



Patient Experience Bulletin

April 2026

The aim of this current awareness bulletin is to provide a digest of recent guidelines, reports, research and best practice on patient experience in the NHS.

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Latest Evidence
Best Practice and Tools
<p>A System that Learns: Embedding Best Practice Across the NHS</p> <p>The Medical Technology Group’s Commission on Culture set out to investigate how organisational culture affects the adoption of innovation, the use of data, and the delivery of services. This report focuses on Best Practice and how effective models and technologies are identified, measured, and shared across the health system for the benefit of patients and those who work in the NHS. See report.</p> <p>Source: Medical Technology Group</p>
<p>A year of a Good Home Hub in Lincolnshire: Interim evaluation</p> <p>This report, ‘A year of a Good Home Hub in Lincolnshire’, presents findings from the first year of the Good Home Lincs pilot - a local Good Home Hub in Lincolnshire designed to help residents repair, adapt and maintain their homes. See here.</p> <p>Source: Centre for Aging Better</p>
<p>Raising a concern about maternity care</p> <p>Leaflet developed by The Nursing and Midwifery Council (NMC) has developed a new leaflet that can help patients decide what to do if they think a midwife, nurse or nursing associate may have done something wrong. See here.</p> <p>Source: The Nursing and Midwifery Council (NMC)</p>
<p>Introducing the Epilepsy Technology Guide</p> <p>Living with epilepsy can bring many questions and worries, especially around safety, living alone with epilepsy and managing seizures day-to-day. That’s why Epilepsy Action developed the Epilepsy Technology Guide, to help you make sense of the technology out there that could help you. See here.</p> <p>Source: Epilepsy Action</p>



Improving Discharge summaries for patients admitted with cerebrovascular events

Best practice shared from Royal Cornwall Hospital Trust on The Academy of Fabulous NHS Stuff, see [here](#).

Source: The Academy of Fabulous NHS Stuff

Bowel cancer awareness video in 26 languages

PIF TICK ambassador Dr Aziza Sesay has developed a bowel cancer awareness campaign available in 26 different languages. Working with fellow doctors, she produced a video for Bowel Cancer Awareness Month encouraging everyone invited for bowel screening to take part. The campaign includes languages such as Punjabi, Krio, Fanti, Hindi, Yoruba and Igbo. Watch the video on [LinkedIn](#).

Source: Patient Information Forum / PIF TICK ambassador Dr Aziza Sesay

Digital Technology and AI

Demystifying clinical AI in mental health

Key considerations for adopting artificial intelligence in mental health services. See [here](#).

Source: The NHS Alliance

Care on Hold

On World Health Day 2026, Reengage are calling on UK governments to make accessing GP appointments easier for older people as many practices continue to insist on online bookings only. They have discovered that one in three people aged 75 and over can only get to see their doctor if they book digitally, and the same proportion feel they are cut off from care. With nearly 90% of older people still trying to make appointments by phone or in person, we believe many of them are being cut off from their doctor, which risks increasing their loneliness and isolation. See [here](#).

Source: Reengage

Improving patient experience with the help of AI

When patients share concerns about their care, it is important to respond with kindness, compassion and understanding. Barts Health NHS Trust are starting to use artificial intelligence (AI) to support this work. This does not replace the personal touch. Instead, it helps their teams spend more time focusing on what matters most, speaking with patients and their families and resolving concerns. At Newham hospital, a new AI project has helped make the complaints process quicker and more efficient. By reducing time spent on administrative tasks, staff have been able to focus more on supporting patients directly. See more [here](#).

Source: Barts Health NHS Trust



Health Literacy

Prescription Drug Promotion by Social Media Influencers: A Systematic Scoping Review

Prescription drug promotion by social media influencers (hereinafter *influencers*) is a growing phenomenon that raises concerns about misleading advice, insufficient regulatory oversight, and ethically problematic marketing practices. Understanding the scope and risks of influencers' promotional activities is essential to protect public health, see [article](#).

