

Welcome to the Patients Association's Weekly News

 [Share](#)

 [Tweet](#)

 [Forward](#)

Help shape the 10-year Mental Health Plan



The Government is urging patients with lived experience of mental health conditions and those who support people with mental ill-health to respond to a call for evidence to inform a 10-year mental health plan and a refreshed National Suicide Prevention Plan.

The call for evidence will support the development of a plan that the Government hopes will prevent and mitigate the impacts of risk factors on mental health and suicide, particularly for people who experience health inequalities and other challenges.

The Government hopes patients from all ages and backgrounds will respond to ensure future services work for all. Mental health charities such as Mind, The Samaritans, and Sane, are also

encouraging as many people as possible to respond.

The call for evidence closes on 5th July. You'll find details about the consultation and how to share your views at the link below.

[Respond to the consultation](#)

Share your views on how to involve more patients in the approval of medicines



The Medicines and Healthcare products Regulatory Agency (MHRA) regulates medicines, medical devices and blood components for transfusion in the United Kingdom.

It is supported in its work by several committees made up of independent experts. The MHRA wants the views of the public about proposals to improve and strengthen the Code of Practice for these experts as well as how to encourage more patients to be part of MHRA committee discussions.

The proposals look at how to ensure the experts are independent and impartial, and that the processes in place to manage conflicts of interest are robust and clear to all.

Follow the link below to read more about the consultation and how to share your views on the proposals.

The consultation closes on 24th May.

Help shape the National Obesity Audit



The Healthcare Quality Improvement Partnership (HQIP) is looking for patients to help prioritise the work of the National Obesity Audit.

It is looking for people with experience of obesity services. Their input will influence the way the audit develops and functions, and how key messages are produced, communicated and disseminated to patients who use the services and the wider public.

HQIP is planning two approaches to work with and learn from people and communities:

1. It will establish a virtual user panel of 20 patients from across England who are users of services, or the carers and families of people living with overweight and obesity. There will also be charity representatives to bring wider perspectives and support engagement.
2. It will hold virtual focus groups with patients who have specific experience relevant to the audit.

To find out more, visit the HQIP website - follow the link in the box below.

[Learn more](#)

Preventing falls in hospital

How can falls be prevented?

People who may be at risk of falling should receive an assessment that looks at factors known to increase the risk of falling, so the hospital can address these risk factors.

The hospital should assess six key factors:



Vision



Blood pressure



Medication



Mobility (including walking aids)



Continence



Delirium

What should happen after a fall?

Immediately after a fall happens, the hospital should do the following:

- 1 Check for and identify injury before moving the person from the floor.
- 2 Move the person safely from the floor using a recommended technique.
- 3 Make sure assessment by a medical professional takes place within 30 minutes of the fall.



How can I help to improve care in hospital?

Hospitals are required to make improvements to their services. They often have a patient and public involvement group who advise them on patient feedback.

Anyone who is able to provide constructive feedback and suggestions for hospitals to improve the care they provide should consider joining the patient and public involvement group.



The patient and carer panel of the Falls and Fragility Fracture Audit Programme has created information for patients and carers on how inpatients should be protected from falls and how they should be cared for if they do fall while in hospital.

In 2020, more than 2,000 people over the age of 60 fell and fractured their hip while staying in hospital in England and Wales, which makes falls in hospital a significant problem.

The panel's information is based on the latest National Audit of Inpatient Falls and the panel has chosen what it believes are the three most important findings to feature in its advice to patients and carers.

You can download the panel's advice from the Royal College of Physician's website, where you can also compare your local healthcare provider's performance in terms of falls against others.

[Download the resource](#)

Members - book your place at the AGM



Booking has opened for our 2022 annual general meeting (AGM) on Thursday 26th May at 2:00 pm, on Zoom.

The AGM is an opportunity for members to hear about the Patients Association's work in 2021, our plans for the rest of 2022, and to ask us questions about what we're working on.

