS England would seem to have declared the Friends and Family Test a failure – which may or may not be fair, but they should be publishing their evidence for that in some detail. Could this be a missed opportunity to introduce a substantially different mechanism for getting essential patient feedback into the NHS? Might the NHS do better to concentrate its efforts on capturing spontaneous, un-prompted feedback, in moments when patients are genuinely grateful, or genuinely upset? With so little information on the rationale for this change, it’s hard to say.

“We would also like to see more detail on how the feedback will be used to improve services, which is the crucial thing, and which NHS England’s letter refers to only briefly.

“Giving patients more time to offer their feedback is probably a sensible change, particularly for maternity and A&E patients for instance.”

[Read more \(£\)](#)

Patient representative sought by royal college



The Royal College of Physicians (RCP) is recruiting new members to their [Patient and Carer Network](#) (PCN). This is an exciting opportunity to join one of the oldest and most prestigious medical royal colleges, and to influence care for patients.

A network of volunteers in England and Wales who support and shape the RCP's work and priorities, the PCN aims to improve care for patients and influence the future of health and healthcare. It exists to support the RCP to listen to what patients and carers need from doctors and the health service, and aims to champion person-centred care and patient safety by influencing the way that healthcare is designed and delivered. Examples of how the PCN has worked to achieve these aims are highlighted in the [PCN Impact Report 2017](#), which provides more detail on the range of projects and activities PCN members have been involved in.

To apply for this role, download the application form [on the RCP website](#). Applications close on 31 July.

[Read more](#)

**Share your health and social care experiences with
us**



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 or visit our website.

[Contact our helpline](#)

What our team is reading this week

Patients are finding it harder and harder to see their preferred GP – does it matter?

New analysis finds encouraging results in reducing emergency admissions from care homes

Children dying because 'second-rate' screening misses rare conditions

Government Accused Of 'Burying' Controversial Health Plan In 'Dying Days' Of May's Premiership

GPs are misdiagnosing patients because appointments are too short

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](#).



Copyright © 2019 The Patients Association, All rights reserved.

You are receiving this email because you subscribed to the Patients Association Weekly News. If you no longer wish to receive it and wish to unsubscribe, please follow the links contained in this email.

Our mailing address is:

The Patients Association
PO BOX 935
London, England HA1 3YJ
United Kingdom

[Add us to your address book](#)

Our full privacy policy [is available on our website](#).

Want to change how you receive these emails?

You can [update your preferences](#) or [unsubscribe from this list](#)