

# THE PATIENTS ASSOCIATION

England & Wales · Charity number 1006733

## Details

**Status** Registered

**Legal form** Charitable company

**Company number** [02620761](#)

**Registered** 1991-12-16

**Register** [View on the Charity Commission register](#)

## Contact

**Address** The Patients Association  
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**Email** [mailbox@patients-association.com](mailto:mailbox@patients-association.com)

**Website** [www.patients-association.org.uk](http://www.patients-association.org.uk)

## Activities

**Objects:** TO RELIEVE AND PREVENT SICKNESS OF PEOPLE IN THE UK BY PROMOTING THE ENHANCEMENT OF MEDICAL, SURGICAL, PHYSIOLOGICAL, PSYCHOLOGICAL OR PSYCHIATRIC AND ASSISTING PEOPLE TO SECURE THE BEST TREATMENT.

**Activities:** The Patients Association exists to promote the health and wellbeing of people in the United Kingdom by influencing the enhancement of health and care services and assisting people to secure the most suitable care and support.

## Classification

- **How:** Provides Advocacy/advice/information
- **What:** General Charitable Purposes, The Advancement Of Health Or Saving Of Lives
- **Who:** Children/young People, Elderly/old People, People With Disabilities, The General Public/mankind

## Geography

- **Area of benefit:** UK
- Throughout England And Wales

## Finances

| Period end | Income   | Expenditure | Assets   | Employees |
|------------|----------|-------------|----------|-----------|
| 2024-12-31 | £708,592 | £629,522    | £476,352 | 10        |
| 2023-12-31 | £687,689 | £599,394    | £397,282 | 9         |
| 2022-12-31 | £638,487 | £577,682    | £308,987 | 9         |
| 2021-12-31 | £650,100 | £579,876    | £248,182 | 9         |
| 2020-12-31 | £471,631 | £408,636    | -        | -         |

## Trustees

| Name             | Role | Appointed  |
|------------------|------|------------|
| Julia Ross       |      | 2025-06-16 |
| Julie Thallon    |      | 2021-07-01 |
| Mark Blaney      |      | 2025-06-16 |
| Meryl Davies     |      | 2022-05-26 |
| Prof Alf Collins |      | 2023-10-26 |
| Rachel King      |      | 2021-07-01 |
| Teena Chowdhury  |      | 2025-06-16 |
| Tom Grinyer      |      | 2024-08-12 |
| Wiqas Valji      |      | 2022-05-26 |

**THE PATIENTS ASSOCIATION**

England & Wales - Charity number 1006733

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# Accounts

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**THE PATIENTS ASSOCIATION**  
**(A Company Limited by Guarantee)**

**UNAUDITED**

**TRUSTEES' REPORT AND FINANCIAL STATEMENTS**

**FOR THE YEAR ENDED 31 DECEMBER 2024**

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**THE PATIENTS ASSOCIATION**  
**(A Company Limited by Guarantee)**

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**THE PATIENTS ASSOCIATION**  
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**REFERENCE AND ADMINISTRATIVE DETAILS OF THE CHARITY, ITS TRUSTEES AND ADVISERS  
FOR THE YEAR ENDED 31 DECEMBER 2024**

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|                                                      |                                                                                                                                                 |
|------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Trustees</b>                                      | Suzanne White<br>Rachel King<br>Julie Thallon<br>Wiqas Valji<br>Meryl Davies<br>Professor Alf Collins<br>Tom Grinyer (appointed 12 August 2024) |
| <b>Company registered number</b>                     | 02620761                                                                                                                                        |
| <b>Charity registered number</b>                     | 1006733                                                                                                                                         |
| <b>Registered office</b>                             | 32 Byron Hill Road Attn The Patients Association<br>C/O A-Spire Business Partners<br>Harrow On The Hill<br>Middx<br>HA2 0HY                     |
| <b>Chief Executive Officer and Company Secretary</b> | Rachel Power                                                                                                                                    |
| <b>Independent Examiner</b>                          | MHA<br>Chartered Accountants<br>MHA House<br>Charter Court<br>Swansea Enterprise Park<br>Swansea<br>SA7 9FS                                     |

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## **THE PATIENTS ASSOCIATION**

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### **TRUSTEES' REPORT FOR THE YEAR ENDED 31 DECEMBER 2024**

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#### **Introduction by Julie Thallon, Chair of the Patients Association**

It is with great pride that I and the Trustees present our annual report together with the consolidated financial statements for the year 1st January to 31st December 2024. As I reflect on my first year as Chair, I am honoured by the responsibility of leading this vital organisation. I'm delighted to share the progress we've made in championing the patient voice and strengthening collaboration between patients, the healthcare system and our corporate partners.

Our first major piece of work, Patient experiences of diagnostics, explored how to enhance patient experiences of diagnostic services. The report analysed the opinions and experiences of more than 1,000 NHS patients and carers, and emphasised the importance of timely access, clear communication, and streamlined pathways in reducing anxiety and improving diagnosis and treatment. This work received significant media coverage, providing an early opportunity to highlight the value of our work.

2024 was again, a very challenging year for health and care, with waiting lists continuing to grow, further strike action by different areas of the workforce and growing health inequalities. All this set the backdrop for the General Election, held in early July. The subsequent win for the Labour party represents new opportunities and challenges for our purpose, as we continue to build on our relationships with new and already known policymakers.

I am particularly proud of our focused work on health inequity this year, both in our work with the system and in engaging with patients. Our work with Weber Shandwick developed a communications framework that addresses the persistent barriers to health literacy and accessibility experienced by low-income and ethnic minority patient communities. We finished the year by launching a major report on improving health equity for patients living with cancer and/or blood disorder, sponsored by Bristol Myers Squibb. Our research highlighted the systemic barriers that underserved communities face including mistrust in healthcare, discrimination, financial hardship, and poor access to services, all of which lead to worse health outcomes. As a charity, it is our responsibility to amplify these voices, challenge inequities, and push for more inclusive, patient-centred care and we plan to continue this work into 2025. Our strong recommendations for a way forward in this area include locating more health services in underserved areas to improve access and calling for a review of the Carr-Hill formula.

We continued to centre the authentic voice and views of patients across every aspect of our work. We're deeply grateful to our team for their dedication in bringing new and diverse patient voices to all areas of our work. By expanding our outreach to different communities, we're hearing from people with varied experiences and perspectives. This gives us great insight into the wide range of patient experiences. We will continue to include new patients in our work to better understand the diverse needs of all people living across the UK. We connected with over 2,000 patients through surveys and focus groups to gain insight into their experiences and shape our policy work and engagement with the health system. Meanwhile, our helpline provided support to more than 4,000 patients. We also engaged with the new Government's 10-year health plan consultation process by submitting our organisation response, which included feedback from our membership and expertise gathered from previous projects. We also recruited 'community connectors' for this work trusted patients with links to under-served communities - ensuring we reached marginalised voices and reflected their priorities in our submission.

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**THE PATIENTS ASSOCIATION**

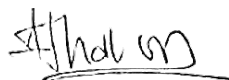
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**TRUSTEES' REPORT (CONTINUED)**  
**FOR THE YEAR ENDED 31 DECEMBER 2024**

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As we enter 2025 and my second year as chair, I am more convinced than ever that our purpose to achieve genuine patient partnership and shared decision-making across all aspects of health and care remains as vital as ever. I am proud of everything we accomplished in 2024 and look forward to another year of advocating of behalf of all patients in the UK.



Julie Thallon  
Chair

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## THE PATIENTS ASSOCIATION

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### TRUSTEES' REPORT (CONTINUED) FOR THE YEAR ENDED 31 DECEMBER 2024

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The Trustees present their annual report together with the financial statements of the Charity for the 1st January 2024 to 31st December 2024.

The Annual Report serves the purposes of both a Trustees' report and a directors' report under company law. The Trustees confirm that the Annual Report and financial statements of the charitable company comply with the current statutory requirements, the requirements of the charitable company's governing document and the provisions of the Statement of Recommended Practice (SORP) applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS102) (effective 1 January 2019).

#### Background and objectives

The Patients Association is one of the oldest and most distinctive health and care charities in the UK. Our remit is not disease-specific; it covers all issues that affect patients, including social care and public health. We advocate for genuine patient partnership in the design and development of services to ensure that everybody can access and benefit from the health and care they need to live well.

We are the leading independent charity with a direct line to patients living with any health condition. For over 60 years, our freephone helpline, membership, patient activities, and consultancy have given us a unique insight into patient experience and a holistic view of the health and care system from their perspective. We talk to thousands of patients every year and are experts at reaching diverse groups and communities.

We create safe, supportive spaces where patients feel heard and valued, ensuring their experiences shapes improvements in healthcare. Our work with patients feeds directly into our work with healthcare professionals and key decision-makers, ensuring national policy decisions are influenced by authentic patient voice.

We started 2024 with the anticipation of a general election taking place later in the year. We published our Election Manifesto, developed in partnership with patients, outlining our key priorities for the upcoming Government. The Manifesto covered the topics of taking partnership from theory to practice, increasing the availability of quality care, placing health at the heart of government, delivering genuine two-way communication between patients and the NHS, and providing the workforce that patients need.

Following the election announcement, we shifted our focus towards gathering up to date patient feedback on their current experiences of health and care services. We received over 1200 responses to our patient experience survey. We used the results from the survey to form a report, 'Beyond the breaking point' and write to the newly elected Prime Minister and relevant Ministers in the DHSC.

Following the election, the Secretary of State for Health and Social Care commissioned an independent review into the NHS, led by Lord Darzi. We strongly welcomed the report and were pleased to see that it aligned with many of our key calls in 'Beyond the breaking point'. We accepted an invitation to be part of Lord Darzi's Expert Reference Group and provided evidence towards his investigation. Particularly relevant points from the Darzi Review for our mission include the lack of patient involvement and voice in NHS services, the potential of the role of technology in the NHS, and the need to tackle waiting lists to improve both the physical and mental health of patients. Our work 'I love the NHS but...' in collaboration with Demos was referenced in the final report.

The Darzi Review was pivotal in laying the foundations for the 10 Year Health Plan, a consultation also launched late last year that will shape the future of the NHS through three key shifts – hospital to community, analogue to digital and from sickness to prevention. We have engaged extensively with patients in our campaigns around the 10 Year Health Plan, including through our response to the consultation itself, setting up meetings with key advisers and Ministers involved in the plan, and providing the opportunity for patients to attend events associated with the Plan.

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## THE PATIENTS ASSOCIATION

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### TRUSTEES' REPORT (CONTINUED) FOR THE YEAR ENDED 31 DECEMBER 2024

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We responded to the subsequent organisational consultation on the 10 Year Health Plan, combining insights from a refreshed patient experience survey in line with the questions in the consultation and information from our previous research and projects. We also submitted two additional responses – one with a coalition of patient charities, headed by Pfizer and Lexington Communications and another as a report written following a roundtable at the Houses of Parliament. The latter was penned by the Nuffield Department of Primary Care Services at Oxford University and the Centre for Research Equity. We are also members of the consultation's Partners Council, alongside many other significant charitable organisations.

Media engagement remained a vital tool in 2024 for amplifying patient concerns, advocating for improvements in care, and driving our campaign for patient partnership. Throughout the year we fulfilled over 130 media requests across print and online news, radio and TV.

The publication of the Patient Experience Diagnostics report in February led to significant media coverage, with 24 pieces across national, online, trade, and local outlets, including both print and online versions of The Daily Mail. Our report on patient attitudes toward the NHS App, produced with the Digital Coalition, received less exposure due to coinciding with the British Social Attitudes survey publication.

A significant media moment for us came in Channel 4's Dispatches: Undercover A&E: NHS in Crisis, in which Trustee Prof Alf Collins was interviewed. Although not focused solely on our work, this programme provided an opportunity to highlight the ongoing NHS crisis and its impact on patients. Our embargoed statement ahead of the broadcast gained further media traction. Additionally, our statement on the junior doctors' strike, released just before the general election, was widely picked up, appearing in The Independent and numerous local papers.

Our Chief Executive, Rachel, gave multiple high-profile broadcast interviews throughout the year, including BBC Radio 4's Today, LBC, and a detailed segment on BBC News Channel. Ahead of the general election in July, she contributed to coverage of Labour's NHS policies, ensuring patients' experiences remained central to the debate. She also met with The Daily Telegraph's health correspondent and was interviewed by NHS Confederation for a YouTube feature on our work.

Following the election, we closely monitored the new government's healthcare policies, providing timely media commentary on how their decisions would impact patients.

"You've been more helpful than other people I've contacted. I'm overjoyed. You've been absolutely brilliant."

Helpline caller

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## THE PATIENTS ASSOCIATION

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### TRUSTEES' REPORT (CONTINUED) FOR THE YEAR ENDED 31 DECEMBER 2024

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#### Consultations and events

At Module Three of the Covid Inquiry, Julia Jones of John's Campaign presented our findings alongside further evidence from John's Campaign and Care Rights UK. This module is now closed.

We continue our work as core participants in Module Six, covering the impact of the pandemic on social care. These hearings will take place in Spring 2025.

We also responded to several other consultations and calls for evidence, including:

- NHS Never events consultation
- DHSC statutory duty of candour call for evidence
- AvMA Harmed Patient Pathway consultation
- The Patient Safety Commissioners Principles of Better Patient Safety
- Consultation on the NHS Constitution
- GMC consultation on physicians associates – in collaboration with National Voices and Healthwatch England
- Response to HM Treasury on the Autumn 2024 budget

Between our Chief Executive and Head of Patient Partnership, we took our message of patient partnership to 40 events nationally, including both the Labour and Conservative Party Conferences and NHS ConfedExpo. At the Labour Party Conference we were part of three panels which featured MPs, industry experts and representatives from other patient organisations. We also presented at Haleon's charity showcase, which included a keynote speech from the Secretary of State for Health and Social Care.

At NHS ConfedExpo we also presented at three panels, as well as taking part in a 1:1 interview for the Conference's YouTube channel, and provided closing remarks for the Conference with NHS Confederation's Chair.

"You are a good organisation, I read your newsletter regularly. I am glad you are there. Thank you for the information and returning my call so quickly."

*Helpline caller*

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### TRUSTEES' REPORT (CONTINUED) FOR THE YEAR ENDED 31 DECEMBER 2024

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#### Patient engagement

We continue to expand and diversify our membership. We increased membership to 4,506 by the end of 2024, a rise of 27% on the previous year. We continue to talk to patients through our large-scale surveys, emails, focus groups, webinars, and by involving them in other organisations' events. We take what we heard from these patients when speaking up for all patients in our interactions and in various forums such as:

- NHS Assembly
- NHS England's Outpatients Recovery
- DHSC's Patient Safety Commissioner advisory group
- National Data Advisory Group
- Department of Health and Social Care Elective Recovery Taskforce
- Data Strategy Advisory Panel (DSAP) (Large Scale Public Engagement)
- Management and Leadership Development in the NHS
- Martha's Rule Working Group
- UK Covid 19 Inquiry
- Corridor care coalition
- Training for Medical Examiner Officers

We ran numerous patient surveys with strong engagement, including the following:

- DHSC consultation on Leading the NHS: proposals to regulate NHS managers, which received 100 responses
- 10 Year Health Plan organisational response survey received 292 responses
- Our patient experience survey for our 'Beyond the breaking point' report received 1298 responses
- DHSC consultation on the statutory duty of candour, received 176 responses
- Our survey on PPGs for our work with Herts and West Essex received 119 responses
- Our survey for our 'Patient experiences of diagnostics' report received 1012 responses

"Thank you very much for the speed and time you had taken in replying. Thank you so much for your response and guidance. It has made a difference. Thank you again."

*Helpline caller*

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### TRUSTEES' REPORT (CONTINUED) FOR THE YEAR ENDED 31 DECEMBER 2024

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#### Helpline

We have a free helpline that people can contact 9-5 on weekdays by phone or email. Whilst our staff are not medically trained, they can support with the broader intricacies of the health system and:

- Provide information and guidance to empower patients to have informed discussions with their healthcare providers
- Guide patients on how to be actively involved in the decision-making process
- Facilitate communication to help patients think through what information they need and the next steps
- Help patients understand how shared decision making can work for them.

During 2024, we responded to 4,128 enquiries, up 28% from 2023.

Throughout the course of the year, four themes remained constant in what people contacted the helpline about. These were: complaints, access to medical records, NHS IT systems, and access to appointments especially dentistry and GP.

Our website's information and resources section plays a key role in supporting the helpline, providing patients and carers with essential guidance on navigating health and social care. These resources are the most popular content on our website, accounting for more than half of all views of our website; in 2024 the website had 222,232 views, across 121,350 users. We published a new webpage and animation for patients on shared decision-making.

Since 2013, our helpline has partnered with the Care Quality Commission (CQC) on the regulator's "tell us about your care" campaign. Each month our advisers support callers to give feedback to the CQC on their care, whether it has been a positive example of great health or social care, or a troubling experience. In 2024, we passed on 347 pieces of feedback with the regulator – 63 more than in 2023 (22% increase).

