



Patient Experience Bulletin

February 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

Mental Health Act 2025: easy read

Changes to the law that tells people what to do if they need to stay in hospital after a mental health crisis. See [here](#).

Source: Department of Health and Social Care

Patient care in temporary care environments

This investigation explores the management of patient safety risks associated with using temporary care environments, often referred to as 'corridor care' and 'temporary escalation spaces'. See [here](#).

Source: Health Services Safety Investigations Body (HSSIB)

Experiences of NHS healthcare services in England: 08 January 2026

Experiences of local GP services, NHS treatment waiting lists, community health services, dentistry and pharmacy services, analysing data from the Health Insight Survey commissioned by NHS England. These are official statistics in development. See [here](#).

Source: Office for National Statistics

National Qualitative Insight – Urgent and Emergency Care 2024

This report, produced by Solutions Research and NHS England, shares national insights from qualitative thematic analysis of written responses to the NHS Patient Survey Programme, coordinated by the Care Quality Commission and Picker. The programme includes five surveys, with this report focusing on the 2024 Urgent and Emergency Care Survey. See [here](#).

Source: NHS England



Patient views on medical devices prescribed to them outside of hospital in England

This research by National Voices explores patient experience of the medical devices prescribed under Part IX of the NHS Drug Tariff. The project aimed to understand the features patients value most, so these insights can inform future categorisation and assessment of devices. See [report](#).

Source: National Voices

From expectation to reality

New research from NCT brings together the voices of 2,000 new and expectant parents to reveal the realities of pregnancy, birth and life with a newborn - and what urgently needs to change. See [report](#).

Source: National Childbirth Trust

BRIEFING: Beyond winter pressures

This briefing provides a summary of evidence showing that corridor care has become embedded practice across many parts of the UK and is now a persistent, year-round crisis. It draws on updated testimonies from RCN members and new public polling commissioned by the RCN, underscoring the enduring scale and severity of the problem. See [here](#).

Source: Royal College of Nursing (RCN)

Expert organisations with “challenging” and “complex” service users: Representation in English and Welsh autism charity reports and accounts

Abstract: The language and imagery used in Autism charities' communications influences societal understanding of, and attitudes towards, Autistic people. This, in turn, shapes perceptions of whether and how the disabling barriers in society experienced by Autistic people can and should be addressed. Yet, to date, there has been minimal exploration of this discourse employed by Autism charities. We, an Autistic-majority team of researchers, used critical reflexive thematic analysis to examine the language and imagery used in the Trustees' Annual Reports and Accounts of 11 large English and Welsh Autism charities. Representation within these reports emphasises adversities associated with Autism, and the language chosen to portray Autistic people largely describes Autism as an impairment. In contrast, charities represent themselves as the solution to the 'problem' of Autistic people, and thus deserving of increased resources and funding. Government is largely depicted as ineffective and deficient. We argue that these Autism charities are thereby upholding – rather than challenging – the disabling barriers in society experienced by Autistic people. For Autistic charities to better represent Autistic people and improve wider societal understanding of Autism, there is a need for more positive portrayals that challenge the 'charity saviour' trope in charity communications. See [article](#).

Source: Abnett, H., Williams, K., Holloway, W. and Grant, A. (2025) 'Expert organisations with “challenging” and “complex” service users: Representation in English and Welsh autism charity reports and accounts', *PLOS ONE*, 20(10), pp.



e0335132.

How to End the Postcode Lottery for Access to a Quality Fracture Liaison Service

This inquiry report from the All-Party Parliamentary Group for Osteoporosis and Bone Health highlighted the scale of under-diagnosis, under-treatment and missed opportunities in NHS care for osteoporosis, setting out a blueprint for change. See [here](#).

Source: Royal Osteoporosis Society

Genetic Testing

Target Ovarian Cancer has released an updated guide and a series of new animated videos on genetic testing for ovarian cancer. These resources provide straightforward information about who qualifies for genetic testing under the latest NICE guidelines and the current National Genomic Test Directory. See [here](#).

Source: Target Ovarian Cancer

National Survey shows some improvement in maternity care experiences, but that further work is needed to ensure safe high-quality care for all

Findings from a CQC survey of more than 16,750 women who used NHS maternity services in 2025 reveal several areas where people are reporting a better experience – particularly in relation to communication with staff and mental health support. See [here](#).

Source: Care Quality Commission

The Research Room

The newest episode in a podcast series highlighting health research focuses on the impact of patient voices. *The Research Room* podcast, created by the York Trials Unit (YTU) at the University of York, takes a closer look at the BioDrive AFS trial — a major study examining the most effective ways to prevent and detect fungal infections in people with acute leukaemia. In this episode, Patient Advisory Group members Kate and Mary reflect on their experiences from diagnosis to becoming active research partners, demonstrating that patient insights are not only valuable but vital. See [here](#).

Source The Research Room

Menopause and prostate conditions prioritised for NHS's new online hospital

The NHS has selected nine common conditions which will be the first to be treated by the NHS Online service, providing faster access to specialist care. Launched by the Prime Minister in September 2025, today's announcement sees the first step in delivering the new NHS Online hospital, which will transform how healthcare is delivered, allowing patients to be triaged quickly through the NHS App, speak to doctors via video consultation, and monitored in the comfort of their home, saving unnecessary trips to hospital. See [here](#).



Source: NHS England

Childhood stroke guide

Anyone can have a stroke, including babies and children, but the causes of stroke for children are very different from those for adults. This guide explains the causes and treatments, and the impact stroke could have on a child and their family. It also lists sources of help and support. See [here](#).

Source: Stroke Association

Patient Experience Data 101

National Voices was commissioned by Pfizer to produce this guide sharing what patient experience data is, why it matters for quality care, and practical guidance on collecting data responsibly. See [guide](#).

Source: National Voices

Health Literacy Out Loud: Communicating Clearly with People Who Have Disabilities.

Listen as the hosts speak with a guest about the wide range of disabilities, including intellectual, physical, and mental health challenges, and how these can influence communication. The conversation explores practical ways to communicate clearly and respectfully with people who have disabilities, highlighting approaches that support better understanding and inclusion. It also discusses the value of involving individuals with lived experience in clinical care, research, and community settings, emphasising how their perspectives enhance outcomes for everyone involved. See [Podcast](#).

Source: Health Literacy Out Loud

Patient experiences: November 2025

Healthwatch Lincolnshire report on the patient experiences they received in November 2025. During this period, they heard from 142 people. See [here](#).

Source: Healthwatch

Guidance and reality

The latest and best patient experience research, packaged in handy summaries for busy people. See the [winter edition](#) of the Patient Library's quarterly magazine.

Source: The Patient Library