



CURE THE NHS

Campaigning for better NHS care

www.curethenhs.co.uk

LONDON CURE THE NHS INTERNET WEBSITE RESOURCES LIST

Please note that LCNHS has no responsibility for the content of these sites and does not necessarily endorse the organisations or their aims. The websites are listed in no particular order.

Patient campaign and support groups

www.curethenhs.co.uk –support and campaign started by relatives of mistreated patients at Mid Staffs NHS; now also has a number of branches nationwide (see left side of site home page for details)

www.nhsjusticegroup.co.uk -support and campaign group for aggrieved patients/relatives of patients

www.dignifiedrevolution.org.uk -- campaigns for better care for older people in hospitals

www.avma.org.uk/.../legal_duty_of_candour_-_robbies_law.html : campaign to introduce legal duty of candour

<http://www.victimsofthenhs.com>: protest group for victims of NHS mistreatment

<http://www.elderabuse.org.uk> exists to provide a consumer voice to promote the well-being and represent the interests of older people in residential care settings.

www.relres.org: Residents and Relatives organisation - for people who reside in care homes

www.counselandcare.org.uk gives advice and support to older people, their families and carers;

www.compassionincare.com fights abuse of the elderly in care homes

www.patients-association.com can provide general help and assistance but only via set NHS complaints procedures. Has financial input from NHS Trusts via focus groups etc, but does high profile campaigns and publicly criticises NHS failings;

www.patientopinion.org.uk: you can enter reviews/opinions of hospitals on this site. Please note that these accounts may be censored, and the result might be an ungrammatical mess.

<http://righttocare.org.uk> – campaigns for all personal and nursing care to be free at point of delivery

www.ageuk.org.uk - For the elderly or their carers, this site provides health information that is age-related, but also extends to healthcare rights, home safety and security, and age discrimination in the NHS.

www.carers-network.co.uk –support and information network for carers

www.patient.co.uk – gives a list of patient support groups for various illnesses and health issues

www.NHSCare.info: information about the right to have NHS funded continuous care in a care home on discharge from a hospital

<http://medicalharm.org>: site for doctors and patients who don't like what is happening in the NHS

<http://www.patientstories.org.uk>: opportunity for patients to give their accounts of unacceptable experiences

Issues with Ombudsman

www.ombudsman.org.uk - Parliamentary and Health Service Ombudsman Information on how to complain about improper or unfair acts or poor service from UK central government bodies and the NHS in England. Lists some statistics about complaints investigated in each NHS Trust

<http://ombudsmanwatchers.org.uk> - predominantly connected to matters involving the Public & Local Government Ombudsman, but has an advice and resources link that is applicable to Parliamentary & Health Service Ombudsman

<http://www.psow.co.uk/> - linked to *ombudsmanwatchers* and again predominantly deals with public service and local government ombudsman services but contains general information that may be helpful

<http://www.scottishombudsmanwatch.org> - campaigning for a more accountable & effective Scottish Public Services Ombudsman

Legal resources

www.medicalclaims.co.uk gives basic advice on bringing a legal claim (please note may be in a commercial deal with any lawyers that it recommends)

www.avma.org.uk gives basic advice on bringing a legal claim (please note may be in a commercial deal with any lawyers that it recommends)

<http://www.inbrief.co.uk> – has free basic legal information sheets including an explanation of clinical negligence on <http://www.inbrief.co.uk/nhs-clinical-negligence.htm>

www.lawworks.org.uk - LawWorks is a charity which aims to provide free legal help to individuals and community groups who cannot afford to pay for it

<http://www.barprobono.org.uk> - The Bar Pro Bono Unit is a charity which helps to find pro bono (free) legal assistance from volunteer barristers

http://www.justice.gov.uk/civil/procrules_fin/contents/protocols/prot_rcd.htm - sets out clinical negligence legal procedure

www.publicguardian.gov.uk - gives a clear explanation the process of setting up Power of Attorney and representing a relative who has become too ill to manage their own affairs.

www.alzheimers.org.uk/site - gives a clear explanation the process of setting up Power of Attorney and representing a relative who has become too ill to manage their own affairs.

www.lawsociety.org.uk ; www.barcouncil.org.uk: you can check via these professional organisations whether the NHS Trust employee/director terming themselves "legally qualified", "Head of Legal Services" "Director of Legal Services" etc actually is professionally qualified as a lawyer. The Trusts don't have to disclose documents to which legal privilege attaches, and often try to exploit this by claiming that all sorts of things are covered by this exemption. But legal privilege attaches only to (a) documents which were created with the dominant purpose of being used in current or potential litigation, and (b) to any document which was brought into being in order to obtain legal advice from a barrister or solicitor.

Views and correspondence on a legal or potentially legal situation from anyone who is not a solicitor or barrister are not covered by legal professional privilege.

On these sites, you can also look up the professional experience of lawyers whom you may be anticipating instructing or whom the NHS Trust has instructed against you.

www.sra.org.uk - you can complain to the Solicitors Regulatory Authority about the professional conduct of any solicitor and also check their record

www.legalombudsman.org.uk - can assist you with complaints about your own solicitor, e.g. overcharging, poor service

<http://www.mhla.co.uk> - the professional association of Mental Health Lawyers in England and Wales. Around 80% of lawyers representing clients in applications before the Mental Health Tribunal are members. It is a requirement of membership that lawyers are members of the Law Society's Mental Health Panel or are actively seeking membership.

