



Patient Experience Bulletin

July 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

Launch of the Green Social Prescribing Practitioner Guidance

New guidance outlines how organisations can work with Social Prescribing Link Workers to receive safe and effective referrals. See [here](#).

Source: National Academy for Social Prescribing

Macmillan and ORCHA launch app library for cancer patients

Macmillan Cancer Support has launched a curated digital health app library to help people living with cancer access independently assessed health apps to support them throughout their cancer care. See [here](#).

Source: Digital Health

Macmillan Cancer Support – avoiding infection

This playlist brings together expert advice from oncologists and specialist nurses alongside real experiences from people who have been through treatment. See [YouTube](#).

Source: YouTube / Macmillan Cancer Support

Macmillan Cancer Support – living with cancer fatigue

In this playlist, healthcare professionals explain what cancer fatigue is, what causes it, and how to manage it. You'll also hear from people living with fatigue, sharing what has helped them cope day to day. See [YouTube](#).

Source: YouTube / Macmillan Cancer Support

Cancer drug treatments

Cancer drug treatments are called systemic anti-cancer therapy (SACT). They include chemotherapy, targeted therapy, immunotherapy and hormonal therapy. See [here](#).

Source: YouTube / Macmillan Cancer Support



Carers

Unpaid carers action plan: recognise, refer, reach

This action plan aims to improve the lives of unpaid carers in England. See [here](#).

Source: Health and Social Care

New NHS patient standards are a positive step for carers

Carers UK welcomes the new patient standards published, which set out what patients and unpaid carers should expect when they, or the person they care for, are referred for planned (non-urgent) NHS care in England. See [here](#).

Source: Carers UK

Digital Technology

What does the public think about AI scribe use in healthcare?

The use of AI in taking notes and making records could benefit patients and professionals alike. But public support requires trust, confidence and transparency. See [blog](#).

Source: HealthWatch

Mind publishes new resources on impact of AI on mental health

Information with the PIF TICK helps users understand how AI can affect mental health, wellbeing and safety along with tips on how to manage feelings around AI. See [here](#).

Source: Patient Information Forum (PIF)

Health Literacy

How words discredit: A taxonomy of stigmatizing language in the electronic health record

Abstract: Objective Language in electronic health records (EHRs) can transmit stigma, discrediting patients in ways that undermine the clinician-patient relationship and compromise future care. This article sought to develop a taxonomy of stigmatizing language in EHRs to understand what patients are being stigmatized for, how that stigma is conveyed linguistically, and why. See [article](#).

Source: Patient Education and Counseling

National Policy and Guidance

Children's and Young People's Mental Health Services: 2024-25

The Independent review into mental health conditions, ADHD and autism's interim report, led by Professor Peter Fonagy, has found an increased rate of mental health conditions and rising distress particularly among young people. In my census of schools and colleges the most cited concern about the local area was mental health services. The government's reforms of the special educational



needs and disabilities system recognise the current system isn't working. See [here](#).

Source: Children's Commissioner

The Choice Gap: Why Patient Choice Exists in Policy but Not Always in Practice

Patient choice is a long-standing NHS right, but our research shows it is not being consistently delivered in practice. See [here](#).

Source: Independent Healthcare Providers Network

Dementia and frailty: Modern service framework

The government has stated that it will publish a modern service framework for dementia and frailty by the end of 2026. It intends for the framework to help improve access to treatment, diagnosis and support for those living with dementia or frailty. This briefing provides statements on the framework, including from the government, stakeholders and Baroness Casey of Blackstock (Crossbench), who is chairing a review of adult social care. See [here](#).

Source: UK Parliament

State of Child Health 2026: England - Quick read

State of Child Health 2026 provides a clear and comprehensive overview of children's health across the UK, analysing progress against 12 key child health indicators. This quick read report summarises data and recommendations for England. See [here](#).

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

Supporting autistic people and people with a learning disability to live well in their communities

This publication sets out the essential components that help autistic people and people with a learning disability to live good, meaningful lives in their communities. It is designed to support local systems plan and deliver this support across all ages. See [here](#).

Source: NHS England

Quality strategy for NHS-funded care in England

Improving experience of care and restoring trust. Improving experience of care across all sectors and settings is essential to restoring trust in the NHS. See [here](#).