"If you weren't around, patients like us wouldn't know what to do. You are the reason why my mother is still around. Your advice in the past had saved her life. Thanks for being there and getting back so quickly. I don't know any organisation that respond to people within 24 hours. You all really do make a difference."

*Helpline caller*

#### Webinars

Patient Partnership Week, which we established in 2022, returned for the third time in 2024. The week's aim is to bring together patients, carers, and healthcare professionals to talk about the importance patient partnership.

The week included six webinars focused on shared decision making, health inequalities, empowering patients, and joining services. Speakers included a mix of professionals and patients, with the audience reflecting as such.

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### TRUSTEES' REPORT (CONTINUED) FOR THE YEAR ENDED 31 DECEMBER 2024

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We were delighted to welcome back speakers such as Dr Henrietta Hughes, England's Patient Safety Commissioner, to discuss developments since last year's fireside chat. We welcomed new speakers including Trustee Professor Alf Collins, the Head of Health Improvement & Influencing at Pancreatic Cancer UK, and the Chief Executive of the Sickle Cell Society.

The number of registrants and attendees increased on the previous year by almost 50%. Due to the success of the previous two years, the organisation will be running Patient Partnership Week in 2025 for the fourth time.

In addition to the Patient Partnership Week webinars, we held seven additional webinars:

- The first three were in partnership with NHS England to raise awareness of changes to the way primary care works: 'Exploring the Wider Practice Team', where we were joined by a paramedic, physiotherapist, and mental health practitioner. Then understanding the 'Pharmacy First' service, providing an opportunity to hear about the new service more than 10,000 community pharmacies are offering in England. Our panel of experts explained how patients can get treatment for seven common conditions at their local pharmacy. And finally, 'digital access to primary care', discussing the benefits and obstacles with professionals and patients.
- In the 'Untold Patient Stories: Shedding light on the realities of life with a long-term condition' webinar we heard from four people who live with long-term health conditions what their day-to-day lives are like. AbbVie provided arm's length full funding but has had no influence on the webinar in the project, or the development of any associated materials. We also shared a follow up email to all MPs and others who were unable to attend. This email included a short video with the highlights of the webinar.
- We hosted a webinar with Care Quality Commission (CQC) and Healthwatch England to hear about the Tell Us Your Care campaign, which aims to support more people to have their say on health and care services and understand the barriers that exist to giving feedback and potential solutions.
- Exploring the findings and recommendations from our 'Patient Experience of Diagnostics' report, in partnership with Roche. The report's findings showed that patients view diagnostics as a fundamental part of the NHS and one that should be prioritised over the coming years.
- In the 'Ensuring patient and family concerns are central to the recognition and management of acute illness and deterioration' webinar, we worked with NHS England's Worry and Concern Collaborative to look at how hospitals can make sure the worries and concerns of patients, their family, and friends are considered by healthcare professionals.

Our webinars are always free and open to anyone interested in health and social care. We always endeavour to include patients as panellists where possible, and continue to develop webinars based on what we understand patients are interested in. This information is based on what we hear through the helpline, our focus groups and correspondence with our members.

"I wish I had known this service before, I should have called you long time ago. Thank you so much."

*Helpline caller*

#### Funded work

Our commissioned project work in 2024 brought patients together with NHS organisations, industry, regulators and independent healthcare providers to influence health policy and practice. 15 projects were completed in total with the emphasis throughout all our project work on amplifying the voice of patients, particularly those from marginalised backgrounds, and ensuring their experiences are helping to drive change in the health and care system.

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## THE PATIENTS ASSOCIATION

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### TRUSTEES' REPORT (CONTINUED) FOR THE YEAR ENDED 31 DECEMBER 2024

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For example:

- We launched a major report on improving health equity for patients living with cancer and/or blood disorder, highlighting the systemic barriers that underserved communities face including mistrust in healthcare, discrimination, financial hardship and poor access to services, all of which lead to worse health outcomes. Sponsored by Bristol Myers Squibb, this work has resulted in a guide and animation signposting patients to support that is available to them, while also underpinning our campaigning on health inequities.
- We expanded on our work in this area in partnership with the Weber Shandwick Collective, bringing patients from marginalised and underserved communities together to highlight how health communications can leave them feeling excluded or their experience unseen. Alongside Weber Shandwick, we have supported the development of CORE, a new communications framework that aims to increase inclusivity and equity in health and wellness communications.
- Our patient experience tracker survey, launched in partnership with Roche Diagnostics gave us further insight into the level of care patients are receiving in the health service. Findings from this work supported our participating in the Darzi Review and we our ongoing efforts to engage the DHSC and ensure patients get the best possible treatment that meets their needs and expectations.
- With Palantir awarded the contract for its Foundry software to support the NHS Federated Data Platform, we were commissioned to understand what questions patients had about Foundry and to work with Palantir and NHS England to provide answers in language that could be widely understood. This resulted in a patient guide and summary to Foundry that covered several issues important to patients including how their data is processed and controlled, and how it can support NHS organisations to plan and deliver care more effectively while reducing the administrative burden on staff.

The role of regulators is critical in maintaining patient safety and helping to protect the public, so we worked with the Professional Standards Authority to review their standards, bringing together a diverse group of patients to provide insight on their relevance and accessibility to the public. Recommendations from our focus groups have informed the wider public consultation process that is taking place in 2025.

#### Our plans

As we look to 2025, with a new government setting out its vision for the NHS and social care, and Lord Darzi's review providing a comprehensive diagnosis of the challenges, we have an opportunity to refine our focus, amplify our impact, and strengthen our position. The government's strategic shifts - from hospital to community-based care, from analogue to digital and from illness treatment to prevention - align with our mission to improve patient experiences across all healthcare settings. These transitions require careful consideration of our diverse patient communities, ensuring changes benefit everyone.

Our core objectives for 2025 are to:

Enable patients to be equal partners in their healthcare journey through:

- Supporting them to access and understand information about their care
- Building knowledge and confidence for shared decision-making
- Empowering them to have an active voice in their care choice

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## THE PATIENTS ASSOCIATION

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### TRUSTEES' REPORT (CONTINUED) FOR THE YEAR ENDED 31 DECEMBER 2024

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Champion patient voices to drive change in healthcare by:

- Amplifying patient experiences
- Building partnerships with patients and patient communities
- Holding decision makers accountable

This year will also see us develop and launch a focused five-year strategic plan by September 2025 to take us into the next stage of the organisation.

#### Financial Review

Like many in the charity, and particularly health charity sector, 2024 was a challenging year with income raised approximately 12% less than the budget of £803,660 we set at the start of the year.

This was the result of multiple factors. The general election period naturally led to a quieter environment as stakeholders adopted a wait-and-see approach amid cost-of-living concerns. Additionally, we experienced a transition period with new staff joining our fundraising and project team which temporarily impacted our operational capacity. The fundraising landscape has become increasingly competitive with more organisations vying for limited resources. We continue to feel the knock-on effects of Brexit in terms of the UK markets importance to many of our key industry donors, while ongoing voluntary pricing scheme negotiations between the NHS and some of our key funders has created further uncertainty.

Despite the funding challenges, we ended 2024 with a surplus of £79,070 as the result of a significant legacy donation received during the year.

Our income comes from a variety of sources including:

- NHS trust memberships and improvement projects.
- NHS/DHSC/Industry funded health and care improvement projects.
- Corporate membership, sponsorship, and donations.
- Individual giving including legacies.

In 2024, we developed a new Income Generation Strategy which is focused on sustaining and expanding projects and corporate partnerships as our primary sources of funding, while diversifying and growing our income from Trusts & Foundations, Events and Sponsorship and Individual and Community giving. Successful implementation of this strategy will enable us to invest in priority areas of work to be set out in our new strategy.

The Patients Association is registered with the Fundraising Regulator and has fully adopted and is committed to its code of best fundraising practice. In addition, the Trustees and staff work to clearly ensure we work to an ethical fundraising policy and process. We have received no complaints about our fundraising ethics and do not fundraise from individuals in any way which could be seen as intrusive on a person's privacy or place pressure on any person to donate.

The Trustees receive full disclosure on a quarterly basis of all fundraising activities undertaken by the Association. At present the Association has not and does not have plans to engage external services of a professional or commercial fundraiser.

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### TRUSTEES' REPORT (CONTINUED) FOR THE YEAR ENDED 31 DECEMBER 2024

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#### Patient Association companies

The trading company ceased to trade in July 2020. Following independent and professional advice, all activity was transferred to the Charity, which was registered for VAT on 1st July 2020. The company is in the process of being dissolved.

#### Reserves policy

The Trustees have reviewed the charity's reserves policy and approved a revised approach for 2025. The new policy establishes a flat rate of 6 months operating costs as the target reserves level. Based on our projected expenditure for 2025, this equates to £278,900 (compared to £353,020 in 2024).

This reserves figure includes provision for project expenses to ensure that, in the event of financial difficulties, the charity would have sufficient funds to complete any outstanding project commitments while maintaining core operations during the transition period.

The Trustees believe this revised policy provides appropriate financial resilience while ensuring that charitable funds are effectively deployed toward our purpose of promoting patient partnership in healthcare. The level of reserves is reviewed annually to ensure it remains appropriate to the organization's needs and financial circumstances.

#### Free reserves

The sum of the reserves levels makes up the unrestricted funds shown in the accounts.

The outcome for the year ending 31 December 2024 was a surplus of £79,070 (2023: £88,295). This compares to a surplus of £60,805 in 2022.

The balance held in unrestricted funds at the 31 December 2024 was £476,352 (2023: £397,282). This compares to a balance of £308,987 in 2022. The target reserves level for 2025 is £278,900.

#### Restricted reserves

Restricted reserves relate to monies received where the donor has specified what the funds must be used for. There were no restricted reserves at the end of 2024.

#### Investment policy

The Patients Association does not have investments in equity or stocks and has no plans to acquire such a portfolio. Our cash management principles are that when we have cash in excess of our reserves policy, any investment of cash must be balanced to achieve zero risk of loss and to ensure that the organisation maintains enough cash to ensure continuous operations.

#### Structure, Governance, and Management Legal and administrative information

The Patients Association is a registered company limited by guarantee, company number 02620761 registered in England and Wales. It is also a registered Charity, number 1006733. The Charity was established under a memorandum and articles of association.

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### TRUSTEES' REPORT (CONTINUED) FOR THE YEAR ENDED 31 DECEMBER 2024

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#### Public benefit

When reviewing our aims and objectives and planning our current and future activities, we have referred to the Charity Commission's general guidance on public benefit. In particular, the Trustees consider how our activities will contribute to our objectives for the benefit of patients.

#### Governance and management

The Trustees continue in their commitment to achieving the highest possible standards by demonstrating exemplary leadership and governance, as evidenced by our comprehensive annual governance review process, structured recruitment procedures for staff and trustees that ensure diversity of skills and perspectives, regular risk register reviews conducted at both Finance Committee and Board levels, and appraisals that incorporate external contributors to maintain objectivity and accountability."

#### Principal risks and uncertainties

The principal uncertainties facing the organisation in 2024 included the ongoing economic pressures following the cost-of-living crisis, persistent inflationary environment, significantly increased competition for charitable funds, continued disruption in global politics including conflicts in Ukraine and the Middle East, and the changing healthcare landscape following the 2024 general election. Additionally, the new voluntary pricing agreement for pharmaceutical companies has created uncertainty in our corporate funding landscape. These combined factors continue to impact charitable funding and create operational challenges.

The Board of Trustees maintains its rigorous approach to risk management, regularly reviewing our comprehensive risk register which identifies principal risks that may affect our ability to achieve our objectives.

To mitigate these risks, the Chief Executive with support from the finance committee implements robust financial controls, ensures operational efficiency, demonstrates clear impact to funders, and maintains strong governance practices. The organisation has also invested in enhanced digital security measures and staff development to build resilience. Drawing on our 61-year history of adapting to changing circumstances, we remain confident in our ability to deliver our mission despite these challenges. The Board maintains close oversight of emerging risks as the political and economic landscape continues to evolve rapidly in the post-election environment.

#### Board of trustees

The Board is responsible and accountable for our policies and activities to our members, the Charity Commission, funders, stakeholders, and for compliance with charity and company law. It is responsible for setting the strategic direction and for the financial management of the Association, setting the annual budget and compiling the annual report and accounts. The Chief Executive is accountable to the Board of Trustees for delivery of the strategy and presents an update against progress in delivering our objectives at each board meeting.

#### Diversity

The Board is committed to ensuring the organisation represents a diverse range of skills, experience, and background.

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## THE PATIENTS ASSOCIATION

(A Company Limited by Guarantee)

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### TRUSTEES' REPORT (CONTINUED) FOR THE YEAR ENDED 31 DECEMBER 2024

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Our diversity objectives are:

- To develop and encourage an inclusive environment where staff, freelancers, trustees, and volunteers feel empowered to express their views and perspectives.
- To ensure that our work is accessible to all patients and increase the diversity of the people that influence and guide our views.

#### Board recruitment

Appointments to the Board continue to be via an open and formal recruitment process. Our recruitment process includes an initial skills audit of the Board of Trustees to identify gaps, an open and transparent advertising process with formal interviews, and eligibility checks including fit and proper person, references and identity checks.

#### Board meetings

The Board of Trustees meets four times a year and at the Annual General Meeting.

#### Supporting staff and volunteers

During 2024, we continued to work hard on the well-being and engagement of our staff and volunteers. We have one volunteer supporting the work of the organisation.

#### Remuneration of key personnel

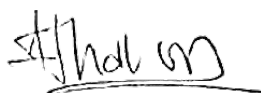
The Patients Association recognises the motivation of its staff team to work within the charitable sector and aims to strike a balance between paying enough to recruit and keep people with the skills we need, and the public and our donors' expectations that the money they entrust us with will be used wisely. Our Remuneration Policy sets out the approach of the Patients Association to setting remuneration levels in order to be able to recruit and retain staff with the appropriate skills and experience needed to meet the requirements of our charitable objectives and to deliver our agreed strategic objectives.

The Board of Trustees is ultimately responsible for setting the remuneration levels of the Chief Executive in line with the skills, experience and competencies required to meet the requirements of Patients Association's purpose and deliver the agreed strategic objectives. It does this by a thorough review of the skills needed benchmarking against other organisations and consideration of the sustainability of the organisation.

#### The Trustees' Annual Report

The Trustees' Annual Report has been prepared in accordance with the provisions applicable to entities subject to the small companies' regime.

Approved by order of the members of the board of Trustees on and signed on their behalf by:



Mrs J Thallon,  
Chair of the Board of Trustees.  
Date: 13th May 2025

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**THE PATIENTS ASSOCIATION**  
**(A Company Limited by Guarantee)**

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**STATEMENT OF TRUSTEES' RESPONSIBILITIES**  
**FOR THE YEAR ENDED 31 DECEMBER 2024**

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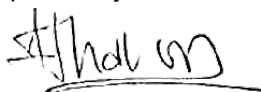
The Trustees (who are also the directors of the Charity for the purposes of company law) are responsible for preparing the Trustees' Report and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

Company law requires the Trustees to prepare financial statements for each financial year. Under company law, the Trustees must not approve the financial statements unless they are satisfied that they give a true and fair view of the state of affairs of the Charity and of its incoming resources and application of resources, including its income and expenditure, for that period. In preparing these financial statements, the Trustees are required to:

- select suitable accounting policies and then apply them consistently;
- observe the methods and principles of the Charities SORP (FRS 102);
- make judgments and accounting estimates that are reasonable and prudent;
- state whether applicable UK Accounting Standards (FRS 102) have been followed, subject to any material departures disclosed and explained in the financial statements;
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the Charity will continue in business.

The Trustees are responsible for keeping adequate accounting records that are sufficient to show and explain the Charity's transactions and disclose with reasonable accuracy at any time the financial position of the Charity and enable them to ensure that the financial statements comply with the Companies Act 2006. They are also responsible for safeguarding the assets of the Charity and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

Approved by order of the members of the board of Trustees and signed on its behalf by:



.....  
**Ms J Thallon**

Chair

Date: 13th May 2025

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**THE PATIENTS ASSOCIATION**  
**(A Company Limited by Guarantee)**

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**INDEPENDENT EXAMINER'S REPORT**  
**FOR THE YEAR ENDED 31 DECEMBER 2024**

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**Independent Examiner's Report to the Trustees of The Patients Association ('the Charity')**

I report to the charity Trustees on my examination of the accounts of the Group comprising the Patients Association ('the parent Charity') and its subsidiary undertaking for the year ended 31 December 2024.

**Responsibilities and Basis of Report**

As the Trustees of the Charity (and its directors for the purposes of company law) you are responsible for the preparation of the accounts in accordance with the requirements of the Companies Act 2006 ('the 2006 Act').