We'll be emailing all members next week with details of this year's resolutions and a link to the voting form.

[Book your place at the AGM](#)

New Patient Voices Matter series on our website



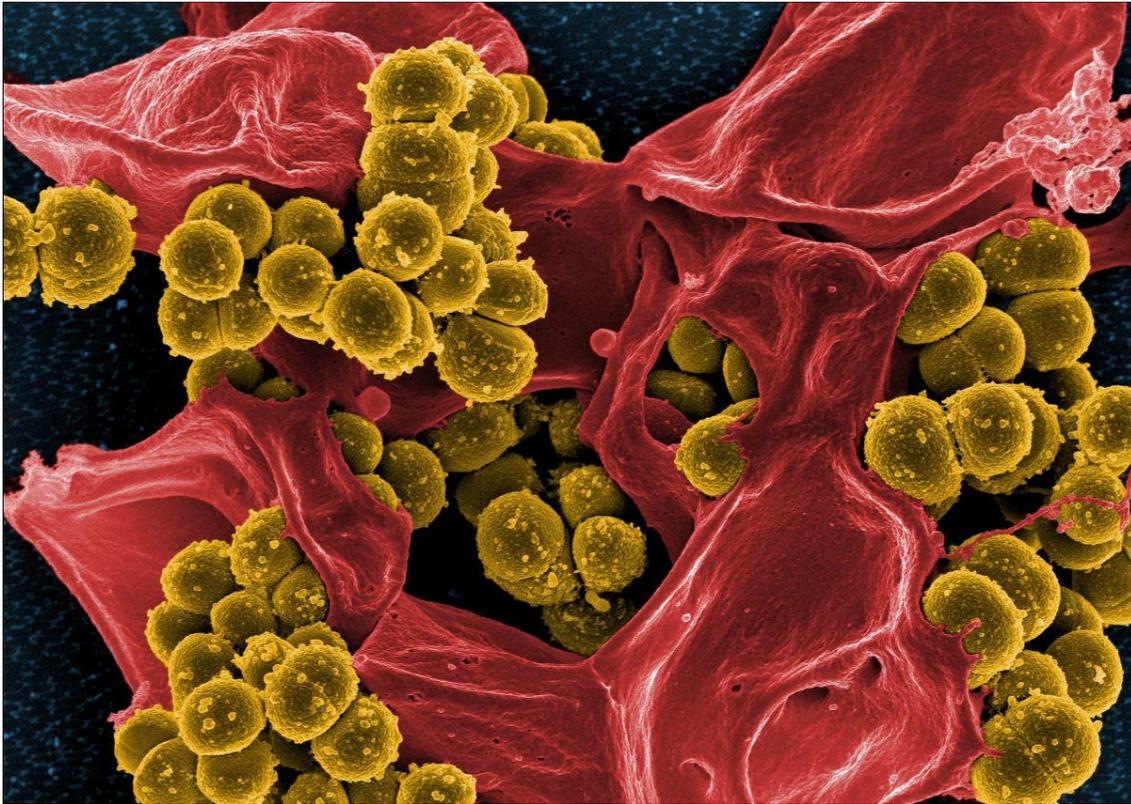
We've started a new series on our website about what we're learning from our lived experience advisory panel, Patient Voices Matter.

Head of Patient Partnership, Sarah Tilsed who is a member of Patient Voices Matter, reports this week on what the group discussed at the latest meeting. Sarah will keep all of us updated about what the group is telling us about their experience of healthcare.

You can find Sarah's blog, and a new blog from Patient Voices Matter member Mo, at the link below. You'll also find other patient stories there too.

[Read more](#)

Seeking participants for workshops on tackling antibiotic resistance



Scanning electron micrograph of methicillin-resistant *Staphylococcus aureus* bacteria (yellow) and a dead human white blood cell (colored red.)