Source: NHS England

Patient Safety

Ockenden review into maternity services at Nottingham University Hospitals NHS Trust: final report



Findings, conclusions and essential actions from the independent review of maternity services at Nottingham University Hospitals NHS Trust. See [here](#).

Source: Department of health and Social Care

Conversations that matter most: improving communication in end of life care

Good end of life care depends on good communication. When patients and families receive clear, honest and timely information, they are better able to face what lies ahead. When communication breaks down, the consequences can last a lifetime. See [here](#).

Source: Parliamentary and Health Service Ombudsman (PHSO)

Ombudsman's investigation triggers coroner's inquest into young father's death

A family is a step closer to getting answers to why Karl Lee, a father from Nottingham, died while in hospital, after an Ombudsman investigation compelled a coroner to carry out an inquest into his death. See [here](#).

Source: Parliamentary and Health Service Ombudsman (PHSO)

Patient Safety Commissioner: Listening to Patients

Annual Report 2025-26, see [here](#).

Source: Patient Safety Commissioner

Patient Experiences and Conditions

Children's mental health crisis risks fuelling 'lost generation'

Health experts warn that children's mental health in England has reached crisis levels, as a new report reveals children in the North are more likely to experience mental health difficulties than those in the South. See [report](#).

Source: Northern Health Science Alliance

Public concerns over the NHS: what search data reveal: A look into Google search trends

According to Google, interest in NHS access and appointment availability is rising among the UK public. Google searches aren't just digital noise – they can be a barometer of public mood and reveal what people think or fear before they voice it. Google search volumes for 'GP appointment', 'A&E waiting times' and 'NHS waiting list' have been increasing steadily over the past 5 years. See more [here](#).

Source: HealthWatch

That's all folks

Patient Experience Library's last quarterly magazine. This last edition contains the latest and best patient experience research, packaged in handy summaries for busy people. See [here](#).



Source: The Patient Experience Library

What do autistic people want from health services?

As the Government develops a new mental health strategy, the experiences of autistic people show change is needed. See [here](#).

Source: HealthWatch

Who needs emergency care in the year after giving birth?

New analysis of 1.6 million births in England reveals that one in five women use emergency care services in the year after giving birth – with stark inequalities rooted in deprivation, ethnicity and pre-existing health conditions that often predate pregnancy by years. The report argues that improving maternity care alone is unlikely to be sufficient, with a need for a genuine life-course approach to women's health. See [here](#).

Source: Nuffield Trust

Service Delivery

Delivering care for people with dementia – why data matters

With an ageing population, there are more people living longer with a major condition in England. Among these, dementia accounts for the greatest burden of illness (in terms of its impact on the health care system and individual life expectancy). The impact of dementia on people living with the condition and their family and friends is profound and life-changing. See more [here](#).

Source: The King's Fund

Clinical framework supports better glaucoma care to prevent avoidable sight loss

New GIRFT guidance aims to reduce the risk of avoidable sight loss through a clinical framework for the delivery of glaucoma care in England which prioritises early detection, accurate referrals and lifelong continuity of care. See [here](#).

Source: Getting it Right First Time

A shared heart: the story of Fleetwood's community health hub

How one of the poorest towns in England bought its abandoned local hospital and transformed it into a model for the future of health care and public services. See [here](#).

Source: The King's Fund

Model discharge pathway

This publication sets out the model needed to make timely, clinically-led discharge routine – so all patients receive the right care, at the right time, no matter when or where they are treated. See [here](#).

Source: NHS England



Waiting Lists and Other Data

Time to clear the tables: why NHS league rankings don't work

Last year, the government introduced league tables rating the performance of NHS trusts in England. Thea Stein, who raised concerns at the time, argues that the tables are a poor guide to the quality of care that patients can expect. See [here](#).

Source: Nuffield Trust

Corridor care statistics (England)

Local statistics on corridor care in England. See [here](#).

Source: UK Parliament

Waiting to get in, waiting to get out: corridor care, delayed discharges and rising pressures on hospitals

Every day in hospitals across England, hundreds of patients wait for care in corridors while thousands wait in beds to go home. See [here](#).

Source: The King's Fund

Equal waiting for elective care?

New evidence on inequalities in NHS waiting times in England. See [here](#).

Source: The Health Foundation