



Patient Experience Bulletin

August 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.

If you would like to receive this or any of our other bulletins, please register here:
<https://www.nhslincslibrary.uk/bulletin-request-form>

Latest Evidence

Best Practice, Guides and Toolkits

Marie Curie launches videos to help families understand end-of-life symptoms

Marie Curie UK has launched a series of information videos to help carers, family members and friends better understand some of the symptoms that can happen towards the end of life. The videos provide practical accessible information about what people might experience and when to get support. See on [YouTube](#) and [Marie Curie](#) website.

Source: Marie Curie

NHS Patient Decision Aids

Winton Centre for Risk and Evidence Communication has produced a suite of decision support tools for NHS England to help patients take part in share decision making. See [here](#).

Source: University of Cambridge

Digital Technology

Seizing a rare opportunity: scaling ambient voice technology in the NHS

Ambient voice technology (AVT) has been met with initial enthusiasm from staff across the NHS and social care. Leaders piloting AVT have emphasised that staff are excited to try a technology that could improve working conditions and patient care by reducing documentation burden and cognitive load. Following several large-scale pilots, there are now national expectations for widespread rollout in the NHS and local systems are rapidly procuring AVT tools. Currently, most users are doctors, but interest in AVT extends to nurses, pharmacists, physiotherapists and social care staff. The promised benefits span clinician experience, administrative burden, patient experience, productivity and cost. This means the market is potentially very large, as is the potential impact. See [here](#).

Source: The King's Fund



Health Literacy

Navigating truth and trust in the consulting room

Patients frequently arrive with pre-formed beliefs shaped by online content. Algorithm-driven platforms often amplify emotionally compelling narratives over clinically accurate ones. See [blog](#).

Source: The King's Fund

Dr Alex George and Dr Nighat Arif join Clickbait Clinic with Stacey Dooley

Expert doctors and leading health content creators to help Stacey Dooley separate wellness fact from social media fiction. See [here](#).

Source: BBC Media Centre

National Policy and Guidance

The single patient record explained: what could it mean for patients and the health and care system

The NHS Modernisation Bill (known formally as the Health Bill), which was introduced to parliament in May 2026, includes measures to enable the establishment of a single patient record (SPR) to support direct patient care, with the overall aims of enabling better joined-up and proactive care, improving patient safety and experience, and empowering patients. See [here](#).

Source: The King's Fund

National partnership agreement on asylum seeker health in England

A national partnership agreement on meeting the health and wellbeing needs for people seeking asylum in England from 2025 to 2028. See [here](#).

Source: Home Office, UK Health Security Agency, Department of Health and Social Care and NHS England

Shaping neighbourhood health through a household lens

At the heart of neighbourhood health is the idea that better outcomes will depend on our ability to understand people not only as patients, but as members of households, families and communities whose lives are shaped by wider social, economic and environmental factors. See [here](#).

Source: Public Policy Projects

NHS continuing healthcare in England

What is NHS Continuing Healthcare, who is eligible for it, how are patients assessed for it, and how can decisions be reviewed? See [here](#).

Source: UK Parliament



Patient Safety

Patient safety partners: 2025 survey review and recommendations

This review presents findings from the 2025 national survey on the implementation of patient safety partners (PSPs), in line with the Framework for involving patients in patient safety (IPIPS). It also draws learning from the patient safety partners 2023 survey. See [here](#).

Source: NHS England

New NHS complaint decisions

Parliamentary and Health Service Ombudsman have published our latest decisions on complaints about the NHS in England. These include decisions on the care and treatment provided by NHS Trusts, hospices and dental practices. See [here](#).

Source: Parliamentary and Health Service Ombudsman

Patient Experiences and Conditions

What matters to you versus what's the matter with you? Do patients' goals really shape their care

The Patient's Associations third webinar during Patient Partnership Week asked a straightforward question: do patients' goals, values and preferences really shape their care? Their live poll gave a clear answer, with one quarter (26%) saying their goals had shaped their care plan, but another quarter said they weren't acknowledged at all. One person in the chat shared that they have never been given the option to share their goals in the first place. See more [here](#).

Source: The Patients Association

She is living proof that even after the darkest of storms, rainbows can break through

Hayley experienced the heartbreak of losing her 2 baby boys, Oscar and Leo, to placental abruptions. Following her losses, specialist support from Tommy's helped her safely welcome her rainbow baby, Hope. See [here](#).

Source: Tommy's

What do people think about the NHS?

