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| **Welcome to the Patients Association'sWeekly News** |

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| Share | [Share](https://patients-association.us5.list-manage.com/track/click?u=9dd6577cf3f36af3c2f6682ed&id=bf979f9207&e=b00dac9705) |

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| **Test and trace arrangements in the UK** |

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| Testing services for coronavirus are now established across the UK, and contact tracing services have been launched in most parts. We have published a [new article on our website](https://patients-association.us5.list-manage.com/track/click?u=9dd6577cf3f36af3c2f6682ed&id=17f834feb0&e=b00dac9705) summarising the changes, and how to access services.The contact tracing services in particular create new rules and processes relating to coronavirus. If you are identified as having been in contact with a person who has tested positive for coronavirus, you may be asked to self-isolate, even if you are not showing any symptoms yourself.There are slight variations between the systems, such as what they consider a ‘contact’ who needs to be traced and notified. Generally, light contact outdoors, such as briefly passing someone in the street, will not lead to someone being traced and asked to self-isolate.The new NHS app has not yet been launched, but is due for launch soon and will form part of the contact tracing service when it is available.Our article contains information on arrangements in each of England, Scotland, Wales and Northern Ireland.  |

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| [**Read more**](https://patients-association.us5.list-manage.com/track/click?u=9dd6577cf3f36af3c2f6682ed&id=b7499847f4&e=b00dac9705) |

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| **Lockdown adjustments today in Scotland, from Monday in England and Wales** |

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| Small adjustments to lockdown rules are being introduced in some parts of the UK either just before or just after this weekend.Overall, lockdown rules remain consistent throughout the UK: you should stay at home unless for certain permitted purposes.The changes relate to outdoor activities. It will be permissible to meet people from other households outdoors in small groups, provided social distancing is maintained at all times. This can be in public places such as parks, or private outdoor spaces such as gardens.There are differences of detail in the different nations about the permitted maximum group size and how different aspects of gatherings may be arranged. Our website gives details of the changes in Scotland, which come into force today. Details of the changes for England and Wales will be added when they come into force on Monday. The current rules apply until then. |

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| [**Read more**](https://patients-association.us5.list-manage.com/track/click?u=9dd6577cf3f36af3c2f6682ed&id=d65fa8d8ae&e=b00dac9705) |

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| **Updated advice leaflets available now available** |

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| As part of our ongoing refresh of our [advice and information leaflets](https://patients-association.us5.list-manage.com/track/click?u=9dd6577cf3f36af3c2f6682ed&id=18e2eaa847&e=b00dac9705), we have published new versions of some of our most popular items this week. They are:* [Making the most of your GP appointment](https://patients-association.us5.list-manage.com/track/click?u=9dd6577cf3f36af3c2f6682ed&id=b51b44bc27&e=b00dac9705)
* [Understanding your medicines](https://patients-association.us5.list-manage.com/track/click?u=9dd6577cf3f36af3c2f6682ed&id=362c32eff4&e=b00dac9705)
* [Private healthcare](https://patients-association.us5.list-manage.com/track/click?u=9dd6577cf3f36af3c2f6682ed&id=fc56a05792&e=b00dac9705)
* [Making a complaint](https://patients-association.us5.list-manage.com/track/click?u=9dd6577cf3f36af3c2f6682ed&id=e096e8b3b4&e=b00dac9705).