Having satisfied myself that the accounts of the Charity are not required to be audited under Part 16 of the 2006 Act and are eligible for independent examination, I report in respect of my examination of the Charity's accounts carried out under section 145 of the Charities Act 2011 ('the 2011 Act'). In carrying out my examination I have followed the Directions given by the Charity Commission under section 145(5)(b) of the 2011 Act.

**Independent Examiner's Statement**

Since the Charity's gross income exceeded £250,000 your examiner must be a member of a body listed in section 145 of the 2011 Act. I confirm that I am qualified to undertake the examination because I am a member of the Institute of Chartered Accountants in England and Wales, which is one of the listed bodies.

I have completed my examination. I confirm that no matters have come to my attention in connection with the examination giving me cause to believe in any material respect:

1. accounting records were not kept in respect of the Charity as required by section 386 of the 2006 Act; or
2. the accounts do not accord with those records; or
3. the accounts do not comply with the accounting requirements of section 396 of the 2006 Act other than any requirement that the accounts give a 'true and fair' view which is not a matter considered as part of an independent examination; or
4. the accounts have not been prepared in accordance with the methods and principles of the Statement of Recommended Practice for accounting and reporting by charities [applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102)].

I have no concerns and have come across no other matters in connection with the examination to which attention should be drawn in this report in order to enable a proper understanding of the accounts to be reached.

Signed:



Rachel Doyle

Dated: 13 May 2025

ACA DChA

MHA  
MHA House  
Charter Court  
Swansea Enterprise Park  
Swansea  
SA7 9FS

MHA is the trading name of MHA Advisory Ltd, a limited company registered in England and Wales (company registration number 16233746).

**THE PATIENTS ASSOCIATION**  
(A Company Limited by Guarantee)

**STATEMENT OF FINANCIAL ACTIVITIES (INCORPORATING INCOME AND EXPENDITURE ACCOUNT)  
FOR THE YEAR ENDED 31 DECEMBER 2024**

|                                    | Note | Unrestricted<br>funds<br>2024<br>£ | Total<br>funds<br>2024<br>£ | Total<br>funds<br>2023<br>£ |
|------------------------------------|------|------------------------------------|-----------------------------|-----------------------------|
| <b>Income from:</b>                |      |                                    |                             |                             |
| Donations and legacies             | 4    | 404,351                            | 404,351                     | 318,098                     |
| Charitable activities              | 5    | 283,354                            | 283,354                     | 360,427                     |
| Other trading activities           | 6    | 11,390                             | 11,390                      | 3,092                       |
| Investments                        | 7    | 9,497                              | 9,497                       | 6,072                       |
| <b>Total income</b>                |      | <b>708,592</b>                     | <b>708,592</b>              | <b>687,689</b>              |
| <b>Expenditure on:</b>             |      |                                    |                             |                             |
| Raising funds                      |      | 112,464                            | 112,464                     | 65,492                      |
| Charitable activities              |      | 517,058                            | 517,058                     | 533,902                     |
| <b>Total expenditure</b>           |      | <b>629,522</b>                     | <b>629,522</b>              | <b>599,394</b>              |
| <b>Net movement in funds</b>       |      | <b>79,070</b>                      | <b>79,070</b>               | <b>88,295</b>               |
| <b>Reconciliation of funds:</b>    |      |                                    |                             |                             |
| Total funds brought forward        |      | 397,282                            | 397,282                     | 308,987                     |
| Net movement in funds              |      | 79,070                             | 79,070                      | 88,295                      |
| <b>Total funds carried forward</b> |      | <b>476,352</b>                     | <b>476,352</b>              | <b>397,282</b>              |

**THE PATIENTS ASSOCIATION**  
**(A Company Limited by Guarantee)**  
**REGISTERED NUMBER: 02620761**

**BALANCE SHEET**  
**AS AT 31 DECEMBER 2024**

|                                                | Note | 2024<br>£      | 2024<br>£             | 2023<br>£      | 2023<br>£             |
|------------------------------------------------|------|----------------|-----------------------|----------------|-----------------------|
| <b>Fixed assets</b>                            |      |                |                       |                |                       |
| Tangible assets                                | 13   |                | 3,700                 |                | 1,966                 |
|                                                |      |                | <u>3,700</u>          |                | <u>1,966</u>          |
| <b>Current assets</b>                          |      |                |                       |                |                       |
| Debtors                                        | 14   | 127,846        |                       | 120,716        |                       |
| Cash at bank and in hand                       |      | 375,228        |                       | 317,821        |                       |
|                                                |      | <u>503,074</u> |                       | <u>438,537</u> |                       |
| Creditors: amounts falling due within one year | 15   | (30,422)       |                       | (43,221)       |                       |
| <b>Net current assets</b>                      |      |                | <u>472,652</u>        |                | <u>395,316</u>        |
| <b>Total net assets</b>                        |      |                | <u><u>476,352</u></u> |                | <u><u>397,282</u></u> |
| <b>Group funds</b>                             |      |                |                       |                |                       |
| Unrestricted funds                             | 16   |                | 476,352               |                | 397,282               |
| <b>Total funds</b>                             |      |                | <u><u>476,352</u></u> |                | <u><u>397,282</u></u> |

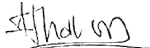
The Charity was entitled to exemption from audit under section 477 of the Companies Act 2006.

The members have not required the company to obtain an audit for the year in question in accordance with section 476 of Companies Act 2006.

The Trustees acknowledge their responsibilities for complying with the requirements of the Act with respect to accounting records and preparation of financial statements.

The financial statements have been prepared in accordance with the provisions applicable to entities subject to the small companies regime.

The financial statements were approved and authorised for issue by the Trustees and signed on their behalf by:



.....  
**Ms J Thallon**

Chair

Date: 13th May 2025

The notes on pages 20 to 36 form part of these financial statements.

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**THE PATIENTS ASSOCIATION**  
**(A Company Limited by Guarantee)**

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**STATEMENT OF CASH FLOWS**  
**FOR THE YEAR ENDED 31 DECEMBER 2024**

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|                                                         | <b>2024</b><br><b>£</b> | <b>2023</b><br><b>£</b> |
|---------------------------------------------------------|-------------------------|-------------------------|
| <b>Cash flows from operating activities</b>             |                         |                         |
| Net cash used in operating activities                   | <b>51,492</b>           | <b>7,301</b>            |
|                                                         | <hr/>                   | <hr/>                   |
| <b>Cash flows from investing activities</b>             |                         |                         |
| Investment income                                       | <b>9,497</b>            | <b>6,072</b>            |
| Purchase of tangible fixed assets                       | <b>(3,581)</b>          | <b>(1,757)</b>          |
|                                                         | <hr/>                   | <hr/>                   |
| <b>Net cash provided by investing activities</b>        | <b>5,916</b>            | <b>4,315</b>            |
|                                                         | <hr/>                   | <hr/>                   |
| <b>Change in cash and cash equivalents in the year</b>  | <b>57,408</b>           | <b>11,616</b>           |
| Cash and cash equivalents at the beginning of the year  | <b>317,821</b>          | <b>306,205</b>          |
|                                                         | <hr/>                   | <hr/>                   |
| <b>Cash and cash equivalents at the end of the year</b> | <b>375,229</b>          | <b>317,821</b>          |
|                                                         | <hr/> <hr/>             | <hr/> <hr/>             |

The notes on pages 20 to 36 form part of these financial statements

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**THE PATIENTS ASSOCIATION**  
**(A Company Limited by Guarantee)**

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**NOTES TO THE FINANCIAL STATEMENTS**  
**FOR THE YEAR ENDED 31 DECEMBER 2024**

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**1. General information**

The Patients Association is a company limited by guarantee and is registered with the Charity Commission (Charity Registered Number 1006733) and Registrar of Companies (Company Registration Number 02620761) in England and Wales. In the event of the Charity being wound up, the liability in respect of the guarantee is limited to £1 per member of the Charity. The address of the registered office is given in the Charity information on page 1 of these financial statements. The nature of the Charity's operations and principal activities are detailed in the Trustees' Report.

**2. Accounting policies**

**2.1 Basis of preparation of financial statements**

The financial statements have been prepared in accordance with the Charities SORP (FRS 102) - Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) and the Companies Act 2006.

The Patients Association meets the definition of a public benefit entity under FRS 102. Assets and liabilities are initially recognised at historical cost or transaction value unless otherwise stated in the relevant accounting policy.

The financial statements are presented in sterling, which is the functional and presentational currency and are rounded to the nearest pound.

**2.2 Going concern**

The Trustees have assessed the use of going concern and have considered possible events or conditions that might cast significant doubt on the ability of the Charity to continue as a going concern. The Trustees have made this assessment for a period of at least one year from the date of the approval of these financial statements. The Trustees have concluded that there is a reasonable expectation that the Charity has adequate resources to continue in operational existence for the foreseeable future. The Charity, therefore, continues to adopt the going-concern basis in preparing these financial statements.

**NOTES TO THE FINANCIAL STATEMENTS**  
**FOR THE YEAR ENDED 31 DECEMBER 2024**

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**2. Accounting policies (continued)**

**2.3 Income**

All income is recognised once the Charity has entitlement to the income, it is probable that the income will be received and the amount of income receivable can be measured reliably.

Grants, including government grants, are included in the Statement of Financial Activities on a receivable basis. The balance of income received for specific purposes but not expended during the period is shown in the relevant funds on the Balance Sheet. Where income is received in advance of entitlement of receipt, its recognition is deferred and included in creditors as deferred income. Where entitlement occurs before income is received, the income is accrued.

Gifts in kind donated for distribution are included at valuation and recognised as income when they are distributed to the projects. Gifts donated for resale are included as income when they are sold.

On receipt, donated professional services and facilities are recognised on the basis of the value of the gift to the Charity which is the amount it would have been willing to pay to obtain services or facilities of equivalent economic benefit on the open market; a corresponding amount is then recognised in expenditure in the period of receipt.

Legacy income is recognised in the Statement of Financial Activities when the charity is legally entitled to the income and the amount can be quantified with reasonable accuracy. If legacy income cannot be quantified with reasonable accuracy, a contingent asset disclosure is included in the notes to the accounts.

**2.4 Expenditure**

Expenditure is recognised once there is a legal or constructive obligation to transfer economic benefit to a third party, it is probable that a transfer of economic benefits will be required in settlement and the amount of the obligation can be measured reliably. Expenditure is classified by activity. The costs of each activity are made up of the total of direct costs and shared costs, including support costs involved in undertaking each activity. Direct costs attributable to a single activity are allocated directly to that activity. Shared costs which contribute to more than one activity and support costs which are not attributable to a single activity are apportioned between those activities on a basis consistent with the use of resources. Central staff costs are allocated on the basis of time spent, and depreciation charges allocated on the portion of the asset's use.

Expenditure on charitable activities is incurred on directly undertaking the activities which further the Charity's objectives, as well as any associated support costs.

All expenditure is inclusive of irrecoverable VAT.

**2.5 Interest receivable**

Interest on funds held on deposit is included when receivable and the amount can be measured reliably by the Charity; this is normally upon notification of the interest paid or payable by the institution with whom the funds are deposited.

**NOTES TO THE FINANCIAL STATEMENTS**  
**FOR THE YEAR ENDED 31 DECEMBER 2024**

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**2. Accounting policies (continued)**

**2.6 Taxation**

The Charity is considered to pass the tests set out in Paragraph 1 Schedule 6 of the Finance Act 2010 and, therefore, it meets the definition of a charitable company for UK corporation tax purposes. Accordingly, the Charity is potentially exempt from taxation in respect of income or capital gains received within categories covered by Chapter 3 Part 11 of the Corporation Tax Act 2010 or Section 256 of the Taxation of Chargeable Gains Act 1992, to the extent that such income or gains are applied exclusively to charitable purposes.

**2.7 Tangible fixed assets and depreciation**

Tangible fixed assets are initially recognised at cost. After recognition, under the cost model, tangible fixed assets are measured at cost less accumulated depreciation and any accumulated impairment losses. All costs incurred to bring a tangible fixed asset into its intended working condition should be included in the measurement of cost.

At each reporting date the Charity assesses whether there is any indication of impairment. If such indication exists, the recoverable amount of the asset is determined to be the higher of its fair value less costs to sell and its value in use. An impairment loss is recognised where the carrying amount exceeds the recoverable amount.

Depreciation is charged so as to allocate the cost of tangible fixed assets less their residual value over their estimated useful lives.

Depreciation is provided on the following basis:

|                                  |   |                                       |
|----------------------------------|---|---------------------------------------|
| Fixtures, fittings and equipment | - | 25% straight line or reducing balance |
| Computer equipment               | - | 33% straight line or reducing balance |

**2.8 Investments**

Investments in subsidiaries are valued at cost less provision for impairment.

**2.9 Debtors**

Trade and other debtors are recognised at the settlement amount after any trade discount offered. Prepayments are valued at the amount prepaid net of any trade discounts due.

**2.10 Cash at bank and in hand**

Cash at bank and in hand includes cash and short-term highly liquid investments with a short maturity of three months or less from the date of acquisition or opening of the deposit or similar account.

**NOTES TO THE FINANCIAL STATEMENTS**  
**FOR THE YEAR ENDED 31 DECEMBER 2024**

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**2. Accounting policies (continued)**

**2.11 Liabilities and provisions**

Liabilities are recognised when there is an obligation at the Balance Sheet date as a result of a past event, it is probable that a transfer of economic benefit will be required in settlement, and the amount of the settlement can be estimated reliably.

Liabilities are recognised at the amount that the Charity anticipates it will pay to settle the debt or the amount it has received as advanced payments for the goods or services it must provide.

**2.12 Financial instruments**

The only financial assets and financial liabilities are of a kind that qualify as basic financial instruments. The financial assets and financial liabilities of the Charity are as follows:

Debtors – trade and other debtors (including accrued income) are basic financial instruments and are debt instruments measured at amortised cost as detailed in Note 14. Prepayments are not financial instruments.

Cash at bank – is classified as a basic financial instrument and is measured at face value.

Liabilities – trade creditors, accruals and other creditors will be classified as financial instruments, and are measured at amortised cost as detailed in Note 15. Taxation and social security are not included in the financial instruments disclosure. Deferred income is not deemed to be a financial liability, as in the cash settlement has already taken place and there is simply an obligation to deliver charitable services rather than cash or another financial instrument.

**2.13 Operating leases**

Rentals paid under operating leases are charged to the Statement of Financial Activities on a straight line basis over the lease term.

**2.14 Pensions**

The Charity operates a defined contribution pension scheme and the pension charge represents the amounts payable by the Charity to the fund in respect of the year.

Contributions are expensed as they become payable. This expenditure is allocated to an activity and fund based on the department that member of staff works in.

**2.15 Fund accounting**

General funds are unrestricted funds which are available for use at the discretion of the Trustees in furtherance of the general objectives of the Charity and which have not been designated for other purposes.

Investment income, gains and losses are allocated to the appropriate fund.

**NOTES TO THE FINANCIAL STATEMENTS**  
**FOR THE YEAR ENDED 31 DECEMBER 2024**

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**3. Critical accounting estimates and areas of judgment**

Estimates and judgments are continually evaluated and are based on historical experience and other factors, including expectations of future events that are believed to be reasonable under the circumstances.

Critical accounting estimates and assumptions:

The Charity makes estimates and assumptions concerning the future. The resulting accounting estimates and assumptions will, by definition, seldom equal the related actual results. The estimates and assumptions that have a significant risk of causing a material adjustment to the carrying amounts of assets and liabilities within the next financial year are listed below.

- Depreciation rates for tangible fixed assets
- Allocation of support costs.