What people think about the NHS is an important measure of how well it is performing. There are lots of ways that the NHS hears from people and communities. Surveys are one way to gather feedback from patients, the public and NHS staff. There are a range of surveys that ask people about the NHS, including surveys run by NHS England, the Care Quality Commission (CQC), the Office for National Statistics (ONS) and other independent organisations. Each survey tells us something different about what people think about the NHS. See [here](#).



Source: The King's Fund

State of Child Health

In 2026 children's health is in decline. Across nearly all major measures, outcomes have worsened or stagnated across the UK, reversing years of progress, and the impact is felt most sharply in deprived areas and among ethnic minority communities. Explore our analysis and recommendations in 12 indicators of child health. See [here](#).

Source: Royal College of Paediatrics and Child Health (RCPCH)

Alive to do those things

Alive to do those things. That's the vision CoppaFeel was founded on – a world where every young person is alive to do whatever "those things" are for them. A world where breast cancer is caught early, treated fast, and no young person is left behind because the system wasn't built for them. CoppaFeel's new report – Alive To Do Those Things – shows that right now, that world doesn't exist. See [report](#).

Source: CoppaFeel

What do people tell us about NHS 111?

With the Government seeking to make NHS 111 a key part of its shift from "hospital to community" care, we asked what people thought of the service. Here's what they told us. See [here](#).

Source: Healthwatch

Service Delivery

Faith in the NHS: Better Health, Greater Trust, Lower Costs

The NHS is under strain, and creative solutions are needed to keep delivering excellent care at a justifiable cost. For millions of Britons, faith is central to identity, and therefore to their care. Yet the 10 Year Health Plan for England makes no mention of faith or religion. This report shows how faith literacy, understanding and accommodating the faith of patients and staff, can help the NHS deliver better health, greater trust and lower costs, for people of all faiths and none. See [here](#).

Source: EQUI

Guidance: Care continuity between midwifery and health visiting services

The importance of continuity between midwifery and health visiting services in England, and how this helps families receive safe, high-quality perinatal care. See [here](#).

Source: Department of Health and Social Care

Improving maternal and infant outcomes and reducing inequalities

Reviews of maternity services have repeatedly exposed poor-quality care and unacceptable failures during pregnancy and childbirth. Improving maternity services and ensuring that timely, high quality, compassionate and safe care is the



norm must become an urgent NHS priority. However, much more needs to be done if the UK is to improve maternal and infant outcomes and tackle the persistent inequalities that contribute to its poor international ranking on maternal and infant outcomes. See [blog](#).

Source: The King's Fund

Waiting Lists and Other Data

Long waits for a hospital bed in an emergency: will urgent care policies make a difference for patients?

Stories and images of large numbers of people waiting in overcrowded A&E departments are sadly not new. There has been growing concern in recent years, however, about the number of patients who are being treated in areas that are not designed for clinical care. Sarah Scobie and Stuti Bagri assess whether this is affecting particular groups of patients more than others, and discuss whether current policies – including a new definition for corridor care – could make a difference. See [here](#).

Source: Nuffield Trust

Young people twice as likely to face delays when trying to get cancer diagnosis, new analysis shows

Young people with cancer are twice as likely to face delays when they are trying to get a diagnosis, Teenage Cancer Trust analysis reveals. See [here](#).

Source: Teenage Cancer Trust

Medicine supply disruption statistics, UK: background and methodology

How the Department of Health and Social Care (DHSC) puts together the twice-yearly statistics on medicine supply disruption in the UK. See [here](#).

Source: Department of Health and Social Care

Weekly all-cause mortality surveillance: 2026 to 2027

How the actual number of deaths in England compare with the expected numbers of deaths for each week. See [here](#).

Source: UK Health Security Agency

Understanding Patient Data in 2026: navigating public confidence in a changing health data system

UPD's first State of the Nation report, Understanding Patient Data in 2026: navigating public confidence in a changing health data system, provides a comprehensive picture of public awareness, support and confidence around the use of health data during a period of rapid system change. See [here](#).

Source: UDP (Understanding Patient Data)



The Longest Wait to Leave

Tackling the delayed discharges that help to drive corridor care. See Age UK's report [here](#).

Source: AgeUK

Access to crisis care via NHS 111 - Mental Health, June 2026

This publication captures monthly data to help monitor NHS 111 Urgent Mental Health Helpline performance and how the service is working across England. See [here](#).

Source: NHS England

Mental health statistics: prevalence, services and funding in England

How common are mental health conditions? How many people access mental health services? How long do people wait to access NHS mental health services? How much is spent on mental health services? See [Research Briefing](#).

Source: UK Parliament