

Welcome to Weekly News from the
Patients Association

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**Patients Over Politics: Getting politicians
to listen to us**



PATIENTS OVER POLITICS

Remember what really matters

Patients Over Politics is our campaign for the general election calling for parties and politicians to remember the things that really matter to people. When politicians discuss health and care, we want to see them come together and focus on the decisions that matter to everyone.

We are going to challenge them to put political point scoring to one side and promise us that throughout this election they will treat health and care issues seriously, and put patients over politics.

Following our initial launch last week, we have been hard at work developing new ways for as many of us as possible to get involved and have our say.

Do you expect politicians to put patients over politics?

After sending out last week's newsletter we had a great response from our survey asking you if you feel confident that politicians will put patients over politics – but we'd like even more. If you have a couple of minutes now to [fill out this survey](#) then we'll have even more opinions to share. We'll publish the results later on in the campaign.

[Take the survey](#)

Tell us why it matters to you

In addition to the survey, we also asked if anyone would be happy to record a short video message saying why it matters to you how politicians approach health and care issues during this election. We have had some responses in, but again would love some more. We would feature your messages on our website and social media so that politicians will hear directly what you, the patients, really think. If you would like to take part, please download [this easy how-to guide](#).

[Read the guide](#)



Logo and colour scheme

We have created a new logo and colour scheme which you will be seeing a lot of over the next few weeks. We'll be using it for all our campaign materials and merchandise so our Patients Over Politics message is instantly recognisable.

Coming soon

We have a lot more activity coming up over the next few weeks, including a dedicated election website that will provide ideas, guidance and tips for how to get involved and take action, plus updates on the campaign and information on party manifestos as they are published.

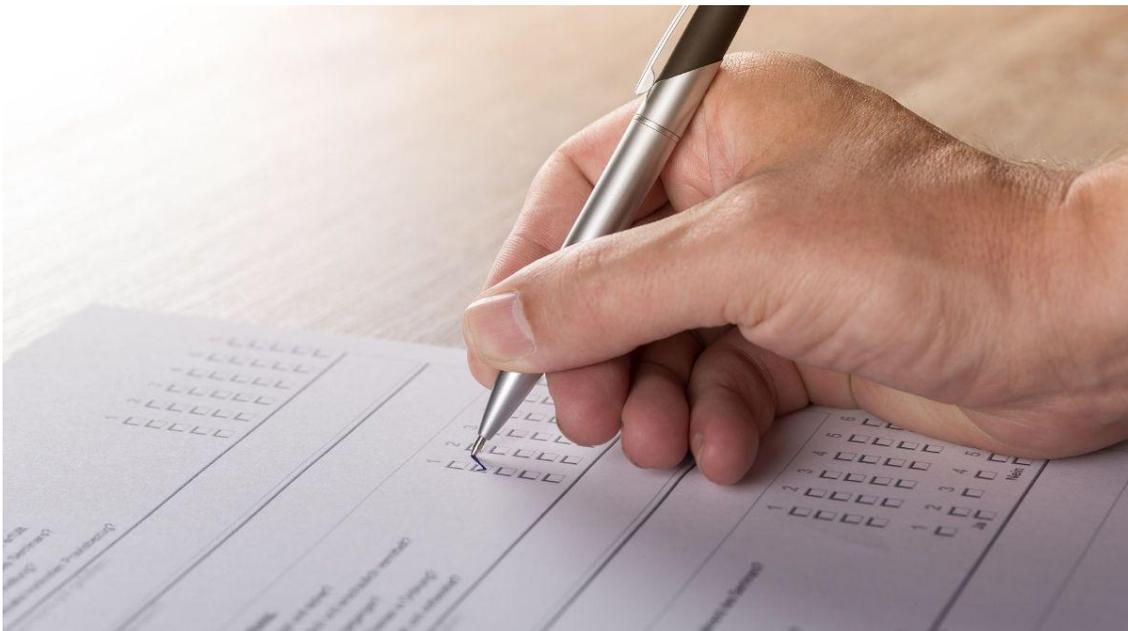
We will keep you updated as we progress through the campaign – watch this space.

A message from Rachel Power



"Thank you to everyone who has already taken part in our campaign and for all the messages of support. Let's get as many people as possible involved in Patients Over Politics and spread the word – remember what really matters."

Patient leaflet survey - last chance to get involved



Our information leaflets are a vital part of the work we do. They are available on our website, free of charge, and are a useful resource for our helpline team to provide to patients who call and email us. We are reviewing all our existing leaflets, and intend to add some new ones to our portfolio. This is where we need more help.

We have had a fantastic response from our survey so far, and collected some interesting and vital feedback. If you haven't already done so, please complete [this short survey](#) which will take about five minutes. We also ask you to read one of our shortest leaflets, on [preparing for a GP appointment](#), beforehand. The closing date is Monday 11 November. Thank you for taking part.

[Take the survey](#)

From the helpline

Earlier this week our helpline received a call from John* seeking advice about the palliative care his mother was receiving in a hospice. Unfortunately, his mother had been diagnosed with a terminal cancer and the medical team believed she only had a few weeks to live. At the time of this diagnosis, John was advised that it would be in his mother's best interests to be moved from her home into a hospice for end of life care. That was nine weeks ago.

The hospice subsequently invited John to a meeting with senior management and medical staff when they informed him that they wished to move his mother into a care home as her bed was needed by another patient.

John felt bullied by the hospice team and stressed that his mother had all the symptoms of someone at the end of life. Eventually the hospice contacted him to tell him that they had agreed to extend his mother's stay for 14 days.

John, who has his own medical conditions to deal with, is very distressed about the way his mother's situation was dealt with at a very difficult time, and with the aggressive approach of the senior staff he met, one of whom is the medical director.

The hospice has since agreed to his request that his mother can remain there for up to five weeks, and has offered to pay for her move to a care home after that.

We initially advised John to report his experience of the hospice to the CQC. Unfortunately the hospice is not one that is inspected by them and therefore we offered to make a written referral to the CQC about the matter on his behalf. John readily agreed and we are currently awaiting their response. John will be keeping in touch with us until the situation is fully resolved.

*Name changed for privacy.

To get in touch with our helpline team and share your thoughts of health and care services, call 0800 345 7115, email helpline@patients-association.org.uk or visit our website. We also operate a Live Chat function on weekdays between 2 - 5pm for people who wish to receive advice online.



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

What our team is reading this week

[Parties should not use NHS as a political weapon](#)

[Not just the NHS – manifesto need to consider other priorities](#)

[Don't offer the public targets to see a GP more quickly, doctors plead](#)

[NHS workers must say no when patients ask for a white doctor, Matt Hancock says](#)

[Mental health beds shortage causing distress](#)

[Find out more](#)

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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