Antibiotics play a crucial role in treating infections and when used appropriately are a vital source for good. However, overuse and inappropriate use of antibiotics has created antibiotic resistant infections which occur when bacteria no longer respond to an antibiotic. The rising rates of antibiotic resistant ‘superbugs’ is of great concern for everyone, especially among patients whose care has been affected by infection. To help combat this issue, patients can play a key role in safeguarding against antibiotic resistance by actively engaging and participating in their care and being stewards of appropriate use of antibiotics.

To engage patients on this topic, Pfizer is seeking participants for workshops as part of its **Antimicrobial Resistance Shield Project**. The virtual workshops will include both patients and healthcare professionals who will work together to co-create resources that will support patients in shared decision-making on the appropriate use of antibiotics in the hospital setting. Pfizer has engaged the Patients Association to help convene and chair the workshops.

If you would like to learn more about the workshops and the selection criteria for participating, and to register your interest, please [visit our website](#).

For more information about this project, contact the project manager Sharrie McIntosh sharrie.mcintosh@patients-association.org.uk

[Find out more](#)

How to complain about private healthcare



Image by MattFromLondon,

If you have received care or treatment from a private healthcare provider and you're not happy, you have the right to complain.

Many private healthcare providers are part of the Independent Sector Complaints Adjudication Service (ISCAS). ISCAS will make an independent formal decision about a complaint - that is adjudicate - if a patient and the healthcare provider have not been able to resolve the complaint.

We recently worked with ISCAS on a revision of its Code of Practice for Complaints Management and its Patients' Guide on how to complain and how the complaints process works in the private sector.

It's important to note that ISCAS is a voluntary subscriber scheme for private healthcare providers. This means, ISCAS cannot help patients with a complaint about a hospital or clinic that isn't a subscriber to the scheme. However, the majority of private healthcare providers in the UK do subscribe to the scheme. If you want to check that a service you're thinking of using is an ISCAS subscriber, you can check on the [ISCAS website](#).

From the helpline Finding an NHS dentist



Charlie* called our helpline this week to get advice on how to find an NHS dentist.

He and his family had recently moved to West Yorkshire and were looking for a new dentist for him, his wife and their two children, aged six and ten.

Our adviser suggested he visit the [NHS.uk](https://www.nhs.uk) website where it's possible to search for NHS services, including dentists. But the adviser pointed out that the NHS website would not tell him which dentists were taking NHS patients. Our adviser suggested Charlie draw up a shortlist of dentists and call each one to ask if he and his family could register with them as NHS patients.

If he couldn't find a dentist this way then he could contact the local Clinical Commissioning Group (CCG) for information. Contact details for CCGs can be found on the NHS.uk website too, under 'Find other health services'.

Finally, our adviser said Charlie could also contact NHS England and gave him contact details.

*Name changed to protect privacy.

To contact our helpline team, call 0800 3457115 between 9.30am and 5pm on weekdays or email helpline@patients-association.org.uk. See [our website](#) for more ways to get in touch. And remember, we have a [range of information](#) on our website from our very popular nutrition checklist right through to understanding your medicines.

What our team is reading this week

[UK health agency to cut 800 jobs and halt routine Covid testing](#)

[Care home residents 'failed' by government discharging Covid patients as Hancock slammed for 'despicable lie'](#)

['The thought of running out of HRT is terrifying'](#)

[Welsh NHS waiting lists could take years to return to pre-pandemic levels](#)

[COVID Scotland: guidance shifts to 'stay at home' as self-isolation rules end](#)

About Us

Our purpose is to ensure that everybody can access and benefit from the health and care they need to live well, by ensuring that services are designed and delivered through equal partnership with patients.

Our strategic focus for 2021-25 is patient partnership in the design and delivery of health and care services.

We are a registered charity raising all our own funds. If you'd like to support our work for all patients and make a difference, please [donate](#) or [consider making a regular donation](#). Thank you.

 [Share](#)

 [Tweet](#)

 [Forward](#)

Copyright 2022 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