



Patient Experience Bulletin

December 2025

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

APPG on Emergency Care: Corridor Care

Corridor care has become a defining feature of the crisis in Emergency Medicine. Increasing numbers of patients are treated in corridors, waiting rooms and other inappropriate spaces, not because of clinical need but because there is nowhere else for them to go. What was once an occasional response to winter surges is now a daily reality. In a survey of Emergency Department Clinical Leads in summer 2025, almost one in five patients were being cared for in corridors. See [report](#).

Source: All-Party Parliamentary Group on Emergency Care

Principles for providing patient care in corridors

Guidance to support point-of-care staff in delivering the safest and highest quality care possible when corridor care has been deemed unavoidable. See [here](#).

Source: NHS England

Bracing for winter: a close look at NHS emergency and elective care in England and its implications for corridor care

This report examines the increasing pressures on the NHS in England and its implications for corridor care as the winter period begins. It explores how rising demand, pressures, and challenges with patient flow for emergency and elective services has contributed to the persistence of corridor care, and why winter pressures risk making the situation worse. See [news](#) and read [report](#).

Source: Royal College of Nursing



24 hours not in A&E

Follow four people with four different health concerns as they get the NHS care they need – quickly and easily, without A&E. Get the right care, in the right place, at the right time – and help keep emergency services free for those with life-threatening emergencies. See [here](#).

Source: NHS / YouTube

What does a good discharge from hospital to home look like?

In this joint blog, Sarah one of Patient's Association's callers and Debs, the helpline advisor who took her call, explore what safe discharge from hospital looks like, and what might help should anyone find themselves in an unsafe situation. See [blog](#).

Source: The Patients Association

RCUK publishes new resource to support people after cardiac arrest

Resuscitation Council UK (RCUK), in partnership with Save a Life Cymru, has published a new discharge resource to support people recovering from cardiac arrest, along with their families and friends. See [here](#).

Source: Resuscitation Council UK (RCUK)

Delayed discharges from hospital: comparing performance this year and last

Delayed discharges remain a critical issue in health and care services. In September 2025, around 11% of hospital bed days in England were occupied by patients medically fit for discharge – slightly worse than the 10% seen in September last year. These delays increase risks to patients and strain system efficiency, reducing ward capacity, lengthening A&E waits and prolonging ambulance handovers. See more [here](#).

Source: The Health Foundation

Waiting times for elective (non-urgent) treatment: referral to treatment (RTT)

Waiting times consistently rank as one of the public's main concerns with the NHS, and have a big impact on patient experience. Here the King's Fund explore the data on how many people are waiting for treatment, and for how long. 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: House of Common's Library, UK Parliament

Maternity survey 2025

The Care Quality Commission (CQC) asked people to answer questions about different aspects of their care and treatment. Based on their responses, they gave each NHS trust a score out of 10 for each question (the higher the score the better). See results for each trust [here](#).

Source: Care Quality Commission

NHS maternity signal system will spot and stop emerging safety concerns

Mothers and babies in England will receive safer care thanks to the roll out of a first-of-its-kind safety signal system across NHS maternity services. See [news](#).

Source: NHS England

New NHS complaint decisions

The 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

Hospital treatment delay led to avoidable death of man with disabilities

A 45-year-old man with disabilities could still be alive if he had been given antibiotics earlier, an Ombudsman investigation has found. See [here](#).

Source: Parliamentary and Health Service Ombudsman

Doctors told man with terminal illness that he would be okay

Doctors failed to tell a father of seven that he had a terminal illness and gave him false reassurance that he would be all right, an investigation by England's Health Ombudsman has found. See [here](#).

Source: Parliamentary and Health Service Ombudsman

ATC Accessibility Briefing: Focus on Plain Language

The European Accessibility Act marked a turning point in how services are designed and delivered across the EU, with accessibility a legal obligation rather than an optional feature. The ATC's June 2025 Accessibility Briefing summarised the obligations of the EAA and the opportunities it brings to language service companies. A significant part of delivering accessibility across written content is the use of accessible language, and in this ATC briefing they turn their focus to plain language. See [here](#).

Source: Association of Translated Companies



Patients being told serious diagnoses via NHS App

A charity has called for systematic changes to stop patients from discovering their disease diagnoses through the NHS App without proper support. The government's 10 year health plan, published in July 2025, sets an ambition for the NHS App to become the "front door" to the health service, allowing patients to view their health record, consultations, test results and referral information. However, Kidney Care UK says that thousands of patients are learning that they have chronic kidney disease (CKD) through the app, despite NHS guidelines stating that serious diagnoses should not be received through digital channels "without adequate support or context". See [here](#).

Source: Digital Health

'Falling through the G-App' A snapshot of the patient experience of kidney disease diagnosis

As the UK's leading kidney patient support charity Kidney Care UK hear every day from people who have not had a positive diagnosis experience and who need their help to understand what their diagnosis means for them. Over the last three years they have increasingly heard from people who first discovered they had chronic kidney disease (CKD) by seeing it listed on their NHS App or in their medical records. This report builds on and complements the findings of our two previous reports: Let's Talk Kidneys¹ and Prevention Now². See [report](#).

Source: Kidney Care UK

Right Place, Right Time, Right Team: A review of the quality of the care provided to children and young people needing emergency surgery.

A review of good practice and remediable factors in the delivery of care provided to children and young people under 18 years old undergoing emergency (non-elective) surgery under anaesthetic or sedation. See [report](#).

Source: National Confidential Enquiry into Patient Outcome and Death

'They said what?' - CPD accredited hepatitis C and stigma training

This unique training is co-produced with people who have lived experience of hepatitis C, it's CPD accredited, takes less than 30 minutes, and mostly comprises of a film with people sharing their emotive personal stories. See more [here](#).

Source: The Academy of Fabulous NHS Staff

Training Session – ClinicalKey and Good Quality and Translated Patient Information (available to all ULTH, LCHS and LPFT members of staff)

The **Library and Knowledge Services** team is excited to invite you to an online session with **ClinicalKey** – a discovery platform giving you access to trusted, evidence-based resources. The focus of the 45 minute session will be accessing **good quality and translated patient information**.



Date: Wednesday, 21 January 2026

Time: 12:00 – 12:45 PM

Register here: [Teams registration](#)

What you'll learn:

- How to access ClinicalKey
- Evidence-based information for clinical decision-making
- CPD resources to support your professional development
- Patient guidelines and educational materials
- E-books and drug monographs
- Videos and multimedia resources

ClinicalKey[®] 

**Patient Information
Training**

Date: Wednesday January 21st

Time: 12:00 to 12:30hrs UK
(+ 15min Q&A)

Place: Online (registration required)

**For any additional question feel free to write to
g.lopez.1@elsevier.com*