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**THE PATIENTS ASSOCIATION**  
**(A Company Limited by Guarantee)**

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**NOTES TO THE FINANCIAL STATEMENTS**  
**FOR THE YEAR ENDED 31 DECEMBER 2024**

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**4. Income from donations and grants**

|                                 | <b>Unrestricted<br/>funds<br/>2024<br/>£</b> | <b>Total<br/>funds<br/>2024<br/>£</b> |
|---------------------------------|----------------------------------------------|---------------------------------------|
| Donations and grants            | 5,683                                        | <b>5,683</b>                          |
| Corporate donations/ membership | 189,168                                      | <b>189,168</b>                        |
| Legacy donations                | 209,500                                      | <b>209,500</b>                        |
| <b>Total 2024</b>               | <b>404,351</b>                               | <b>404,351</b>                        |
|                                 |                                              |                                       |
|                                 | <i>Unrestricted<br/>funds<br/>2023<br/>£</i> | <i>Total<br/>funds<br/>2023<br/>£</i> |
| Donations and grants            | 5,115                                        | 5,115                                 |
| Corporate donations/membership  | 233,390                                      | 233,390                               |
| Legacy donations                | 79,593                                       | 79,593                                |
| <i>Total 2023</i>               | <i>318,098</i>                               | <i>318,098</i>                        |

**5. Income from charitable activities**

|                                   | <b>Unrestricted<br/>funds<br/>2024<br/>£</b> | <b>Total<br/>funds<br/>2024<br/>£</b> |
|-----------------------------------|----------------------------------------------|---------------------------------------|
| Helpline and Information Services | 17,500                                       | <b>17,500</b>                         |
| Performance-related grants        | 265,854                                      | <b>265,854</b>                        |
| <b>Total 2024</b>                 | <b>283,354</b>                               | <b>283,354</b>                        |

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**THE PATIENTS ASSOCIATION**  
(A Company Limited by Guarantee)

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**NOTES TO THE FINANCIAL STATEMENTS  
FOR THE YEAR ENDED 31 DECEMBER 2024**

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**5. Income from charitable activities (continued)**

|                                   | <i>Unrestricted<br/>funds<br/>2023<br/>£</i> | <i>Total<br/>funds<br/>2023<br/>£</i> |
|-----------------------------------|----------------------------------------------|---------------------------------------|
| Helpline and Information Services | 17,710                                       | 17,710                                |
| Performance-related grants        | 342,717                                      | 342,717                               |
| <i>Total 2023</i>                 | <u>360,427</u>                               | <u>360,427</u>                        |

**6. Income from other trading activities**

**Income from fundraising events**

|              | <b>Unrestricted<br/>funds<br/>2024<br/>£</b> | <b>Total<br/>funds<br/>2024<br/>£</b> |
|--------------|----------------------------------------------|---------------------------------------|
| Event income | <u>11,390</u>                                | <u>11,390</u>                         |

|              | <i>Unrestricted<br/>funds<br/>2023<br/>£</i> | <i>Total<br/>funds<br/>2023<br/>£</i> |
|--------------|----------------------------------------------|---------------------------------------|
| Event income | <u>3,092</u>                                 | <u>3,092</u>                          |

**7. Investment income**

|                          | <b>Unrestricted<br/>funds<br/>2024<br/>£</b> | <b>Total<br/>funds<br/>2024<br/>£</b> |
|--------------------------|----------------------------------------------|---------------------------------------|
| Bank interest receivable | <u>9,497</u>                                 | <u>9,497</u>                          |

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**THE PATIENTS ASSOCIATION**  
**(A Company Limited by Guarantee)**

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**NOTES TO THE FINANCIAL STATEMENTS**  
**FOR THE YEAR ENDED 31 DECEMBER 2024**

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**7. Investment income (continued)**

|                          | <i>Unrestricted<br/>funds<br/>2023<br/>£</i> | <i>Total<br/>funds<br/>2023<br/>£</i> |
|--------------------------|----------------------------------------------|---------------------------------------|
| Bank interest receivable | 6,072                                        | 6,072                                 |

**8. Expenditure on raising funds**

|                            | <b>Unrestricted<br/>funds<br/>2024<br/>£</b> | <b>Total<br/>funds<br/>2024<br/>£</b> |
|----------------------------|----------------------------------------------|---------------------------------------|
| Direct costs - Staff costs | 112,463                                      | 112,463                               |

|                            | <i>Unrestricted<br/>funds<br/>2023<br/>£</i> | <i>Total<br/>funds<br/>2023<br/>£</i> |
|----------------------------|----------------------------------------------|---------------------------------------|
| Direct costs - Staff costs | 65,482                                       | 65,482                                |

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**THE PATIENTS ASSOCIATION**  
**(A Company Limited by Guarantee)**

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**NOTES TO THE FINANCIAL STATEMENTS**  
**FOR THE YEAR ENDED 31 DECEMBER 2024**

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**9. Analysis of expenditure by charitable activities**

|                                   | <b>Activities<br/>undertaken<br/>directly<br/>2024<br/>£</b> | <b>Support<br/>costs<br/>2024<br/>£</b> | <b>Total<br/>funds<br/>2024<br/>£</b> |
|-----------------------------------|--------------------------------------------------------------|-----------------------------------------|---------------------------------------|
| Helpline and Information Services | 149,625                                                      | 22,337                                  | <b>171,962</b>                        |
| Influencing Policy and Practice   | 300,417                                                      | 44,679                                  | <b>345,096</b>                        |
| <b>Total 2024</b>                 | <b>450,042</b>                                               | <b>67,016</b>                           | <b>517,058</b>                        |

|                                   | <i>Activities<br/>undertaken<br/>directly<br/>2023<br/>£</i> | <i>Support<br/>costs<br/>2023<br/>£</i> | <i>Total<br/>funds<br/>2023<br/>£</i> |
|-----------------------------------|--------------------------------------------------------------|-----------------------------------------|---------------------------------------|
| Helpline and Information Services | 142,484                                                      | 24,810                                  | 167,294                               |
| Influencing Policy and Practice   | 316,987                                                      | 49,621                                  | 366,608                               |
| <i>Total 2023</i>                 | <i>459,471</i>                                               | <i>74,431</i>                           | <i>533,902</i>                        |

**THE PATIENTS ASSOCIATION**  
(A Company Limited by Guarantee)

**NOTES TO THE FINANCIAL STATEMENTS  
FOR THE YEAR ENDED 31 DECEMBER 2024**

**9. Analysis of expenditure by charitable activities (continued)**

**Analysis of support costs**

|                                  | <b>Total<br/>funds<br/>2024<br/>£</b> | <b>Total<br/>funds<br/>2023<br/>£</b> |
|----------------------------------|---------------------------------------|---------------------------------------|
| Depreciation                     | 1,848                                 | 982                                   |
| Rent and rates                   | 2,455                                 | 390                                   |
| Recruitment expenses             | 2,291                                 | 1,956                                 |
| Communication costs              | 21,644                                | 21,840                                |
| Consultancy costs                | 12,316                                | 19,960                                |
| Advertising and marketing        | 2,030                                 | 1,896                                 |
| Travel and subsistence           | 3,891                                 | 2,225                                 |
| Printing, postage and stationery | 758                                   | 2,806                                 |
| Subscriptions                    | 1,587                                 | 2,341                                 |
| Bank charges                     | 74                                    | 74                                    |
| Governance costs                 | 13,216                                | 16,629                                |
| Other costs                      | 4,906                                 | 3,078                                 |
| Loss on disposal of fixed assets | -                                     | 254                                   |
| <b>Total 2024</b>                | <b>67,016</b>                         | <b>74,431</b>                         |

Governance costs are analysed in Note 10.

**10. Governance costs**

|                                     | <b>2024<br/>£</b> | <b>2023<br/>£</b> |
|-------------------------------------|-------------------|-------------------|
| Insurance                           | 2,071             | 3,205             |
| Independent Examiners' Remuneration | 2,930             | 3,940             |
| Bookkeeping & accountancy costs     | 7,150             | 8,774             |
| Other costs                         | 1,065             | 710               |
|                                     | <b>13,216</b>     | <b>16,629</b>     |

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**THE PATIENTS ASSOCIATION**  
**(A Company Limited by Guarantee)**

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**NOTES TO THE FINANCIAL STATEMENTS**  
**FOR THE YEAR ENDED 31 DECEMBER 2024**

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**11. Staff costs**

|                              | <b>2024</b><br><b>£</b> | <b>2023</b><br><b>£</b> |
|------------------------------|-------------------------|-------------------------|
| Wages and salaries           | <b>371,700</b>          | 306,227                 |
| Social security costs        | <b>32,923</b>           | 26,845                  |
| Pension scheme contributions | <b>10,947</b>           | 9,544                   |
|                              | <b>415,570</b>          | <b>342,616</b>          |

The average number of persons employed by the Charity during the year was as follows:

|       | <b>2024</b><br><b>No.</b> | <b>2023</b><br><b>No.</b> |
|-------|---------------------------|---------------------------|
| Staff | <b>10</b>                 | <b>9</b>                  |

The number of employees whose employee benefits (excluding employer pension costs) exceeded £60,000 was:

|                               | <b>2024</b><br><b>No.</b> | <b>2023</b><br><b>No.</b> |
|-------------------------------|---------------------------|---------------------------|
| In the band £70,001 - £80,000 | -                         | 1                         |
| In the band £80,001 - £90,000 | <b>1</b>                  | -                         |

The total amount of employee benefits, including employers social security costs, received by Key Management Personnel of the Charity was £92,695 (2023: £86,046). The Charity considers its Key Management Personnel to comprise of the Trustees and the Chief Executive Officer. As disclosed in Note 12, no Trustees received any remuneration or other benefits during the year (2023: £NIL).

**12. Trustees' remuneration and expenses**

During the year, no Trustees received any remuneration or other benefits (2023 - £NIL).

During the year ended 31 December 2024, £196 of expenses were reimbursed to 1 Trustee (2023: £NIL). These reimbursements were for meeting and travelling costs.

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**THE PATIENTS ASSOCIATION**  
**(A Company Limited by Guarantee)**

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**NOTES TO THE FINANCIAL STATEMENTS**  
**FOR THE YEAR ENDED 31 DECEMBER 2024**

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**13. Tangible fixed assets**

|                            | Computer<br>equipment<br>£ |
|----------------------------|----------------------------|
| <b>Cost or valuation</b>   |                            |
| At 1 January 2024          | 5,710                      |
| Additions                  | 3,583                      |
|                            | <hr/>                      |
| At 31 December 2024        | 9,293                      |
|                            | <hr/>                      |
| <b>Depreciation</b>        |                            |
| At 1 January 2024          | 3,744                      |
| Charge for the year        | 1,849                      |
|                            | <hr/>                      |
| At 31 December 2024        | 5,593                      |
|                            | <hr/>                      |
| <b>Net book value</b>      |                            |
| At 31 December 2024        | 3,700                      |
|                            | <hr/> <hr/>                |
| <i>At 31 December 2023</i> | 1,966                      |
|                            | <hr/> <hr/>                |

**THE PATIENTS ASSOCIATION**  
(A Company Limited by Guarantee)

**NOTES TO THE FINANCIAL STATEMENTS  
FOR THE YEAR ENDED 31 DECEMBER 2024**

**14. Debtors**

|                                    | 2024<br>£      | 2023<br>£      |
|------------------------------------|----------------|----------------|
| <b>Due within one year</b>         |                |                |
| Trade debtors                      | 53,812         | 46,681         |
| Amounts owed by group undertakings | 3              | 3              |
| Other debtors                      | 31             | 32             |
| Prepayments and accrued income     | 74,000         | 74,000         |
|                                    | <u>127,846</u> | <u>120,716</u> |

**15. Creditors: Amounts falling due within one year**

|                                    | 2024<br>£     | 2023<br>£     |
|------------------------------------|---------------|---------------|
| Trade creditors                    | 860           | 6,539         |
| Other taxation and social security | 23,531        | 25,102        |
| Accruals and deferred income       | 6,031         | 11,580        |
|                                    | <u>30,422</u> | <u>43,221</u> |

|                                        | 2024<br>£ | 2023<br>£    |
|----------------------------------------|-----------|--------------|
| <b>Deferred income</b>                 |           |              |
| Deferred income at 1 January           | 5,000     | 54,000       |
| Resources deferred during the year     | -         | 5,000        |
| Amounts released from previous periods | (5,000)   | (54,000)     |
| <b>Deferred income at 31 December</b>  | <u>-</u>  | <u>5,000</u> |

Deferred income represents income received in 2024 for projects & corporate membership relating to the following financial reporting period.

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**THE PATIENTS ASSOCIATION**  
**(A Company Limited by Guarantee)**

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**NOTES TO THE FINANCIAL STATEMENTS**  
**FOR THE YEAR ENDED 31 DECEMBER 2024**

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**16. Statement of funds**

**Statement of funds - current year**

|                            | <b>Balance at 1<br/>January<br/>2024<br/>£</b> | <b>Income<br/>£</b> | <b>Expenditure<br/>£</b> | <b>Balance at<br/>31<br/>December<br/>2024<br/>£</b> |
|----------------------------|------------------------------------------------|---------------------|--------------------------|------------------------------------------------------|
| <b>Unrestricted funds</b>  |                                                |                     |                          |                                                      |
| General unrestricted funds | <b>397,282</b>                                 | <b>708,592</b>      | <b>(629,522)</b>         | <b>476,352</b>                                       |

**Statement of funds - prior year**

|                            | <i>Balance at<br/>1 January<br/>2023<br/>£</i> | <i>Income<br/>£</i> | <i>Expenditure<br/>£</i> | <i>Balance at<br/>31<br/>December<br/>2023<br/>£</i> |
|----------------------------|------------------------------------------------|---------------------|--------------------------|------------------------------------------------------|
| <b>Unrestricted funds</b>  |                                                |                     |                          |                                                      |
| General unrestricted funds | <b>308,987</b>                                 | <b>687,689</b>      | <b>(599,394)</b>         | <b>397,282</b>                                       |

Unrestricted funds are general funds which are available for use at the discretion of the Trustees in furtherance of the general objectives of the Charity and which have not been designated for other purposes.

**THE PATIENTS ASSOCIATION**  
(A Company Limited by Guarantee)

**NOTES TO THE FINANCIAL STATEMENTS  
FOR THE YEAR ENDED 31 DECEMBER 2024**

**17. Analysis of net assets between funds**

**Analysis of net assets between funds - current period**

|                               | <b>Unrestricted<br/>funds<br/>2024<br/>£</b> | <b>Total<br/>funds<br/>2024<br/>£</b> |
|-------------------------------|----------------------------------------------|---------------------------------------|
| Tangible fixed assets         | 3,700                                        | 3,700                                 |
| Current assets                | 503,074                                      | 503,074                               |
| Creditors due within one year | (30,422)                                     | (30,422)                              |
| <b>Total</b>                  | <b>476,352</b>                               | <b>476,352</b>                        |

**Analysis of net assets between funds - prior period**

|                               | <i>Unrestricted<br/>funds<br/>2023<br/>£</i> | <i>Total<br/>funds<br/>2023<br/>£</i> |
|-------------------------------|----------------------------------------------|---------------------------------------|
| Tangible fixed assets         | 1,966                                        | 1,966                                 |
| Current assets                | 438,537                                      | 438,537                               |
| Creditors due within one year | (43,221)                                     | (43,221)                              |
| <b>Total</b>                  | <b>397,282</b>                               | <b>397,282</b>                        |

**18. Reconciliation of net movement in funds to net cash flow from operating activities**

|                                                                      | <b>2024<br/>£</b> | <b>2023<br/>£</b> |
|----------------------------------------------------------------------|-------------------|-------------------|
| Net income for the period (as per Statement of Financial Activities) | <b>79,070</b>     | 88,295            |
| <b>Adjustments for:</b>                                              |                   |                   |
| Depreciation charges                                                 | <b>1,848</b>      | 982               |
| Investment income                                                    | <b>(9,497)</b>    | (6,072)           |
| Loss on the sale of fixed assets                                     | -                 | 254               |
| (Increase)/ decrease in debtors                                      | <b>(7,130)</b>    | (20,655)          |
| Increase/ (decrease) in creditors                                    | <b>(12,799)</b>   | (55,503)          |
| <b>Net cash provided by operating activities</b>                     | <b>51,492</b>     | 7,301             |

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**THE PATIENTS ASSOCIATION**  
(A Company Limited by Guarantee)

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**NOTES TO THE FINANCIAL STATEMENTS  
FOR THE YEAR ENDED 31 DECEMBER 2024**

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**19. Analysis of cash and cash equivalents**

|                                        | 2024<br>£      | 2023<br>£      |
|----------------------------------------|----------------|----------------|
| Cash in hand                           | 375,229        | 317,821        |
| <b>Total cash and cash equivalents</b> | <b>375,229</b> | <b>317,821</b> |

**20. Analysis of changes in net debt**

|                          | At 1<br>January<br>2024<br>£ | Cash flows<br>£ | At 31<br>December<br>2024<br>£ |
|--------------------------|------------------------------|-----------------|--------------------------------|
| Cash at bank and in hand | 317,821                      | 57,408          | 375,229                        |
|                          | <b>317,821</b>               | <b>57,408</b>   | <b>375,229</b>                 |

**21. Pension commitments**

The charity operates a defined contribution pension scheme. The assets of the scheme are held separately from those of the charity in an independently administered fund. The pension cost charge represents contributions payable by the charity to the fund and amounted to £10,964 (2023: £9,543) in the year. An amount of £1,874 (2023: £1,590) was due to the independently administered fund at the year end.

**22. Operating lease commitments**

At 31 December 2024 the Charity had commitments to make future minimum lease payments under non-cancellable operating leases as follows:

The following lease payments have been recognised as an expense in the Statement of Financial Activities:

|                         | 2024<br>£ | 2023<br>£ |
|-------------------------|-----------|-----------|
| Operating lease rentals | -         | 1,071     |

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**THE PATIENTS ASSOCIATION**  
**(A Company Limited by Guarantee)**

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**NOTES TO THE FINANCIAL STATEMENTS**  
**FOR THE YEAR ENDED 31 DECEMBER 2024**

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**23. Trustees liability**

Each Trustee of the charitable company undertakes to contribute to the assets of the company in the event of it being wound up while they are a Trustee, or within one year after they cease to be a Trustee, such amount as may be required, not exceeding £1 for the debts and liabilities contracted before they cease to be a Trustee.