The leaflets give the essential information on each topic, and are free to access and read.  |

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| [**All leaflets**](https://patients-association.us5.list-manage.com/track/click?u=9dd6577cf3f36af3c2f6682ed&id=b4fec95e0d&e=b00dac9705) |

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| **New position statement on PHSO** |

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| We have published a new position statement on the Parliamentary and Health Service Ombudsman (PHSO). This follows a review of the available evidence, and replaces our previous statement from 2018.Overall we find that PHSO has not achieved a step-change in performance over the period, but nor has it seen any substantial deterioration. There has been some incremental improvement, and this has been over a period involving a 24% budget cut and major organisational change.[This blog post](https://patients-association.us5.list-manage.com/track/click?u=9dd6577cf3f36af3c2f6682ed&id=6ff7f54199&e=b00dac9705) discusses what the evidence tells us about PHSO’s performance, and the respects in which it has both improved and failed to improve. |

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| [**Read the statement**](https://patients-association.us5.list-manage.com/track/click?u=9dd6577cf3f36af3c2f6682ed&id=44d59cc786&e=b00dac9705) |

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| **First GMC virtual focus group a great success** |

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| We held our first ever virtual focus group this month and it was a great success, delivering much sought-after advice and insights for the General Medical Council. Our ten volunteers were brought together to help the GMC understand what patients knew about its work, what impression patients had of the doctors’ regulatory body, and learn what patients thought ought to be the GMC’s priorities.The focus group told the GMC:* Reconsider how you communicate with the public
* Do more work to explain your role and how what you do affects patients
* Consider creating a formal public/patient involvement strategy.

Our work with the GMC is part of its work to develop a new five-year strategy, in which the GMC is seeking the views of different stakeholder groups, including patients. We often work with organisations that want to learn more about the patient point of view – keep reading the newsletter for future opportunities to share your thoughts with regulators and NHS bodies.  |

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| **From the helpline** |

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| Moira\* called the helpline from her home in Kirkcaldy, worried that visiting district nurses may transmit COVID-19 to patients.The district nurse calls on Moira twice a year to take blood samples needed to monitor her long-term health conditions. She was concerned the district nurses had not been tested for COVID-19 and may not have the correct protective equipment, which could mean they posed a risk of virus transmission to her and other patients. Her fears were heightened because the district nurses also visit a care home nearby.Our adviser suggested Moira call her regional NHS Board for advice and information about testing and PPE for district nurses. We also advised her to call the Care Inspectorate, which regulates the quality of care in Scotland, and share her concerns with it. And we told Moira to call us back if she needed any additional information or advice.\*Name changed for privacy.To share your experiences with our helpline team, call 0800 3457115 between 9.30am and 5pm on weekdays or email helpline@patients-association.com. See our website for more ways to get in touch.  |

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| **What our team is reading this week** |

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| **[Government rejected radical lockdown of England's care homes](https://patients-association.us5.list-manage.com/track/click?u=9dd6577cf3f36af3c2f6682ed&id=cdb6bd741a&e=b00dac9705" \o "Government rejected radical lockdown of England's care homes)** |

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| [**Returning NHS waiting times to 18 weeks for routine treatment**](https://patients-association.us5.list-manage.com/track/click?u=9dd6577cf3f36af3c2f6682ed&id=cae4861595&e=b00dac9705) |

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| [**About 7% have had coronavirus, says ONS survey**](https://patients-association.us5.list-manage.com/track/click?u=9dd6577cf3f36af3c2f6682ed&id=09199fbdad&e=b00dac9705) |

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| [**COVID-19 crisis could set women back decades, experts fear**](https://patients-association.us5.list-manage.com/track/click?u=9dd6577cf3f36af3c2f6682ed&id=453745d3ca&e=b00dac9705) |

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| [**Fraud victims have lost more than £4.6m to virus-related scams**](https://patients-association.us5.list-manage.com/track/click?u=9dd6577cf3f36af3c2f6682ed&id=2b52df2ffd&e=b00dac9705) |

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| **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](https://patients-association.us5.list-manage.com/track/click?u=9dd6577cf3f36af3c2f6682ed&id=6a956ceccb&e=b00dac9705).  |

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| *The Patients Association is a registered charity in England and Wales (1006733).  A company limited by guarantee.  Registered company in England and Wales (02620761)Registered address:  P Block, Northwick Park Hospital, The North West Hospitals NHS Trust, Watford Road, Harrow, Middlesex, HA1 3YJ* |

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