Issues with service provided by the Police (e.g. refusal to investigate complaint of assault by NHS employee)

www.ipcc.gov.uk - Independent Police Complaints Commission - have you reported what you think is an unnecessary death or injury/assault caused by NHS employees to the Police and been dissatisfied with their response? IPCC'S role is to tell you what you can do next, and then hold an investigation if you remain dissatisfied with IPCC'S response.

<http://www.police-foundation.org.uk> - independent charity that challenges the police service and government to improve policing for the benefit of the public.

<http://www.properpolicing.org.uk/index.php> - does same in Wales, but website content applicable to England too

Problems with claiming welfare benefits

www.benefitsandwork.co.uk offers advice and support to those whose illness has resulted in an inability to work and a need to claim welfare benefits

www.ind-case-exam.org.uk - The Independent Case Examiner's purpose is to act as an independent referee for people who feel that the public bodies listed on their site have not dealt with complaints in a satisfactory manner. The sites are related to the delivery of certain welfare benefits.

www.macmillan.org.uk - cancer specific charity which has good financial advice and information on benefits

Hospital infection issues

www.ips.uk.net : Exists to promote the advancement of education in infection prevention and control for the benefit of the community as a whole, in particular by the provision of training courses, accreditation schemes, education materials, meetings and conferences.

www.mrsaactionuk.net purpose is to raise public awareness about the MRSA and influence the government and healthcare sectors

NHS related sites

http://www.eoe.nhs.uk/nhs_constitution/downloads/statement_of_nhs_accountability.pdf

Many NHS Trust websites contain a summary of patient rights but the best website I have found for this one.

http://www.eoe.nhs.uk/nhs_constitution/downloads/03_nhs_constitution-large_print_version.pdf

The NHS Constitution gives patients statutory rights, e.g. to obtain answers from the NHS Trust about what went wrong.

http://www.adviceguide.org.uk/index/your_family/health/nhs_patients_rights.htm - Citizens Advice Bureau basic guide to NHS rights

<http://www.icsa.org.uk> - contains specimen job description for Chairman of NHS Foundation Trust, which clearly sets out that role's duties and responsibilities.

www.nhs.uk/nhsengland/Healthcareabroad/.../Healthcareabroad.aspx - basic information about getting NHS funded treatment in EU and USA

<http://www.nhs.uk/NHSEngland/Healthcareabroad/plannedtreatment/Pages/Introduction.aspx> - ditto. All PCT sites should carry such information but often do not.

<http://www.generalmedicalcouncil.com> - states that its interest is primarily to inform the public and medical profession about the substandard, draconian and illegal manner in which the GMC acts

<http://www.remedyuk.org>: A movement of doctors which challenges implementation of training reform and in employment strategy in the NHS. This is run by doctors for doctors, but can contain useful background information for patients

www.nhs.uk - NHS Litigation Authority site contains tables of the amounts of damages paid by each NHS Trust for negligence to patients. It also contains directives to Trusts about not attempting to withhold requested information from patients because of fears of litigation - *"As far as the litigation process goes, there are no barriers to giving an honest apology in good faith and an honest explanation if indeed you know [what happened].....The Litigation Authority has stated this position in a circular to the health service a number of times....We don't want anyone in the NHS to be using [the threat of litigation] as an excuse for not doing what we think is the right thing,"* says Mr. Walker. (Stephen Walker, Chief Executive, NHS LA in HSJ article)

Assisted dying

<http://www.friends-at-the-end.org.uk> - those who want the ability to terminate their own lives should they choose to do so

www.dignitas.ch - facility for those who want the ability to terminate their own lives should they choose to do so

www.exitinternational.net - support group who want people to have the ability to terminate their own lives should they choose to do so

www.dignityindying.org.uk is a national campaign and membership organisation which campaigns for greater choice and control to alleviate suffering at the end of life

<http://www.hpad.org.uk>: Healthcare Professionals for Assisted Dying (HPAD) believes that healthcare professionals have a duty of care to their patients, which informs their belief that people should not have to suffer against their wishes at the end of life. Alongside access to good quality end-of-life care and the right to refuse medical treatment, believes that terminally ill, mentally competent adults should have the choice of an assisted death, subject to legal safeguards elderly or disabled

Freedom of information and data protection law issues

<http://www.cfoi.org.uk> - The Campaign for Freedom of Information is a non-profit organisation working to improve public access to official information and ensure that the Freedom of Information Act is implemented effectively.

www.ico.gov.uk - The Information Commissioner's Office (ICO) website contains information and advice about freedom of information, data protection, personal data, and obtaining information on you (e.g. patient file; complaint file; etc)

Miscellaneous sites

<http://www.publicservice.co.uk>: free website of publishing company which deals with public sector news and developments. Can be a useful research tool. *"Our contributors include UK and foreign ministers, senior civil servants, experts and*

academics, discussing the latest initiatives and projects along with case studies and comments on Best Practice."

<http://www.bigwhitewall.com> – helps people self –manage psychological distress

<http://www.mentalhealth.org.uk> - a mental health research, policy and service improvement charity. States that it is committed to reducing the suffering caused by mental ill health and to help everyone lead mentally healthier lives. Helps people to survive, recover from and prevent mental health problems.

<http://www.healthtalkonline.org> - lets you share in more than 2,000 people's experiences of health and illness. You can watch or listen to videos of the interviews, read about people's experiences and find reliable information about conditions, treatment choices and support.



www.pcaw.co.uk - An independent authority which seeks to ensure that concerns about malpractice are properly raised and addressed in the workplace. States that it assists whistle blowers who want to expose poor and dangerous practices and gives advice on how to try to achieve this without having a career destroyed as a result.

Jan Middleton, London Cure the NHS, July 2011

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