**24. Related party transactions**

Other than Trustee and Key Management Personnel transactions detailed in Notes 11 and 12, there were no other related party transactions during the period (2023: None).

**25. Principal subsidiaries**

|                                           |                                                                                |
|-------------------------------------------|--------------------------------------------------------------------------------|
| Subsidiary name:                          | The Patients Association Trading Company Limited                               |
| Company registration number:              | 05252321                                                                       |
| Principal address:                        | The London North West Heal NHS Trust, Watford Road, Harrow, Middlesex, HA1 3UJ |
| Basis of control:                         | 100% controlled                                                                |
| Total assets as at 31 December 2024:      | £3                                                                             |
| Total liabilities as at 31 December 2024: | £3                                                                             |
| Total equity as at 31 December 2024:      | £Nil                                                                           |

Turnover for the year ended 31 December 2024: £Nil  
Expenditure for the year ended 31 December 2024: £Nil  
Taxation for the year ended 31 December 2024: £Nil  
Profit for the year ended 31 December 2024: £Nil

The principal activity of The Patients Association Trading Company Limited was to support The Patients Association in providing services to patients of both health and social care. The Patients Association Trading Company Limited was dormant during the current year, after ceasing to trade in 2020.

**26. Post balance sheet events**

The Patients Association Trading Company Limited ceased to trade during 2020 and the Directors are in the process of winding up the Company.

**THE PATIENTS ASSOCIATION**

England & Wales - Charity number 1006733

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# Accounts

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**Registered number: 02620761**  
**Charity number: 1006733**

**THE PATIENTS ASSOCIATION**  
**(A Company Limited by Guarantee)**

**UNAUDITED**

**TRUSTEES' REPORT AND FINANCIAL STATEMENTS**

**FOR THE YEAR ENDED 31 DECEMBER 2023**

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**THE PATIENTS ASSOCIATION**  
**(A Company Limited by Guarantee)**

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**THE PATIENTS ASSOCIATION**  
**(A Company Limited by Guarantee)**

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**REFERENCE AND ADMINISTRATIVE DETAILS OF THE CHARITY, ITS TRUSTEES AND ADVISERS  
FOR THE YEAR ENDED 31 DECEMBER 2023**

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Ann Keen, Chair (appointed 15 December 2022, resigned 1 January 2024)  
Ms J Thallon, Vice Chair (appointed 1 January 2024)<sup>1</sup>  
Mr I Egberedu, Treasurer<sup>2</sup>  
Mr D Brereton CB, Honorary Treasurer and Vice Chair (appointed 18 May 2023)<sup>2</sup>  
Dr A M Rollin MBE<sup>1</sup>  
Mrs F Browne, Chair of Governance Committee<sup>1</sup>  
Mrs S White<sup>1</sup>  
Ms R King  
Mr W Valji<sup>2</sup>  
Ms M Davies<sup>2</sup>  
Prof A Collins (appointed 18 December 2023)  
Ms B Joshi (resigned 13 July 2023)  
Dr R Hillson (resigned 26 October 2023)

- <sup>1</sup> Governance Committee  
<sup>2</sup> Finance and Resources Committee

|                                                      |                                                                                                             |
|------------------------------------------------------|-------------------------------------------------------------------------------------------------------------|
| <b>Company registered number</b>                     | 02620761                                                                                                    |
| <b>Charity registered number</b>                     | 1006733                                                                                                     |
| <b>Registered office</b>                             | P Block<br>The London North West Healthcare NHS Trust<br>Watford Road<br>Harrow<br>Middlesex<br>HA1 3UJ     |
| <b>Chief Executive Officer and Company Secretary</b> | Rachel Power                                                                                                |
| <b>President</b>                                     | Sir Robert Anthony Francis, KC                                                                              |
| <b>Independent Examiner</b>                          | MHA<br>Chartered Accountants<br>MHA House<br>Charter Court<br>Swansea Enterprise Park<br>Swansea<br>SA7 9FS |
| <b>Bank Details</b>                                  | HSBC<br>1 Centenary Square<br>Birmingham<br>B1 1HQ                                                          |

**TRUSTEES' REPORT**  
**FOR THE YEAR ENDED 31 DECEMBER 2023**

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**Introduction by Julie Thallon, Chair of the Patients Association**

I and the Trustees present our annual report together with the consolidated financial statements for the year 1st January to 31st December 2023. I am pleased to share the progress we have made in advocating for patients and promoting partnership between patients and healthcare providers.

Last year, 2023, marked our 60th anniversary as one of the oldest health charities in the UK. It was also an extremely challenging year for health and social care, with lengthening waiting lists, worsening health outcomes, and widening health inequalities exacerbated by the pandemic and cost of living crisis. In addition, patient care was clearly affected by strike action and we were very clear in our messages that the Government and union representatives were not short of reasons to come back to the negotiating table.

Despite these pressures, we continued working to ensure the patient voice is heard. We engaged more than 2,000 patients through surveys and focus groups to understand their experiences and inform our policy work. Our helpline supported more than 3,000 callers. We influenced national policies on issues such as NHS data sharing through collaborative projects. I was personally delighted to represent the Patients Association, with members of the team, in the sprints that worked at pace with the Patient Safety Commissioner looking at how we could implement Martha's Rule across the NHS in England. During the sprints I had the privilege of working with Martha's parents Merope Mills and Paul Laity, and I want to pay tribute to both of them for their work on Martha's Rule.

Looking ahead, we remain committed to improving care and championing equal partnerships between patients and providers. Our 2024 plans focus on empowering patients, capturing patient perspectives (especially those of marginalised groups), raising public awareness, and strengthening our organisation.

I am proud of all we achieved in 2023 and look forward to furthering our mission of patient partnership and quality, equitable care. Thank you to our staff, volunteers, members, partners, and supporters who make our work possible.

Julie Thallon  
Vice Chair

**TRUSTEES' REPORT (CONTINUED)**  
**FOR THE YEAR ENDED 31 DECEMBER 2023**

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The Trustees present their annual report together with the financial statements of the Charity for the 1st January 2023 to 31st December 2023. The Annual Report serves the purposes of both a Trustees' report and a directors' report under company law. The Trustees confirm that the Annual Report and financial statements of the charitable company comply with the current statutory requirements, the requirements of the charitable company's governing document and the provisions of the Statement of Recommended Practice (SORP) applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS102) (effective 1 January 2019).

**Background and objectives**

The Patients Association is one of the oldest health and care charities in the UK. Established in 1963, the purpose of the organisation is to promote the health and wellbeing of people in the UK by influencing the enhancement of health and care services and helping people to secure the most suitable care and support. We believe this is best achieved by ensuring services are designed and delivered through equal partnership with patients.

The remit of the Patients Association is not condition-specific; it covers all issues that affect patients, including social care and public health. We work directly with patients, they are our members and the beneficiaries of our help, advice, and support. We speak up on their behalf to Government, the NHS, and other bodies about their priorities, concerns, and opinions. Our purpose is to ensure that everybody can access and benefit from the health and care they need to live well, by ensuring that services are designed and delivered through equal partnership with patients. We use what we hear from patients to ensure the patient voice is heard and acted upon in national and local policies.

During 2023 we continued our work to influence healthcare policy and service delivery to understand the benefits of patient partnership. We continued to develop our principles of patient partnership which are:

1. Treating patients as equals: Patients are treated as equals, with their views recognised as equally valid and having an equal say in decisions.
2. Patients who are fully informed: Services and systems make sure patients are fully informed, in a way that patients can access and understand, and patients use as much information as they wish to.
3. Shared decision making and patient partnership: Shared decision making, and patient partnership approaches are used as a matter of routine.
4. Recognising inequalities: Inequalities are recognised, and appropriate approaches adopted for different patient groups and communities, identifying and meeting their specific needs.
5. Seeking patient input: Patient input is actively sought, genuinely valued, and meaningfully acted on.
6. Joining services around patients: Services join up around patients, working with them to identify their needs, and responding to them in a way that make things as easy as possible for the patient.

It was our 60<sup>th</sup> anniversary in 2023, a year where health and social care remained under extreme pressure.

The Care Quality Commission's annual State of Care report showed a health and social care system in decline with the most vulnerable among us at greatest risk of poor outcomes. Waiting lists continued to grow and evidence mounts that those waiting saw their health worsen and, in some cases, die. We were optimistic at the start of the year about the elective recovery taskforce and the Prime Minister's personal commitment to bringing down waiting lists. But as the year ended, the NHS's finances and the scaling back of ambitions in reducing the waiting list meant millions will continue to wait for care for the foreseeable future. We were so dismayed by the decision to ease up on tackling waiting lists that we felt compelled to write to the Prime Minister asking him to honour the promise he made at the start of the year.

We saw health inequalities widening in 2023, fuelled by the pandemic, cost of living crisis and challenges with access to both health and social care. Many vulnerable patients are trapped in a vortex that they cannot break free from and the services that once could have supported them are unable – or not there – to help.

**TRUSTEES' REPORT (CONTINUED)**  
**FOR THE YEAR ENDED 31 DECEMBER 2023**

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We welcomed the plans for recovering access to primary care, which included changes we had called for, such as digital telephony, an enhanced role for community pharmacists, expanding the functionality of the NHS App, and the introduction of care navigators, as access to general practice reduced during the pandemic. We also welcomed the long-awaited NHS Long Term Workforce Plan as genuinely ambitious and an important milestone for both staff and patients. But the one plan that is missing is one to fix social care. We will continue in 2024 to hold the Government and NHS England to account to implement those plans and measure the impact on patients and to deliver a social care system that can support the NHS.

The media remain an important means by which we can raise patients' concerns, call for improvements in care, and campaign for patient partnership. News outlets are also important in raising awareness of who we are and our services among potential members; about one in ten people becoming members report that it was a news report featuring us that spurred them to join us. Many media outlets were interested in our concerns and opinions about the industrial action affecting the NHS and the consequences for the many waiting patients on waiting lists. We took every opportunity given by our media appearances to call for the Government to show leadership and for unions and the Government to use arbitration to resolve the several disputes. Journalists were interested in our opinions about problems with access to care, delays, and cancellations, and waiting in times, in addition to the industrial action. We were particularly pleased with the Chief Executive's interview in The Times, which gave us an opportunity to share our concerns around communication between the health services and patients and long waits for care. The Times's circulation is around 540,000 across print and digital formats. Our appearance on BBC Radio 4's Money Box enabled us to share helpful information about prescription charge penalties and how to avoid them. Money Box, according to YouGov, is the top 40 most popular UK radio programmes, above its stablemate, BBC Radio 4's PM afternoon news programme. We continued our policy of speaking to local radio stations when invited; although BBC local radio audiences are declining, live radio and local stations continue to have strong listener numbers and, therefore, offer us a means of reaching millions of people across the UK.

We continue to expand and diversify our membership. We increased membership to 3,523 by the end of 2023, a rise of about 20% on the previous year. We repeated our biennial survey of members. We found that two fifths had joined us because they wanted to campaign for improvements in health and social care. Three fifths said we kept them informed about our latest work and that the issues in health and social care that most concerned members were engagement of patients and others in decisions about their care and care services (74%) and experience of using and accessing health and social care (67%). In addition to the survey, we hear from our members through emails and at our webinars.

We continue to talk to patients through our large-scale surveys and focus groups, which included 1,933 patients completing our patient experience survey, 337 taking part in the outpatients' strategy survey, 637 patients who completed the Digital Coalition's survey on attitudes towards using the NHS App, and 299 who completed a survey to inform our response to the Government's major conditions strategy. We use what we heard from these patients when speaking up for patients in all our interactions and in various forums such as:

- The Hewitt Review
- NHS Assembly
- NHS England's Outpatients Recovery
- DNA (did not attend) Action on Outpatients steering group
- Elective Care Engagement Forum
- DHSC's Patient Safety Commissioner advisory group
- NHS Urgent and Emergency Care Expert Reference Group
- NHS England Choice Programme,
- Dept of Health Patient Choice
- National Data Advisory Group
- Department of Health and Social Care Elective Recovery Taskforce.

**TRUSTEES' REPORT (CONTINUED)**  
**FOR THE YEAR ENDED 31 DECEMBER 2023**

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Our national freephone helpline took more than 3000 calls during 2023, supporting patients and their families with information and guidance on navigating the health and care system.

The role of our helpline is to:

- Provide information and guidance to empower patients to have informed discussions with their healthcare providers
- Guide patients on how to be actively involved in the decision making process
- Facilitate communication to help patients think through what information they need and the next steps
- Help patients understand how shared decision making can work for them.

Throughout the course of the year, four themes remained constant in what people contacted the helpline about. These were: complaints, access to medical records, NHS IT systems, and access to appointments.

The helpline's work is supported by the information and resources section on our website, which has a diverse range of resources developed to help patients and carers navigate through health and social care. These resources are the most popular content on our website, accounting for more than half of all views of our website; in 2023 the website had 287,300 views, across 150,500 users. We added the following patient resources in 2023: Patient information on elective surgical hubs, Tips on making a complaint, your equality and human rights in the health and social care sector, and Things to consider when deciding about taking antibiotics

Our helpline also partners with the Care Quality Commission (CQC) on the regulators "tell us about your care campaign". Each month our advisers support callers to give feedback on their care whether it has been a positive example of great health or social care, or a troubling experience. We have been partners on this project since 2013. In 2023, we passed on 284 pieces of feedback with the regulator. There are a variety of actions the CQC can take when it receives information under the tell us about your care project. These include:

- Asking the care provider to give a response to the submitted feedback
- Meeting with management at the care provider to discuss the information
- Sharing information with other relevant agencies that need to know about it
- Carrying out an urgent inspection or bringing forward a planned inspection
- Warning, fining, or placing conditions on how a care service operates.

Feedback from callers was overall extremely positive during 2023:

- "Thanks for all your help with this, I'm in a significantly better place than I was, completely down to your help, which I will forever be grateful for."
- "Thank you for your support and making a difference to my life."
- "No-one explained this to me. I'm grateful, I can't tell you."
- "That sounds great. It's something I can get on with."
- "That's an excellent service, you called me back so quickly. That's lifted my spirits."

Patient Partnership Week, which we established in 2022, returned in 2023. The week's aim is to bring together patients, carers, and healthcare professionals to talk about patient partnership. The programme for 2023 included six webinars on themes of health inequalities, patient partnership and patient experience. We were delighted to welcome new speakers to the week including Professor Bola Owolabi, Director of the National Healthcare Inequalities Improvement Programme at NHS England, patient advocate Sara Turle, and Christiana Melam, CEO of the National Association of Link Workers. We welcomed back Dr Henrietta Hughes, England's Patient Safety Commissioner, frontline NHS staff and patients who spoke about their experiences of patient partnership during the week. We increased the number of people who attended, and feedback was positive. We plan to run Patient Partnership Week in 2024.

**TRUSTEES' REPORT (CONTINUED)**  
**FOR THE YEAR ENDED 31 DECEMBER 2023**

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In addition to the Patient Partnership Week webinars, we held seven additional webinars, where we aimed to build understanding of patient partnership and patients' confidence to be involved in their healthcare. The webinars were:

Healthcare in the Future: through the lens of young people.

- We were delighted to celebrate our 60th birthday with Aishah Farooq, board member on the Children and Young People's (CYP) Transformation Programme at NHS England and now a member of the NHS Assembly to consider healthcare from the point of view of children and young people.
- Mixed picture of patients' experiences reported on what patients had experienced over winter 2022/2023. Based on a survey of nearly 2,000 patients, it found that when patients were with a healthcare professional their experiences were generally positive. But it also showed many respondents struggled to access the healthcare they needed in the previous six months.
- Online access to GP health records – what's in it for patients? Held in conjunction with NHS England the event was an opportunity for patients to ask about the NHS App; the panel included both patients and a GP discussing their experiences of using the NHS App.
- Breaking down barriers to shared decision making reported on our co-production project with the Patient Information Forum, Nottingham and Nottinghamshire Integrated Care Board, and local patient groups. The project's goal was to improve shared decision making along the musculoskeletal pathway in the area.
- Virtual wards: bringing the hospital home brought together patients and professionals to talk about hospital at home and answer people's question about the system.
- Digital primary care services: Online GP access and the NHS App was aimed at people supporting patients who may find it difficult to use the NHS, for whatever reason. Members of NHS England's NHS App team explained developments in the App, how to make the most of the App, and how one can support others to use it.
- What to do if you're unhappy about care you or a loved one has received featured solicitors from solicitors at our corporate partner, law firm Bolt Burdon Kemp, who explained patients' options when it comes to complaining about healthcare services.
- What is next of kin? Introduced and explained a range of persona carers adopt when supporting patients. Solicitors from our corporate partner, law firm Leigh Day, explained next of kin, best interest decisions and nearest relative, among others.
- Changes in primary care, understanding the role of the reception team kicked off a four-webinar series held in partnership with NHS England to give patients the opportunity for patients to learn more the new services how the access to primary care recovery plan will introduce. The first in the series focused on changes in the reception team.

