



Welcome to the Patients Association Weekly News

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Have your say: complete our survey and join us for a focus group in Manchester



Have you completed our [latest policy survey](#)? We are keen to hear about your experience of being a patient – this includes 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.

This is a preliminary survey to help us define the scope of our future work, so we're not looking for as big a sample as normal – we'll close the survey once we've reached 100 responses, so [complete the survey today](#). If you miss out, don't worry – there will be a more in-depth survey later this summer, which we will develop using these initial responses.

If you've already completed this survey, many thanks. **We'd now like to hear more about your views and would like to invite you to [attend one of our focus groups](#) in Manchester next month.** If you're free on either Tuesday 3 September or Friday 6 September, [join us](#) to play a part in shaping our future campaigning work, and to help us improve things for patients. We'll pay reasonable travel expenses and send more details about the focus groups closer to the time. [Complete the survey here](#) to register your interest.

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

[Complete the survey](#)

Complete our 2019 membership survey



 the patients association
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.

Our [2019 membership survey](#) is open, and we'd like to hear your views.

We've had a fantastic response rate so far – more than 250 of you have so far got in touch to tell us what you think of health and social care services, and what your priorities are for healthcare in the future. The membership survey also asks how we can better serve and represent you, our valued members, so get in touch and complete the short questionnaire [today](#). 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.

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.

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

[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.

While our helpline is open on weekdays between 9.30am and 5pm to support patients, the information and advice on our website is available to view and download at any time. We have a range of information leaflets which contain useful information and pointers if you have a question about your health and social care:

- [Adult social care](#)
- [Advance decision](#)
- [Making a complaint to your GP or hospital](#)
- [Next of Kin](#)
- [Preparing for your GP appointment](#)
- [Private healthcare](#)
- [The Anaesthetist – by your side](#)
- [You and your dentist](#)

Access the leaflets on our website [here](#).

[Contact our helpline](#)

What our team is reading this week

AI may help to spot heart problems

Brexit: Warning over cancer treatment supplies after no deal

Listeria outbreak: Toll rises to six as Sussex patient dies

Kidney condition detected in minutes by app

King's Fund (podcast): How do you solve a problem like social care funding?

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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