



Patient Experience Bulletin

June 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, Guides and Toolkits

Improving headache and migraine care: A tool for NHS professionals and providers

The Neurological Alliance and The Migraine Trust have developed an interactive headache resource navigator tool that can assist NHS providers and health professionals to plan, design and improve local services. See [here](#).

Source: The Migraine Trust

Patient information resources in Arabic, Bengali, Portuguese, Punjabi, Romanian and Urdu

With funding from GSK and Novartis, the Patients Association translated two of our factsheets: Knowing your rights and accessing support as a patient and Getting the most out of your appointments into Arabic, Bengali, Portuguese, Romanian and Urdu. See [here](#).

Source: The Patients Association

Carers

Building Carer Friendly Communities: a blueprint

Carers UK launched 'Building Carer Friendly Communities: a blueprint', as part of Carers Week 2026. The blueprint sets out a shared vision for creating communities where unpaid carers are recognised, understood and supported in every aspect of daily life. See [here](#).

Source: Carers UK

Digital Technology

Is the NHS ready for the AI-powered patient?

How a consumer health revolution is reshaping the system. The NHS is under pressure. A mismatch in care needs and care capacity has created long waits,



undetected care needs and overburdened staff who are pressured to make quicker decisions. See [here](#).

Source: The King's Fund

“Widening gulf” between AI and the law could leave NHS and doctors exposed to claims

Medical Protection has urged the Government to address the “widening gulf” between the law and the rapidly evolving use of AI in healthcare - amid increasing concerns that the NHS and clinicians may pay the price. See [here](#).

Source: Medical Protection.org

A new Online NHS Trust for specialist care

From 2027, the Online NHS Trust will give people in England the option to receive planned care through the NHS App. It will connect people with specialist clinicians across the country, helping them get care sooner without always needing to travel. See [here](#).

Source: Online NHS Trust

Essex Partnership digital tool improves leg wound and ulcer care

Essex Partnership NHS Foundation Trust has introduced technology from BlueDop to support assessment of leg ulcers and non-healing wounds. See [here](#).

Source: DigitalHealth

University Hospitals Sussex EDs switch to digital observations

University Hospitals Sussex NHS Foundation Trust has rolled out digital observations and e-prescribing in Royal Sussex County Hospital’s emergency department. See [here](#).

Source: DigitalHealth

How CardMedic is Reducing Avoidable Readmissions in Maternity Services at Epsom and St Helier University Hospitals NHS Trust

ESTH implemented CardMedic as part of its digital transformation strategy to address communication barriers, ensuring non-English-speaking patients receive critical information in their preferred language before discharge. See [here](#).

Source: The NHS Academy of Fabulous Stuff

Health Literacy and Communication

Almost half of patient-facing NHS staff see weekly nutrition misinformation, reports World Cancer Research Funds in new national analysis.

Patient-facing NHS staff are regularly being asked about inaccurate or misleading nutrition and supplement claims, while people who rely on social media for news are more likely to believe some misleading cancer-prevention claims, according to



World Cancer Research Fund's new research released for Cancer Prevention Action Week 2026. See [here](#).

Source: World Cancer Research Fund

National Policy and Guidance

Mental health conditions: Prevalence, impacts and government action

Evidence indicates that diagnosis of common mental health conditions including depression and anxiety has been increasing over the past decade. With this trend particularly prevalent in the 16 to 24 age group, government-commissioned reviews have been exploring the impacts on education, work and participation in society and the economy. The government has also announced a call for evidence in May 2026 ahead of a new mental health strategy. See [here](#).

Source: UK Parliament

Health Bill 2026-27

The Health Bill would abolish NHS England to cut bureaucracy, give more power to local decision-making, and direct more resources to frontline care. It also introduces wider NHS structural reforms based on the government's 10-year plan and a patient safety review. See [Health Bill](#).

Source: UK Parliament

Explaining the Health Bill (NHS Modernisation Bill 2026): what does it mean for health and care?

The main aim of the NHS Modernisation Bill is to provide a legal basis for the largest reorganisation of the NHS in more than a decade. It is the government's primary legislative vehicle for delivering its commitment to abolish NHS England (NHSE) and to implement its 10 Year Health Plan. The proposals mark a significant shift in how the NHS is run at national and local levels. See [here](#).