Our webinars are always free and open to anyone interested in health and social care. We endeavour, in our webinar programme, to include patients as panellists and hold events that we know patients are interested in, based on what we hear on the helpline, through our focus groups and correspondence from our members.

We partnered with patients and several NHS organisations at a national and local level. We worked with two integrated care boards (ICBs) to support on-the-ground changes in shared decision making and empowering patient participation groups (PPGs). At a national level, we worked with NHS England to firmly embed patient partnership in its work to transform outpatients, the development of a data pact as part of the Government's Data Saves Lives strategy, and the expansion of Elective Surgical Hubs.

During 2023 we ran several key programmes to help influence health and policy and practice

- To understand patients' experience of healthcare over the winter of 2022/2023, a difficult time for the health service, we ran a survey among patients. The results, published in March 2023, painted a mixed picture of experiences. Many patients struggled to access the healthcare they needed. But half of the respondents said they had been involved in decisions about their care and treatment, suggesting a certain level of patient-centred care. This finding gave us cause for optimism that despite the crisis, some healthcare professionals were able to work in partnership with patients. In fact, two thirds of the respondents reported being listened to and taken seriously, and two thirds said the staff had dealt with them with compassion and understanding.

**TRUSTEES' REPORT (CONTINUED)**  
**FOR THE YEAR ENDED 31 DECEMBER 2023**

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- Our work with NHS England and the Department of Health and Social Care focused on the introduction of a Data Pact: we worked with patients to understand attitudes to the idea of a data pact, first mentioned in the Government's Data Saves Lives strategy and included as a commitment in the final version of the strategy. Through focus groups, we examined attitudes towards data sharing generally, as well for specific uses of data, before focussing on the implications and expectations of a data pact. We found patients value their data's importance and support various uses for their data in healthcare. Addressing trust concerns and reciprocal benefits is crucial to unlocking data's potential, requiring a transparent and monitored data pact.
- With Engage Britain – now Demos – and the PMA we explored with patients the best and worst bits of how the NHS communicates with patients and carers. Our report made a powerful case for the urgent need to improve communication within the NHS and showed very clearly, good communication should not be seen as a 'nice to have', but as fundamental to the functioning of the NHS.
- With the British Red Cross, we explored what effect living in left behind neighbourhoods has on people's ability to access care.
- Supporting the Patient Safety Commissioner's website development: we convened a focus group that reviewed the Patient Safety Commissioner's website, identifying opportunities for improvement in engagement and accessibility. Ongoing collaboration aims to enhance utility and trust, with recommendations for immediate actions.
- Elective surgical hubs: NHS England, Getting It Right First Time, and the Royal National Orthopaedic Hospital worked with us to understand patient experiences of elective surgical hubs. The project aimed to develop an animated video explaining the hub programme for patients who may be referred to a hub for elective surgery. Patient feedback also informed the programme enabling improvements to be introduced.
- Transforming outpatients: We worked with the Royal College of Physicians and NHS England on outpatient strategy development, ensuring the patient voice guided the process. Patient panels, made up of regular outpatient users, provided insights on current strengths, areas for improvement, and access issues. Reports from these panels and patient participation at a series of summits have informed the strategy's development and we are excited to see the final strategy, which will be published in 2024.

Taken as a whole, these key projects show how our focus on patient partnership in the design and delivery of health and care services translates into action. All this work engaged patients directly in partnership.

The Patients Association is a core participant in Module 3 of the UK COVID-19 Inquiry, which investigates and analyses the healthcare decisions made during the pandemic, the reasons for them and their impact, so that lessons can be learned, and recommendations made for the future. Participation in the inquiry has enabled us to share the research we conducted at the height of the pandemic among patients, which we promised at the time we would share if there ever was an inquiry.

Between our Chief Executive and Head of Patient Partnership, we took our message of patient partnership to more than 27 national conferences, including both the Labour and Conservative Party conferences.

### **Our plans**

As 2023 drew to a close, the Patients Association remained concerned about the state of health and social care. Waiting lists remained stubbornly high, health outcomes worsened for many, and some patients even died for want of care. Health inequalities, which widened during the pandemic, and the cost-of-living crisis continued to disproportionately affect the most vulnerable in society.

Bearing all this in mind, we developed our plans for 2024. The Patients Association will advocate for care improvements and reducing inequalities. We will work in partnership to amplify patient voices. Through surveys, forums and focus groups, we will gather patient experiences to inform our work. Our helpline and website will provide information and guidance that will give patients the knowledge and tools to advocate for themselves and practice shared decision making with those who provide them with healthcare services. Using helpline data and project work, we will encourage partnerships and provide information to improve public discussion on health and social care.

**TRUSTEES' REPORT (CONTINUED)**  
**FOR THE YEAR ENDED 31 DECEMBER 2023**

- Empower patients with information for shared decision-making through resources and webinars.
- Ensure patient perspectives, especially those facing health inequalities, inform our policy positions through surveys and collaborations
- Increase public awareness through media features, blogs, targeted campaigns, and inclusive engagement.
- Be a well-run organisation through governance reviews, key performance indicators, income diversification and strategic planning.

## Financial Review

- NHS trust memberships and improvement projects.
- NHS/DHSC/Corporate funded health and care improvement projects.
- Corporate membership, sponsorship, and donations.
- Individual giving.

- Diversifying our income streams.
- Growing our individual membership support base and promoting individual giving.
- Increasing our income to increase charitable spend on priority areas of work.

The Patients Association is registered with the Fundraising Regulator and has fully adopted and is committed to its code of best fundraising practice. In addition, the Trustees and staff work to clearly ensure we work to an ethical fundraising policy and process. We have received no complaints about our fundraising ethics and do not fundraise from individuals in any way which could be seen as intrusive on a person's privacy or place pressure on any person to donate.

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**THE PATIENTS ASSOCIATION**  
**(A Company Limited by Guarantee)**

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**TRUSTEES' REPORT (CONTINUED)**  
**FOR THE YEAR ENDED 31 DECEMBER 2023**

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The Trustees receive full disclosure on a quarterly basis of all fundraising activities undertaken by the Association. At present the Association has not and does not have plans to engage external services of a professional or commercial fundraiser.

Income increased by £49,202 from the previous year. This variance was driven by an increase in legacy income (£69,593), offset by a reduction in corporate donations of £41,394. Income from charitable activities, mainly grants, increased by £25,890. Expenditure increased by £21,712, of which £13,204 was attributable to increased staff costs with the remaining variance split over a number of cost categories. The net surplus for the year was £88,295, an increase of £27,490 from last year.

**Patient Association companies**

The trading company ceased to trade in July 2020. Following independent and professional advice, all activity was transferred to the Charity, which was registered for VAT on 1st July 2020.

**Reserves policy**

The Patients Association has a reserves policy in place, which comprises of two levels:

Level One

A base reserve covering all liabilities. This fund is to ensure that the Association is able to cover its total liabilities, should it no longer be a 'going concern'.

Level Two

Six months reduced running costs to cover expenditure equivalent of four months budgeted expenditure in the event of reduced income or changes in expenditure.

This equates to holding £353,020 in reserves (forecasted without the legacy).

Although the balance of unrestricted funds held at the year-end is greater than the policy level, this is deemed reasonable given the current economic circumstances and the increased uncertainty over future costs as a result of the cost-of-living crisis.

**Free reserves**

The sum of the reserves levels makes up the unrestricted funds shown in the accounts.

The outcome for the year ending 31 December 2023 was a surplus of £88,295 (2022: £60,805). This compares to a surplus of £70,224 in 2021 and £62,995 in 2020.

The balance held in unrestricted funds at the 31 December 2023 was £397,282 (2022: £308,987). This compares to a balance of £248,182 in 2021 and £177,958 in 2020.

**Restricted reserves**

Restricted reserves relate to monies received where the donor has specified what the funds must be used for. There were no restricted reserves at the end of 2021, 2022 or 2023.

**Investment policy**

The Patients Association does not have investments in equity or stocks and has no plans to acquire such a portfolio. Our cash management principles are that when we have cash in excess of our reserves policy, any investment of cash must be balanced to achieve zero risk of loss and to ensure that the organisation maintains enough cash to ensure continuous operations.

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**THE PATIENTS ASSOCIATION**  
(A Company Limited by Guarantee)

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**TRUSTEES' REPORT (CONTINUED)**  
**FOR THE YEAR ENDED 31 DECEMBER 2023**

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**Structure, Governance, and Management Legal and administrative information**

The Patients Association is a registered company limited by guarantee, company number 02620761 registered in England and Wales. It is also a registered Charity, number 1006733. The Charity was established under a memorandum and articles of association.

**Public benefit**

When reviewing our aims and objectives and planning our current and future activities, we have referred to the Charity Commission's general guidance on public benefit. In particular, the Trustees consider how our activities will contribute to our objectives for the benefit of patients.

**Governance and management**

The Trustees continue in their commitment to achieving the highest possible standards by demonstrating exemplary leadership and governance.

**Principal risks and uncertainties**

The principal uncertainty is the impact of high inflation and the cost of living crisis, increased competition for limited funds, the war in Ukraine, and the lasting impact of COVID-19. These factors may negatively affect our funding and ability to sustain operations.

The Board of Trustees has responsibility for risk management, regularly reviewing our risk register which outlines principal risks that may impact achieving our objectives and control procedures to mitigate them. Key risks include potential declines in donations, public/private sector budget cuts to grants, difficulties retaining talent, cybersecurity threats and reputational risks,

To address these uncertainties, the Chief Executive monitors costs, demonstrates efficient operations and impact to funders, and maintains strong governance and internal controls. With prudent planning and drawing on our 60 years experience, we are confident we can sustain our mission even in these challenging times. But the Board continues vigilant oversight as conditions rapidly evolve.

**Board of trustees**

The Board is responsible and accountable for our policies and activities to our members, the Charity Commission, funders, stakeholders, and for compliance with charity and company law. It is responsible for setting the strategic direction and for the financial management of the Association, setting the annual budget and compiling the annual report and accounts. The Chief Executive is accountable to the Board of Trustees for delivery of the strategy and presents an update against progress in delivering our objectives at each board meeting.

**Diversity**

The Board is committed to ensuring the organisation represents a diverse range of skills, experience, and background. The Board of Trustees and the leadership team undertook diversity training during 2021 and a task and finish group of Trustees and staff was established in December 2021 to update our equality objectives.

Our diversity objectives are:

- To develop and encourage an inclusive environment where staff, freelancers, trustees, and volunteers feel empowered to express their views and perspectives.
- To ensure that our work is accessible to all patients and increase the diversity of the people that influence and guide our views

**TRUSTEES' REPORT (CONTINUED)**  
**FOR THE YEAR ENDED 31 DECEMBER 2023**

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**Board recruitment**

Appointments to the Board continue to be via an open and formal recruitment process.

Our recruitment process includes an initial skills audit of the Board of Trustees to identify gaps, an open and transparent advertising process with formal interviews, and eligibility checks including fit and proper person, references and identity checks.

**Board meetings**

The Board of Trustees meets four times a year and at the Annual General Meeting.

**Supporting staff and volunteers**

During 2023, we continued to work hard on the well-being and engagement of our staff and volunteers. We have one volunteer supporting the work of the organisation.

**Remuneration of key personnel**

The Patients Association recognises the motivation of its staff team to work within the charitable sector and aims to strike a balance between paying enough to recruit and keep people with the skills we need, and the public and our donors' expectations that the money they entrust us with will be used wisely. Our Remuneration Policy sets out the approach of the Patients Association to setting remuneration levels in order to be able to recruit and retain staff with the appropriate skills and experience needed to meet the requirements of our charitable objectives and to deliver our agreed strategic objectives.

The Board of Trustees is ultimately responsible for setting the remuneration levels of senior members of staff in line with the skills, experience and competencies required to meet the requirements of Patients Association's purpose and deliver the agreed strategic objectives. It does this by a thorough review of the skills needed benchmarking against other organisations and consideration of the sustainability of the organisation.

The Trustees' Annual Report has been prepared in accordance with the provisions applicable to entities subject to the small companies' regime.

Signed on behalf of the Trustees by:

**Julie Thallon**

.....  
Ms J Thallon

Acting Chair

Date: 16th May 2024

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**THE PATIENTS ASSOCIATION**  
**(A Company Limited by Guarantee)**

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**STATEMENT OF TRUSTEES' RESPONSIBILITIES**  
**FOR THE YEAR ENDED 31 DECEMBER 2023**

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The Trustees (who are also the directors of the Charity for the purposes of company law) are responsible for preparing the Trustees' Report and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

Company law requires the Trustees to prepare financial statements for each financial . Under company law, the Trustees must not approve the financial statements unless they are satisfied that they give a true and fair view of the state of affairs of the Charity and of its incoming resources and application of resources, including its income and expenditure, for that period. In preparing these financial statements, the Trustees are required to:

- select suitable accounting policies and then apply them consistently;
- observe the methods and principles of the Charities SORP (FRS 102);
- make judgments and accounting estimates that are reasonable and prudent;
- state whether applicable UK Accounting Standards (FRS 102) have been followed, subject to any material departures disclosed and explained in the financial statements;
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the Charity will continue in business.

The Trustees are responsible for keeping adequate accounting records that are sufficient to show and explain the Charity's transactions and disclose with reasonable accuracy at any time the financial position of the Charity and enable them to ensure that the financial statements comply with the Companies Act 2006. They are also responsible for safeguarding the assets of the Charity and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

Approved by order of the members of the board of Trustees and signed on its behalf by:

**Julie Thallon**  
.....  
**Ms J Thallon**  
Chair  
Date: 16th May 2024

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**THE PATIENTS ASSOCIATION**  
(A Company Limited by Guarantee)

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**INDEPENDENT EXAMINER'S REPORT  
FOR THE YEAR ENDED 31 DECEMBER 2023**

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**Independent Examiner's Report to the Trustees of The Patients Association ('the Charity')**

I report to the charity Trustees on my examination of the accounts of the Group comprising the The Patients Association ('the parent Charity') and its subsidiary undertaking for the year ended 31 December 2022.

**Responsibilities and Basis of Report**

As the Trustees of the Charity (and its directors for the purposes of company law) you are responsible for the preparation of the accounts in accordance with the requirements of the Companies Act 2006 ('the 2006 Act').

Having satisfied myself that the accounts of the Charity are not required to be audited under Part 16 of the 2006 Act and are eligible for independent examination, I report in respect of my examination of the Charity's accounts carried out under section 145 of the Charities Act 2011 ('the 2011 Act'). In carrying out my examination I have followed the Directions given by the Charity Commission under section 145(5)(b) of the 2011 Act.

**Independent Examiner's Statement**

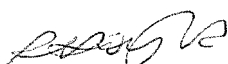
Since the Charity's gross income exceeded £250,000 your examiner must be a member of a body listed in section 145 of the 2011 Act. I confirm that I am qualified to undertake the examination because I am a member of the Institute of Chartered Accountants in England and Wales, which is one of the listed bodies.

I have completed my examination. I confirm that no matters have come to my attention in connection with the examination giving me cause to believe in any material respect:

1. accounting records were not kept in respect of the Charity as required by section 386 of the 2006 Act; or
2. the accounts do not accord with those records; or
3. the accounts do not comply with the accounting requirements of section 396 of the 2006 Act other than any requirement that the accounts give a 'true and fair' view which is not a matter considered as part of an independent examination; or
4. the accounts have not been prepared in accordance with the methods and principles of the Statement of Recommended Practice for accounting and reporting by charities [applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102)].

I have no concerns and have come across no other matters in connection with the examination to which attention should be drawn in this report in order to enable a proper understanding of the accounts to be reached.

Signed:



Dated:

16/3/24

Rachel Doyle

ACA FCCA DChA

MHA  
MHA House  
Charter Court  
Swansea Enterprise Park  
Swansea  
SA7 9FS

MHA is the trading name of MacIntyre Hudson LLP, a limited liability partnership in England and Wales (registered number OC312313).

