

The Patient Association

The Patients Association is an independent patient charity campaigning for improvements in health and social care for patients

Uniquely for a charity with a remit covering all health and care issues, we work with patients directly: they are our members, supporters, and the people who benefit from our help and information services.

Through our [helpline](#), we provide information to thousands of people each year about the health and social care system.

We also speak to government, the NHS and other stakeholders about patients' priorities and concerns, to ensure the patient voice is heard and acted upon.

Our purpose

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.

The six key principles of patient partnership

Treating patients as equals: Patients are treated as equals, with their views recognised as equally valid and having an equal say in decisions.

Patients who are fully informed: Services and systems make sure patients are fully informed, in a way that patients can access and understand, and patients use as much information as they wish to.

Shared decision making and patient partnership: Shared decision making, and patient partnership approaches are used as a matter of routine.

Recognising inequalities: Inequalities are recognised, and appropriate approaches adopted for different patient groups and communities, identifying and meeting their specific needs.

Seeking patient input: Patient input is actively sought, genuinely valued, and meaningfully acted on.

Joining services around patients: Services join up around patients, working with them to identify their needs, and responding to them in a way that make things as easy as possible for the patient.

The Patients Association works with GP practice patient groups (PPGs)- to:

- Improve the diversity and reach of Patient Participation Groups (PPGs) in the area
- Engaging local communities for the benefit of patients and GP practices
- Improving general practice staff's understanding of what co-production and patient /public engagement means and how to do this effectively

For further information:- <https://www.patient-association.org.uk>

Free Helpline:

0800 345 7115

Weekdays 09:30 - 17:00