Source: The King's Fund

Patient Safety

'How many deaths will it take before we see a meaningful plan to end the crisis?': Deaths associated with long ED waits surge almost tenfold over a decade

The estimated number of deaths linked to long waits in Emergency Departments across England has surged almost tenfold over the past decade. That's according to new analysis published in the Royal College of Emergency Medicine's (RCEM) 'State of Emergency Medicine in England' report, which conservatively estimates that there were 15,860 excess deaths associated with long waiting times in English EDs in 2025. See [here](#).

Source: Royal College of Emergency Medicine's (RCEM)



Briefing from HSSIB RHO Roundtable: Bias and Discrimination in Patient Safety Investigations

Patient safety investigations are a critical mechanism for learning from harm. However, evidence and lived experience show that racial bias and discrimination are routinely overlooked, leading to inequitable outcomes for racially minoritised patients, families, and the healthcare workforce. This summary draws on insights from a national roundtable convened by the NHS Race and Health Observatory (NHS RHO) and Health Services Safety Investigatory Body (HSSIB) in November 2025, involving people with lived experience, regulators, policymakers, clinicians, and system leaders. See [here](#).

Source: NHS Race & Health Observatory

Investigation report: Electronic prescribing and medicines administration: procurement and safety learning in acute hospitals

This report looks at electronic prescribing and medicines administration (ePMA), which are digital systems used to prescribe and record the medication: given to a patient, or due and not given to a patient. In particular it focuses on procurement of new ePMA functionality and/or upgrades of existing ePMA functionality and how patient safety learning related to ePMA is identified and shared across the healthcare system. The investigation explored this in the context of the national legislative, regulatory, standards and assurance mechanisms relating to the safe use of ePMA that were in place up to April 2026. See [here](#).

Source: Health Services Safety Investigations Body

Communication failures led to wrong treatment that left five-year-old girl traumatised

Effective communication is a critical tool in preventing harm. This has been highlighted in a case where a child was left bleeding and in severe pain after being wrongly prescribed a vaginal pessary following an appointment with a physician associate (PA). See [here](#).

Source: Parliamentary and Health Service Ombudsman

Grandmother died after Trust failed to diagnose and treat her blocked bowel

A 76-year-old woman died after doctors missed repeated warning signs of a bowel obstruction and she was unable to communicate her intensifying stomach pain to medical staff because the Trust failed to provide an interpreter. See [here](#).

Source: Parliamentary and Health Service Ombudsman

'Alarm bells should be ringing': staff shortages causing 'extremely dangerous' delays to diagnosis and cancer care, doctors warn

A worsening shortage of radiologists and cancer doctors is causing dangerous delays to diagnosis and treatment for patients across the UK, according to new Royal College of Radiologists (RCR) 2025 workforce data. See [here](#).

Source: The Royal College of Radiologists (RCR)



Patient Experiences and Conditions

Young people with mental health conditions are now more likely to be NEET

This analysis examines the relationship between the number of young people who are not in education, employment or training (NEET) and the prevalence of mental health conditions. With the interim report from the review of young people and work led by Alan Milburn due to be published shortly, it highlights the significant role mental health is playing in the rising number of young people who are NEET. See more [here](#).

Source: Health Foundation

Independent report: Lord Mann review on antisemitism and other forms of racism in the NHS

An urgent review led by Lord John Mann examining how the NHS, including employers and UK health regulators, identify, report and respond to antisemitism and other forms of racism. See [here](#).

Source: Department of Health and Social Care

'No man's land': the experience of patients at the interface between health and social care

The health and social care interface often functions as a 'no man's land', where people experience delays, confusion and gaps in support, particularly at moments of transition such as hospital discharge or when care needs change. See more [here](#).

Source: The King's Fund

Unlocking the door to dementia diagnosis and treatments

Dementia symptoms are missed, diagnosis is delayed and support comes too late. We're launching our 'Unlocking the door' reports to show what needs to be done to 'unlock' these dementia issues. See [here](#).

Source: Alzheimer's Society

Landmark new NMC anti-racism principles to urgently help tackle bias

The Nursing and Midwifery Council (NMC) has launched new anti-racism principles – its contribution to urgently tackle the health inequities suffered by racially minoritised people. See [here](#).