**THE PATIENTS ASSOCIATION**  
(A Company Limited by Guarantee)

**STATEMENT OF FINANCIAL ACTIVITIES (INCORPORATING INCOME AND EXPENDITURE ACCOUNT)  
FOR THE YEAR ENDED 31 DECEMBER 2023**

|                                    | Note | Unrestricted<br>funds<br>2023<br>£ | Total<br>funds<br>2023<br>£ | Total<br>funds<br>2022<br>£ |
|------------------------------------|------|------------------------------------|-----------------------------|-----------------------------|
| <b>Income from:</b>                |      |                                    |                             |                             |
| Donations and legacies             | 4    | 318,098                            | 318,098                     | 291,887                     |
| Charitable activities              | 5    | 360,427                            | 360,427                     | 334,537                     |
| Other trading activities           | 6    | 3,092                              | 3,092                       | 10,494                      |
| Investments                        | 7    | 6,072                              | 6,072                       | 1,569                       |
| <b>Total income</b>                |      | <b>687,689</b>                     | <b>687,689</b>              | <b>638,487</b>              |
| <b>Expenditure on:</b>             |      |                                    |                             |                             |
| Raising funds                      |      | 65,492                             | 65,492                      | 52,278                      |
| Charitable activities              |      | 533,902                            | 533,902                     | 525,404                     |
| <b>Total expenditure</b>           |      | <b>599,394</b>                     | <b>599,394</b>              | <b>577,682</b>              |
| <b>Net movement in funds</b>       |      | <b>88,295</b>                      | <b>88,295</b>               | <b>60,805</b>               |
| <b>Reconciliation of funds:</b>    |      |                                    |                             |                             |
| Total funds brought forward        |      | 308,987                            | 308,987                     | 248,182                     |
| Net movement in funds              |      | 88,295                             | 88,295                      | 60,805                      |
| <b>Total funds carried forward</b> |      | <b>397,282</b>                     | <b>397,282</b>              | <b>308,987</b>              |

**THE PATIENTS ASSOCIATION**  
**(A Company Limited by Guarantee)**  
**REGISTERED NUMBER: 02620761**

**BALANCE SHEET**  
**AS AT 31 DECEMBER 2023**

|                                                | <b>Note</b> | <b>2023<br/>£</b> | <b>2023<br/>£</b> | <b>2022<br/>£</b> | <b>2022<br/>£</b> |
|------------------------------------------------|-------------|-------------------|-------------------|-------------------|-------------------|
| <b>Fixed assets</b>                            |             |                   |                   |                   |                   |
| Tangible assets                                | 13          |                   | <b>1,966</b>      |                   | <b>1,442</b>      |
|                                                |             |                   | <b>1,966</b>      |                   | <b>1,442</b>      |
| <b>Current assets</b>                          |             |                   |                   |                   |                   |
| Debtors                                        | 14          | <b>120,716</b>    |                   | <b>100,064</b>    |                   |
| Cash at bank and in hand                       |             | <b>317,821</b>    |                   | <b>306,205</b>    |                   |
|                                                |             | <b>438,537</b>    |                   | <b>406,269</b>    |                   |
| Creditors: amounts falling due within one year | 15          | <b>(43,221)</b>   |                   | <b>(98,724)</b>   |                   |
| <b>Net current assets</b>                      |             |                   | <b>395,316</b>    |                   | <b>307,545</b>    |
| <b>Total net assets</b>                        |             |                   | <b>397,282</b>    |                   | <b>308,987</b>    |
| <b>Group funds</b>                             |             |                   |                   |                   |                   |
| Unrestricted funds                             | 16          |                   | <b>397,282</b>    |                   | <b>308,987</b>    |
| <b>Total funds</b>                             |             |                   | <b>397,282</b>    |                   | <b>308,987</b>    |

The Charity was entitled to exemption from audit under section 477 of the Companies Act 2006.

The members have not required the company to obtain an audit for the year in question in accordance with section 476 of Companies Act 2006.

The Trustees acknowledge their responsibilities for complying with the requirements of the Act with respect to accounting records and preparation of financial statements.

The financial statements have been prepared in accordance with the provisions applicable to entities subject to the small companies regime.

The financial statements were approved and authorised for issue by the Trustees and signed on their behalf by:

**Julie Thallon**  
 .....  
**Ms J Thallon**  
 Chair  
 Date: 16th May 2024

The notes on pages 17 to 33 form part of these financial statements.

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**THE PATIENTS ASSOCIATION**  
**(A Company Limited by Guarantee)**

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**STATEMENT OF CASH FLOWS**  
**FOR THE YEAR ENDED 31 DECEMBER 2023**

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|                                                         | 2023<br>£ | 2022<br>£ |
|---------------------------------------------------------|-----------|-----------|
| <b>Cash flows from operating activities</b>             |           |           |
| Net cash used in operating activities                   | 7,301     | 44,457    |
| <b>Cash flows from investing activities</b>             |           |           |
| Investment income                                       | 6,072     | 1,569     |
| Purchase of tangible fixed assets                       | (1,757)   | (948)     |
| <b>Net cash provided by investing activities</b>        | 4,315     | 621       |
| <b>Change in cash and cash equivalents in the year</b>  | 11,616    | 45,078    |
| Cash and cash equivalents at the beginning of the year  | 306,205   | 261,127   |
| <b>Cash and cash equivalents at the end of the year</b> | 317,821   | 306,205   |

The notes on pages 17 to 33 form part of these financial statements

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**THE PATIENTS ASSOCIATION**  
**(A Company Limited by Guarantee)**

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**NOTES TO THE FINANCIAL STATEMENTS**  
**FOR THE YEAR ENDED 31 DECEMBER 2023**

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**1. General information**

The Patients Association is a company limited by guarantee and is registered with the Charity Commission (Charity Registered Number 1006733) and Registrar of Companies (Company Registration Number 02620761) in England and Wales. In the event of the Charity being wound up, the liability in respect of the guarantee is limited to £1 per member of the Charity. The address of the registered office is given in the Charity information on page 1 of these financial statements. The nature of the Charity's operations and principal activities are detailed in the Trustees' Report.

**2. Accounting policies**

**2.1 Basis of preparation of financial statements**

The financial statements have been prepared in accordance with the Charities SORP (FRS 102) - Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) and the Companies Act 2006.

The Patients Association meets the definition of a public benefit entity under FRS 102. Assets and liabilities are initially recognised at historical cost or transaction value unless otherwise stated in the relevant accounting policy.

The financial statements are presented in sterling, which is the functional and presentational currency and are rounded to the nearest pound.

**2.2 Going concern**

The Trustees have assessed the use of going concern and have considered possible events or conditions that might cast significant doubt on the ability of the Charity to continue as a going concern. The Trustees have made this assessment for a period of at least one year from the date of the approval of these financial statements. The Trustees have concluded that there is a reasonable expectation that the Charity has adequate resources to continue in operational existence for the foreseeable future. The Charity, therefore, continues to adopt the going concern basis in preparing these financial statements.

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**THE PATIENTS ASSOCIATION**  
**(A Company Limited by Guarantee)**

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**NOTES TO THE FINANCIAL STATEMENTS**  
**FOR THE YEAR ENDED 31 DECEMBER 2023**

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**2. Accounting policies (continued)**

**2.3 Income**

All income is recognised once the Charity has entitlement to the income, it is probable that the income will be received and the amount of income receivable can be measured reliably.

Grants, including government grants, are included in the Statement of Financial Activities on a receivable basis. The balance of income received for specific purposes but not expended during the period is shown in the relevant funds on the Balance Sheet. Where income is received in advance of entitlement of receipt, its recognition is deferred and included in creditors as deferred income. Where entitlement occurs before income is received, the income is accrued.

Gifts in kind donated for distribution are included at valuation and recognised as income when they are distributed to the projects. Gifts donated for resale are included as income when they are sold.

On receipt, donated professional services and facilities are recognised on the basis of the value of the gift to the Charity which is the amount it would have been willing to pay to obtain services or facilities of equivalent economic benefit on the open market; a corresponding amount is then recognised in expenditure in the period of receipt.

Legacy income is recognised in the Statement of Financial Activities when the charity is legally entitled to the income and the amount can be quantified with reasonable accuracy. If legacy income cannot be quantified with reasonable accuracy, a contingent asset disclosure is included in the notes to the accounts.

**2.4 Expenditure**

Expenditure is recognised once there is a legal or constructive obligation to transfer economic benefit to a third party, it is probable that a transfer of economic benefits will be required in settlement and the amount of the obligation can be measured reliably. Expenditure is classified by activity. The costs of each activity are made up of the total of direct costs and shared costs, including support costs involved in undertaking each activity. Direct costs attributable to a single activity are allocated directly to that activity. Shared costs which contribute to more than one activity and support costs which are not attributable to a single activity are apportioned between those activities on a basis consistent with the use of resources. Central staff costs are allocated on the basis of time spent, and depreciation charges allocated on the portion of the asset's use.

Expenditure on charitable activities is incurred on directly undertaking the activities which further the Charity's objectives, as well as any associated support costs.

All expenditure is inclusive of irrecoverable VAT.

**2.5 Interest receivable**

Interest on funds held on deposit is included when receivable and the amount can be measured reliably by the Charity; this is normally upon notification of the interest paid or payable by the institution with whom the funds are deposited.

**NOTES TO THE FINANCIAL STATEMENTS**  
**FOR THE YEAR ENDED 31 DECEMBER 2023**

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**2. Accounting policies (continued)**

**2.6 Taxation**

The Charity is considered to pass the tests set out in Paragraph 1 Schedule 6 of the Finance Act 2010 and, therefore, it meets the definition of a charitable company for UK corporation tax purposes. Accordingly, the Charity is potentially exempt from taxation in respect of income or capital gains received within categories covered by Chapter 3 Part 11 of the Corporation Tax Act 2010 or Section 256 of the Taxation of Chargeable Gains Act 1992, to the extent that such income or gains are applied exclusively to charitable purposes.

**2.7 Tangible fixed assets and depreciation**

Tangible fixed assets are initially recognised at cost. After recognition, under the cost model, tangible fixed assets are measured at cost less accumulated depreciation and any accumulated impairment losses. All costs incurred to bring a tangible fixed asset into its intended working condition should be included in the measurement of cost.

At each reporting date the Charity assesses whether there is any indication of impairment. If such indication exists, the recoverable amount of the asset is determined to be the higher of its fair value less costs to sell and its value in use. An impairment loss is recognised where the carrying amount exceeds the recoverable amount.

Depreciation is charged so as to allocate the cost of tangible fixed assets less their residual value over their estimated useful lives.

Depreciation is provided on the following basis:

|                                  |   |                                       |
|----------------------------------|---|---------------------------------------|
| Fixtures, fittings and equipment | - | 25% straight line or reducing balance |
| Computer equipment               | - | 33% straight line or reducing balance |

**2.8 Investments**

Investments in subsidiaries are valued at cost less provision for impairment.

**2.9 Debtors**

Trade and other debtors are recognised at the settlement amount after any trade discount offered. Prepayments are valued at the amount prepaid net of any trade discounts due.

**2.10 Cash at bank and in hand**

Cash at bank and in hand includes cash and short-term highly liquid investments with a short maturity of three months or less from the date of acquisition or opening of the deposit or similar account.

**2.11 Liabilities and provisions**

Liabilities are recognised when there is an obligation at the Balance Sheet date as a result of a past event, it is probable that a transfer of economic benefit will be required in settlement, and the amount of the settlement can be estimated reliably.

Liabilities are recognised at the amount that the Charity anticipates it will pay to settle the debt or the amount it has received as advanced payments for the goods or services it must provide.

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**THE PATIENTS ASSOCIATION**  
**(A Company Limited by Guarantee)**

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**NOTES TO THE FINANCIAL STATEMENTS**  
**FOR THE YEAR ENDED 31 DECEMBER 2023**

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**2. Accounting policies (continued)**

**2.12 Financial instruments**

The only financial assets and financial liabilities are of a kind that qualify as basic financial instruments. The financial assets and financial liabilities of the Charity are as follows:

Debtors – trade and other debtors (including accrued income) are basic financial instruments and are debt instruments measured at amortised cost as detailed in Note 14. Prepayments are not financial instruments.

Cash at bank – is classified as a basic financial instrument and is measured at face value.

Liabilities – trade creditors, accruals and other creditors will be classified as financial instruments, and are measured at amortised cost as detailed in Note 15. Taxation and social security are not included in the financial instruments disclosure. Deferred income is not deemed to be a financial liability, as in the cash settlement has already taken place and there is simply an obligation to deliver charitable services rather than cash or another financial instrument.

**2.13 Operating leases**

Rentals paid under operating leases are charged to the Statement of Financial Activities on a straight line basis over the lease term.

**2.14 Pensions**

The Charity operates a defined contribution pension scheme and the pension charge represents the amounts payable by the Charity to the fund in respect of the year.

Contributions are expensed as they become payable. This expenditure is allocated to an activity and fund based on the department that member of staff works in.

**2.15 Fund accounting**

General funds are unrestricted funds which are available for use at the discretion of the Trustees in furtherance of the general objectives of the Charity and which have not been designated for other purposes.

Investment income, gains and losses are allocated to the appropriate fund.

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**THE PATIENTS ASSOCIATION**  
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**NOTES TO THE FINANCIAL STATEMENTS**  
**FOR THE YEAR ENDED 31 DECEMBER 2023**

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**3. Critical accounting estimates and areas of judgment**

Estimates and judgments are continually evaluated and are based on historical experience and other factors, including expectations of future events that are believed to be reasonable under the circumstances.

Critical accounting estimates and assumptions:

The Charity makes estimates and assumptions concerning the future. The resulting accounting estimates and assumptions will, by definition, seldom equal the related actual results. The estimates and assumptions that have a significant risk of causing a material adjustment to the carrying amounts of assets and liabilities within the next financial year are listed below.

- Depreciation rates for tangible fixed assets
- Allocation of support costs.

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**THE PATIENTS ASSOCIATION**  
(A Company Limited by Guarantee)

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**NOTES TO THE FINANCIAL STATEMENTS  
FOR THE YEAR ENDED 31 DECEMBER 2023**

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**4. Income from donations and grants**

|                                 | <b>Unrestricted<br/>funds<br/>2023<br/>£</b> | <b>Total<br/>funds<br/>2023<br/>£</b> |
|---------------------------------|----------------------------------------------|---------------------------------------|
| Donations and grants            | 5,115                                        | 5,115                                 |
| Corporate donations/ membership | 233,390                                      | 233,390                               |
| Legacy donations                | 79,593                                       | 79,593                                |
| <b>Total 2023</b>               | <b>318,098</b>                               | <b>318,098</b>                        |

|                                | <i>Unrestricted<br/>funds<br/>2022<br/>£</i> | <i>Total<br/>funds<br/>2022<br/>£</i> |
|--------------------------------|----------------------------------------------|---------------------------------------|
| Donations and grants           | 7,103                                        | 7,103                                 |
| Corporate donations/membership | 274,784                                      | 274,784                               |
| Legacy donations               | 10,000                                       | 10,000                                |
| <i>Total 2022</i>              | <i>291,887</i>                               | <i>291,887</i>                        |

**5. Income from charitable activities**

|                                   | <b>Unrestricted<br/>funds<br/>2023<br/>£</b> | <b>Total<br/>funds<br/>2023<br/>£</b> |
|-----------------------------------|----------------------------------------------|---------------------------------------|
| Helpline and Information Services | 17,710                                       | 17,710                                |
| Performance-related grants        | 342,717                                      | 342,717                               |
| <b>Total 2023</b>                 | <b>360,427</b>                               | <b>360,427</b>                        |

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**THE PATIENTS ASSOCIATION**  
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**NOTES TO THE FINANCIAL STATEMENTS**  
**FOR THE YEAR ENDED 31 DECEMBER 2023**

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**5. Income from charitable activities (continued)**

|                                   | <i>Unrestricted<br/>funds<br/>2022<br/>£</i> | <i>Total<br/>funds<br/>2022<br/>£</i> |
|-----------------------------------|----------------------------------------------|---------------------------------------|
| Helpline and Information Services | 24,175                                       | 24,175                                |
| Performance-related grants        | 310,362                                      | 310,362                               |
| <i>Total 2022</i>                 | <u>334,537</u>                               | <u>334,537</u>                        |

**6. Income from other trading activities**

**Income from fundraising events**

|              | <b>Unrestricted<br/>funds<br/>2023<br/>£</b> | <b>Total<br/>funds<br/>2023<br/>£</b> |
|--------------|----------------------------------------------|---------------------------------------|
| Event income | <u>3,092</u>                                 | <u>3,092</u>                          |

|              | <i>Unrestricted<br/>funds<br/>2022<br/>£</i> | <i>Total<br/>funds<br/>2022<br/>£</i> |
|--------------|----------------------------------------------|---------------------------------------|
| Event income | <u>10,494</u>                                | <u>10,494</u>                         |

**7. Investment income**

|                          | <b>Unrestricted<br/>funds<br/>2023<br/>£</b> | <b>Total<br/>funds<br/>2023<br/>£</b> |
|--------------------------|----------------------------------------------|---------------------------------------|
| Bank interest receivable | <u>6,072</u>                                 | <u>6,072</u>                          |

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**THE PATIENTS ASSOCIATION**  
**(A Company Limited by Guarantee)**

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**NOTES TO THE FINANCIAL STATEMENTS**  
**FOR THE YEAR ENDED 31 DECEMBER 2023**