Source: Gell S, Dave S, Willis E, Vitale EJ, Woloshin S, Heiss R. Prescription Drug Promotion by Social Media Influencers: A Systematic Scoping Review. *JAMA Netw Open*. 2026;9(3):e262738. doi:10.1001/jamanetworkopen.2026.2738

Blog: Macmillan Cancer Support on the reported increase on bowel cancer in the under-50s

Health journalism plays an important role in raising awareness of symptoms and risk factors for illnesses and medical conditions, as well as highlighting the support and treatment available. There are multiple examples of where media coverage of health issues, often linked to the personal story of a high-profile public figure, has helped prompt people to report symptoms or take up screening. There is also a risk that more sensationalist articles can negatively affect some people's understanding of risk and their response to symptoms. See [here](#).

Source: Patient Information Forum

Should you really trust health advice from an AI chatbot?

See the investigation on the BBC website [here](#).

Source: BBC

Patient Safety

Persistent risks to safe insulin care in hospitals

Patients with diabetes who rely on insulin are facing persistent and serious safety risks when admitted to hospital, according to HSSIB's latest investigation report. See [here](#).

Source: Health Services Safety Investigations Body (HSSIB)

Patient Stories

Backing the healthtech that changes lives

When the right technology reaches the right patient, lives change. In this episode of NICE Talks, we hear directly from people whose lives have been transformed by NICE-recommended healthtech, including a hybrid closed loop system for type 1 diabetes, an implantable cardiac monitor to detect atrial fibrillation following a stroke, and a rapid genetic test that protects newborns from hearing loss caused by a common antibiotic. See [here](#).



Source: National Institute for Health and Care Excellence (NICE)

Service Delivery

Delivering the left shift: the 24/7 neighbourhood mental health pilot sites

An overview of the six pilot neighbourhood mental health centres aiming to provide 24/7 support as part of the wider neighbourhood health agenda. See [here](#).

Source: The NHS Alliance

Community mental health survey 2025

The results show improvement in some areas, including support while waiting for care and interactions with staff. However, overall performance of NHS community mental health services remains poor, especially for certain groups. Many people are still reporting poor experiences of contacting crisis services and the care they receive. Wider areas of a person's life are not being supported where people would have liked this support including support with physical health, joining a group or finding work or benefits. Overall, younger people, autistic people and disabled people reported worse than average experiences of care. See [here](#).

Source: Care Quality Commission (CQC)

Supporting young people to transition into adolescent and adult services

This guidance supports services to provide developmentally appropriate care for 0 to 25-year-olds. It sets out proposed actions for integrated care boards, providers and clinical teams to enable safe and effective transition between services. If adopted by systems, this approach will improve continuity of care, health outcomes and young people's experience. See [here](#).

Source: NHS England

People living with learning disabilities: Access to health and social care

People with a learning disability often face challenges accessing appropriate health care. Several organisations have identified people with a learning disability as having worse life expectancy on average than the population in general. Both the current and previous governments have introduced measures intended to reduce these health inequalities, including training and the use of reasonable adjustments to improve access to care. See [here](#).

Source: House of Lords

Speaking up for better care: Healthwatch's annual report 2024/25

In our latest annual report, Healthwatch show that listening to people's health and care experiences and giving them a voice is more important than ever. See [here](#).

Source: Healthwatch

Public satisfaction with the NHS and social care in 2025 (BSA): Results from the British Social Attitudes survey

In 2025, 26% of British adults were satisfied with how the NHS runs – a statistically significant 6 percentage point increase from 2024, and the first increase in



satisfaction since 2019. 2025 also saw the largest fall in dissatisfaction in 25 years, falling from 59% in 2024 to 51%. See [here](#).

Source: The King's Fund

10 actions the government and NHS leaders should take on NHS admin

NHS admin – how the NHS communicates with people about their appointments and care – is a fundamental aspect of a patient's access to and experience of health care. This briefing sets out 10 actions the government and health care leaders should take to improve patients' experiences of NHS admin. Although some of these actions involve changes to national policy, many can be taken forward by local leaders to make admin work better for patients in the services they manage. See [here](#).