Source: Nursing and Midwifery Council (NMC)

Patient Experience Survey: May 2026

Every year the Patients Association hears from patients about their experience of the NHS. Behind every statistic in this report is a person, with a delayed diagnosis, a cancelled procedure or a medical appointment where nobody asked the patient what mattered. See [here](#).



Source: The Patients Association

Understanding Tourette Syndrome: Clinical Context, Lived Experience

As Part 1 of this series, this article establishes clinical context and lived experience of Tourette Syndrome. Part 2 will explore the promise of research and the role of awareness. See [here](#).

Source: EBSCO Health Notes

Understanding health experiences of patients who speak English as an additional language

The Patients Association’s Our new report shares what we heard from patients across six language backgrounds – Arabic, Bengali, Portuguese, Punjabi, Romanian and Urdu – about the barriers they face when accessing healthcare. See [report](#).

Source: The Patients Association

Myalgic encephalomyelitis (ME): An overview

Myalgic encephalomyelitis, also known as ME or chronic fatigue syndrome, is a long-term health condition that is estimated to affect over 400,000 people in the UK. It is a fluctuating condition with symptoms including fatigue, sleep problems and brain fog. In 2025 the government published its final delivery plan on ME, which aimed to improve care and support for those with the condition. See [here](#).

Source: UK Parliament

What would it take for the NHS to treat violence against women and girls as a public health emergency?

One in three women and girls in the UK experience physical or sexual violence during their lifetime. The NHS has more contact with victims and perpetrators than any other public service. Yet the uncomfortable truth is that many women and girls who seek help from the health service do not receive the right support. The government and expert organisations supporting victims and survivors say there should be no wrong front door for those seeking help. In reality, it can feel like there is no right door. See [here](#).

Source: The King’s Fund

Service Delivery

Are we getting mental health care right for children and young people?

As demand for mental health services continues to grow, we have analysed the experiences of children, young people, and their families. See [blog](#).

Source: Healthwatch

We know it when we feel it – but what exactly is ‘outstanding’ care?



We know it when we receive it. But defining what exactly constitutes ‘outstanding’ care is surprisingly difficult. Lillie Wenzel reflects on The King’s Fund’s mission to do just that. See [here](#).

Source: The King’s Fund

The future of patient voice: learning from the Healthwatch model

Since 2013, Healthwatch has operated nationally and locally to gather the views of people using the health and care system in England. Its primary role has been to support improvements to services by reporting people’s experiences, which it has done by working with communities across England, collecting feedback on health and care services, and sharing this information with government bodies and local systems to inform policy and service development. See [here](#).

Source: The King’s Fund

Waiting matters: bringing down NHS waiting lists is important but so is the experience of waiting

Margot Kuylen and Dan Wellings consider the results of the Health Insight Survey and find that while waiting times have improved, for many the experience of waiting hasn’t. See [here](#).

Source: The King’s Fund

Waiting Lists and Other Statistics

Corridor Care – Urgent and Emergency Care Daily Situation Reports

Publishing corridor care data provides consistent national visibility on the extent to which patients are experiencing care in non-designated areas, which compromises patient privacy and the ability to provide safe, dignified care. The monthly publication of data will be used to track progress of interventions and ensure the right behaviours and system responses are in place to deliver sustained improvement. See [here](#).

Source: NHS England

Constituency data: Health conditions

Compare local data for health conditions including diabetes, asthma, depression and high blood pressure. See [here](#).

Source: UK Parliament

Health Insight Survey dashboard

Commissioned by NHS England, the Health Insight Survey (HIS) is designed to give patients the opportunity to offer regular feedback about their experiences of NHS services, including: GP practices, hospital waiting lists, dental care, pharmacies and community health services. See [here](#).

Source: Health Insight Survey



NHS Activity Tracker: June

NHS England publish data relating to demand, activity, waiting times and national performance against constitutional standards and recovery targets across the secondary care sector. Each month, NHS Alliance will take a more detailed look at national and trust level data across the acute, ambulance, community and mental health sectors. See [here](#).

Source: The NHS Alliance

Quality Watch: Independent scrutiny of the quality of health and social care

NHS performance dashboard. Tracking NHS performance, waiting list and waiting time statistics for England. See [here](#).

Source: Nuffield Trust