Source: The King's Fund

Maternity services in England

This briefing gives an overview of women's experiences of maternity services in England, including disparities in the care received by women from minority ethnic groups. It provides details of investigations into maternity units at individual NHS trusts, the government-commissioned national maternity and neonatal investigation, and policies to improve care. This briefing supplements the Library paper Quality and safety of maternity care (England) which contains information on key policy documents and developments (until February 2025). See [here](#).

Source: UK Parliament

Understanding Patient Experiences and Conditions

Children spending thousands of days stuck in hospital waiting for the right support to go home, as Children's Commissioner warns of 'hidden crisis' in community and social care

Children are spending tens of thousands of days stuck in hospital when they don't need to be because the support they need to go home is not available – meaning children who desperately need hospital care are left waiting for beds. New analysis of NHS England data on the length of children's hospital stays by the Children's Commissioner Dame Rachel de Souza shows almost 70,000 children spent more than two months or more in hospital over the course of their childhood – 1,300 of whom were there for more than a year. See [press release](#), read [report](#).

Source: Children's Commissioner

A Health Needs Assessment of Women's Health in Lincolnshire

The national "Women's Health – Let's talk about it" survey received over 100,000 responses. In Lincolnshire, around 1,500 women participated in surveys and engagement on women's health (Lincolnshire ICB, 2024; Healthwatch, 2024). Locally and nationally, women consistently report the same poor experiences of the healthcare system. They feel dismissed and ignored by unknowledgeable and uninterested healthcare professionals (HCPs), and report long waits for diagnosis and specialist care. As Lincolnshire Integrated Care Board's (ICB's) women's



health engagement report concluded, a more inclusive, supportive and effective healthcare system is needed that addresses the specific needs of women. See [report](#).

Source: Lincolnshire County Council

Learning from patients – The Spring Edition of the Patient Experience Library’s quarterly magazine

How can healthcare systems learn from patients? Sometimes the answer lies in conventional mechanisms such as patient surveys and the Friends and Family Test. But sometimes learning comes from letting patients explain - in their own words and on their own terms - what matters to them. Mark Gamsu, on page 3 of this edition of The Patient Experience Library’s quarterly magazine, offers some insights from his experience of rare disease, and the point at which principles of evidence-based medicine seem to falter. His proposed solutions seem feasible and deserve consideration by NHS organisations and health charities alike. See [here](#).

Source: The Patient Experience Library

The doctor will see you... two weeks ago

Almost 1 in 4 NHS patients and carers receive appointment invitations after their scheduled appointment date, new analysis reveals – highlighting widespread administrative failure across the health service. See [here](#).

Source: The King’s Fund

Still lost in the system: the urgent need for better NHS admin

A year on from our December 2024 poll, King’s Fund’s latest research shows no improvement in people’s experiences of NHS admin. NHS admin plays a central role in shaping how people experience and perceive the NHS. Our findings point to a major opportunity for government and NHS leaders to act. See [here](#).

Source: The King’s Fund

Waiting Lists and Other Statistics

Statistics on people with a learning disability and autistic people in mental health hospitals, AT: March 2026, MHSDS: February 2026

Latest monthly statistics on people with a learning disability and autistic people in inpatient services from the Assuring Transformation (AT) collection and Mental Health Services Data Set (MHSDS). See [here](#).

Source: NHS England Digital

A&E Attendances and Emergency Admissions

The Weekly and Monthly A&E Attendances and Emergency Admissions collection collects the total number of attendances in the specified period for all A&E types, including Urgent Treatment Centres, Minor Injury Units and Walk-in Centres, and of these, the number discharged, admitted or transferred within four hours of



arrival. Also included are the number of Emergency Admissions, and any waits of over four hours for admission following decision to admit. Data are shown at provider organisation level, from NHS Trusts, NHS Foundation Trusts and Independent Sector Organisations. See [here](#).

Source: NHS England

Cancer Waiting Times

The following reports provide information and monthly data on the waiting times of people referred with suspected cancer or breast symptoms and subsequently told the outcome of their diagnosis, and treated for cancer by the NHS in England. See [here](#).

Source: NHS England