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**7. Investment income (continued)**

|                          | <i>Unrestricted<br/>funds<br/>2022<br/>£</i> | <i>Total<br/>funds<br/>2022<br/>£</i> |
|--------------------------|----------------------------------------------|---------------------------------------|
| Bank interest receivable | 1,569                                        | 1,569                                 |

**8. Expenditure on raising funds**

|                            | <b>Unrestricted<br/>funds<br/>2023<br/>£</b> | <b>Total<br/>funds<br/>2023<br/>£</b> |
|----------------------------|----------------------------------------------|---------------------------------------|
| Direct costs - Staff costs | 65,482                                       | <b>65,482</b>                         |

|                            | <i>Unrestricted<br/>funds<br/>2022<br/>£</i> | <i>Total<br/>funds<br/>2022<br/>£</i> |
|----------------------------|----------------------------------------------|---------------------------------------|
| Direct costs - Staff costs | 51,926                                       | 51,926                                |
| Direct costs - Other costs | 352                                          | 352                                   |
| <i>Total 2022</i>          | <u>52,278</u>                                | <u>52,278</u>                         |

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**THE PATIENTS ASSOCIATION**  
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**NOTES TO THE FINANCIAL STATEMENTS  
FOR THE YEAR ENDED 31 DECEMBER 2023**

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**9. Analysis of expenditure by charitable activities**

|                                   | <b>Activities<br/>undertaken<br/>directly<br/>2023<br/>£</b> | <b>Support<br/>costs<br/>2023<br/>£</b> | <b>Total<br/>funds<br/>2023<br/>£</b> |
|-----------------------------------|--------------------------------------------------------------|-----------------------------------------|---------------------------------------|
| Helpline and Information Services | 142,484                                                      | 24,810                                  | <b>167,294</b>                        |
| Influencing Policy and Practice   | 316,987                                                      | 49,621                                  | <b>366,608</b>                        |
| <b>Total 2023</b>                 | <b>459,471</b>                                               | <b>74,431</b>                           | <b>533,902</b>                        |

|                                   | <b>Activities<br/>undertaken<br/>directly<br/>2022<br/>£</b> | <b>Support<br/>costs<br/>2022<br/>£</b> | <b>Total<br/>funds<br/>2022<br/>£</b> |
|-----------------------------------|--------------------------------------------------------------|-----------------------------------------|---------------------------------------|
| Helpline and Information Services | 165,680                                                      | 20,489                                  | 186,169                               |
| Influencing Policy and Practice   | 298,257                                                      | 40,978                                  | 339,235                               |
| <b>Total 2022</b>                 | <b>463,937</b>                                               | <b>61,467</b>                           | <b>525,404</b>                        |

**THE PATIENTS ASSOCIATION**  
(A Company Limited by Guarantee)

**NOTES TO THE FINANCIAL STATEMENTS  
FOR THE YEAR ENDED 31 DECEMBER 2023**

**9. Analysis of expenditure by charitable activities (continued)**

**Analysis of support costs**

|                                  | <b>Total<br/>funds<br/>2023<br/>£</b> | <b>Total<br/>funds<br/>2022<br/>£</b> |
|----------------------------------|---------------------------------------|---------------------------------------|
| Depreciation                     | 982                                   | 678                                   |
| Rent and rates                   | 390                                   | 2,325                                 |
| Recruitment expenses             | 1,956                                 | 865                                   |
| Communication costs              | 21,840                                | 22,832                                |
| Consultancy costs                | 19,960                                | 8,282                                 |
| Advertising and marketing        | 1,896                                 | 2,560                                 |
| Travel and subsistence           | 2,225                                 | 1,103                                 |
| Printing, postage and stationery | 2,806                                 | 1,666                                 |
| Subscriptions                    | 2,341                                 | 2,879                                 |
| Bank charges                     | 74                                    | 304                                   |
| Governance costs                 | 16,629                                | 14,957                                |
| Other costs                      | 3,078                                 | 3,016                                 |
| Loss on disposal of fixed assets | 254                                   | -                                     |
| <b>Total 2023</b>                | <b>74,431</b>                         | <b>61,467</b>                         |

Governance costs are analysed in Note 10.

**10. Governance costs**

|                                     | <b>2023<br/>£</b> | <b>2022<br/>£</b> |
|-------------------------------------|-------------------|-------------------|
| Insurance                           | 3,205             | 2,966             |
| Independent Examiners' Remuneration | 3,940             | 3,750             |
| Bookkeeping & accountancy costs     | 8,774             | 8,180             |
| Other costs                         | 710               | 61                |
|                                     | <b>16,629</b>     | <b>14,957</b>     |

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**THE PATIENTS ASSOCIATION**  
**(A Company Limited by Guarantee)**

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**NOTES TO THE FINANCIAL STATEMENTS**  
**FOR THE YEAR ENDED 31 DECEMBER 2023**

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**11. Staff costs**

|                                                      | <b>2023</b>    | <b>2022</b>    |
|------------------------------------------------------|----------------|----------------|
|                                                      | <b>£</b>       | <b>£</b>       |
| Wages and salaries                                   | <b>306,227</b> | <b>319,302</b> |
| Social security costs                                | <b>26,845</b>  | <b>29,864</b>  |
| Contribution to defined contribution pension schemes | <b>9,544</b>   | <b>9,848</b>   |
|                                                      | <b>342,616</b> | <b>359,014</b> |

The average number of persons employed by the Charity during the year was as follows:

|       | <b>2023</b> | <b>2022</b> |
|-------|-------------|-------------|
|       | <b>No.</b>  | <b>No.</b>  |
| Staff | <b>9</b>    | <b>9</b>    |

The number of employees whose employee benefits (excluding employer pension costs) exceeded £60,000 was:

|                               | <b>2023</b> | <b>2022</b> |
|-------------------------------|-------------|-------------|
|                               | <b>No.</b>  | <b>No.</b>  |
| In the band £70,001 - £80,000 | <b>1</b>    | <b>1</b>    |

The total amount of employee benefits, including employers social security costs, received by Key Management Personnel of the Charity was £86,046 (2022: £84,452). The Charity considers its Key Management Personnel to comprise of the Trustees and the Chief Executive Officer. As disclosed in Note 12, no Trustees received any remuneration or other benefits during the year (2022: £NIL).

**12. Trustees' remuneration and expenses**

During the year, no Trustees received any remuneration or other benefits (2022 - £NIL).

During the year ended 31 December 2023, no Trustee expenses have been incurred (2022 - £NIL).

**THE PATIENTS ASSOCIATION**  
**(A Company Limited by Guarantee)**

**NOTES TO THE FINANCIAL STATEMENTS**  
**FOR THE YEAR ENDED 31 DECEMBER 2023**

**13. Tangible fixed assets**

|                          | <b>Fixtures and<br/>fittings<br/>£</b> | <b>Computer<br/>equipment<br/>£</b> | <b>Total<br/>£</b> |
|--------------------------|----------------------------------------|-------------------------------------|--------------------|
| <b>Cost or valuation</b> |                                        |                                     |                    |
| At 1 January 2023        | 5,677                                  | 3,951                               | 9,628              |
| Additions                | -                                      | 1,759                               | 1,759              |
| Disposals                | (5,677)                                | -                                   | (5,677)            |
| At 31 December 2023      | -                                      | 5,710                               | 5,710              |
| <b>Depreciation</b>      |                                        |                                     |                    |
| At 1 January 2023        | 5,424                                  | 2,762                               | 8,186              |
| Charge for the year      | -                                      | 982                                 | 982                |
| On disposals             | (5,424)                                | -                                   | (5,424)            |
| At 31 December 2023      | -                                      | 3,744                               | 3,744              |
| <b>Net book value</b>    |                                        |                                     |                    |
| At 31 December 2023      | -                                      | 1,966                               | 1,966              |
| At 31 December 2022      | 253                                    | 1,189                               | 1,442              |

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**THE PATIENTS ASSOCIATION**  
(A Company Limited by Guarantee)

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**NOTES TO THE FINANCIAL STATEMENTS  
FOR THE YEAR ENDED 31 DECEMBER 2023**

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**14. Debtors**

|                                    | 2023<br>£      | 2022<br>£      |
|------------------------------------|----------------|----------------|
| <b>Due within one year</b>         |                |                |
| Trade debtors                      | 46,681         | 66,397         |
| Amounts owed by group undertakings | 3              | 23,635         |
| Other debtors                      | 32             | 32             |
| Prepayments and accrued income     | 74,000         | 10,000         |
|                                    | <u>120,716</u> | <u>100,064</u> |

**15. Creditors: Amounts falling due within one year**

|                                    | 2023<br>£     | 2022<br>£     |
|------------------------------------|---------------|---------------|
| Trade creditors                    | 6,539         | 6,399         |
| Other taxation and social security | 25,102        | 32,073        |
| Accruals and deferred income       | 11,580        | 60,252        |
|                                    | <u>43,221</u> | <u>98,724</u> |

|                                        | 2023<br>£    | 2022<br>£     |
|----------------------------------------|--------------|---------------|
| <b>Deferred income</b>                 |              |               |
| Deferred income at 1 January           | 54,000       | 39,000        |
| Resources deferred during the year     | 5,000        | 54,000        |
| Amounts released from previous periods | (54,000)     | (39,000)      |
| <b>Deferred income at 31 December</b>  | <u>5,000</u> | <u>54,000</u> |

Deferred income represents income received in 2023 for projects & corporate membership relating to the following financial reporting period.

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**THE PATIENTS ASSOCIATION**  
(A Company Limited by Guarantee)

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**NOTES TO THE FINANCIAL STATEMENTS  
FOR THE YEAR ENDED 31 DECEMBER 2023**

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**16. Statement of funds**

**Statement of funds - current year**

|                            | <b>Balance at 1<br/>January<br/>2023<br/>£</b> | <b>Income<br/>£</b> | <b>Expenditure<br/>£</b> | <b>Balance at<br/>31<br/>December<br/>2023<br/>£</b> |
|----------------------------|------------------------------------------------|---------------------|--------------------------|------------------------------------------------------|
| <b>Unrestricted funds</b>  |                                                |                     |                          |                                                      |
| General unrestricted funds | <b>308,987</b>                                 | <b>687,689</b>      | <b>(599,394)</b>         | <b>397,282</b>                                       |

**Statement of funds - prior year**

|                            | <b>Balance at<br/>1 January<br/>2022<br/>£</b> | <b>Income<br/>£</b> | <b>Expenditure<br/>£</b> | <b>Balance at<br/>31<br/>December<br/>2022<br/>£</b> |
|----------------------------|------------------------------------------------|---------------------|--------------------------|------------------------------------------------------|
| <b>Unrestricted funds</b>  |                                                |                     |                          |                                                      |
| General unrestricted funds | <b>248,182</b>                                 | <b>638,487</b>      | <b>(577,682)</b>         | <b>308,987</b>                                       |

Unrestricted funds are general funds which are available for use at the discretion of the Trustees in furtherance of the general objectives of the Charity and which have not been designated for other purposes.

**THE PATIENTS ASSOCIATION**  
(A Company Limited by Guarantee)

**NOTES TO THE FINANCIAL STATEMENTS  
FOR THE YEAR ENDED 31 DECEMBER 2023**

**17. Analysis of net assets between funds**

**Analysis of net assets between funds - current year**

|                               | <b>Unrestricted<br/>funds<br/>2023<br/>£</b> | <b>Total<br/>funds<br/>2023<br/>£</b> |
|-------------------------------|----------------------------------------------|---------------------------------------|
| Tangible fixed assets         | 1,966                                        | 1,966                                 |
| Current assets                | 364,537                                      | 364,537                               |
| Creditors due within one year | 30,779                                       | 30,779                                |
| <b>Total</b>                  | <b>397,282</b>                               | <b>397,282</b>                        |

**Analysis of net assets between funds - prior year**

|                               | <i>Unrestricted<br/>funds<br/>2022<br/>£</i> | <i>Total<br/>funds<br/>2022<br/>£</i> |
|-------------------------------|----------------------------------------------|---------------------------------------|
| Tangible fixed assets         | 1,442                                        | 1,442                                 |
| Current assets                | 406,269                                      | 406,269                               |
| Creditors due within one year | (98,724)                                     | (98,724)                              |
| <b>Total</b>                  | <b>308,987</b>                               | <b>308,987</b>                        |

**18. Reconciliation of net movement in funds to net cash flow from operating activities**

|                                                                    | <b>2023<br/>£</b> | <b>2022<br/>£</b> |
|--------------------------------------------------------------------|-------------------|-------------------|
| Net income for the year (as per Statement of Financial Activities) | <b>88,295</b>     | 60,805            |
| <b>Adjustments for:</b>                                            |                   |                   |
| Depreciation charges                                               | 982               | 678               |
| Investment income                                                  | (6,072)           | (1,569)           |
| Loss on the sale of fixed assets                                   | 254               | -                 |
| (Increase)/ decrease in debtors                                    | (20,655)          | (34,781)          |
| Increase/ (decrease) in creditors                                  | (55,503)          | 19,324            |
| <b>Net cash provided by operating activities</b>                   | <b>7,301</b>      | <b>44,457</b>     |

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**THE PATIENTS ASSOCIATION**  
(A Company Limited by Guarantee)

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**NOTES TO THE FINANCIAL STATEMENTS  
FOR THE YEAR ENDED 31 DECEMBER 2023**

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**19. Analysis of cash and cash equivalents**

|                                        | 2023<br>£      | 2022<br>£      |
|----------------------------------------|----------------|----------------|
| Cash in hand                           | 317,821        | 306,205        |
| <b>Total cash and cash equivalents</b> | <b>317,821</b> | <b>306,205</b> |

**20. Analysis of changes in net debt**

|                          | At 1<br>January<br>2023<br>£ | Cash flows<br>£ | At 31<br>December<br>2023<br>£ |
|--------------------------|------------------------------|-----------------|--------------------------------|
| Cash at bank and in hand | 306,205                      | 11,616          | 317,821                        |
|                          | <b>306,205</b>               | <b>11,616</b>   | <b>317,821</b>                 |

**21. Pension commitments**

The charity operates a defined contribution pension scheme. The assets of the scheme are held separately from those of the charity in an independently administered fund. The pension cost charge represents contributions payable by the charity to the fund and amounted to £9,543 (2022: £9,848) in the year. An amount of £1,590 (2022: £1,502) was due to the independently administered fund at the year end.

**22. Operating lease commitments**

At 31 December 2023 the Charity had commitments to make future minimum lease payments under non-cancellable operating leases as follows:

|                       | 2023<br>£ | 2022<br>£ |
|-----------------------|-----------|-----------|
| Not later than 1 year | -         | 1,424     |

The following lease payments have been recognised as an expense in the Statement of Financial Activities:

|                         | 2023<br>£ | 2022<br>£ |
|-------------------------|-----------|-----------|
| Operating lease rentals | 1,071     | 1,298     |

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**THE PATIENTS ASSOCIATION**  
**(A Company Limited by Guarantee)**

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**NOTES TO THE FINANCIAL STATEMENTS**  
**FOR THE YEAR ENDED 31 DECEMBER 2023**

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**23. Trustees liability**

Each Trustee of the charitable company undertakes to contribute to the assets of the company in the event of it being wound up while they are a Trustee, or within one year after they cease to be a Trustee, such amount as may be required, not exceeding £1 for the debts and liabilities contracted before they cease to be a Trustee.

**24. Related party transactions**

Other than Trustee and Key Management Personnel transactions detailed in Notes 11 and 12, there were no other related party transactions during the period (2022: None).

**25. Principal subsidiaries**

|                                                  |                                                                                |
|--------------------------------------------------|--------------------------------------------------------------------------------|
| Subsidiary name:                                 | The Patients Association Trading Company Limited                               |
| Company registration number:                     | 05252321                                                                       |
| Principal address:                               | The London North West Heal NHS Trust, Watford Road, Harrow, Middlesex, HA1 3UJ |
| Basis of control:                                | 100% controlled                                                                |
| Total assets as at 31 December 2023:             | £3                                                                             |
| Total liabilities as at 31 December 2023:        | £3                                                                             |
| Total equity as at 31 December 2023:             | £Nil                                                                           |
| Turnover for the year ended 31 December 2023:    | £Nil                                                                           |
| Expenditure for the year ended 31 December 2023: | £Nil                                                                           |
| Taxation for the year ended 31 December 2023:    | £Nil                                                                           |
| Profit for the year ended 31 December 2023:      | £Nil                                                                           |

The principal activity of The Patients Association Trading Company Limited was to support The Patients Association in providing services to patients of both health and social care. The Patients Association Trading Company Limited was dormant during the current year, after ceasing to trade in 2020.

**26. Post balance sheet events**

The Patients Association Trading Company Limited ceased to trade during 2020 and the Directors are in the process of winding up the Company.

**27. Contingent Assets**

Prior to the balance sheet date, the charity received notification of entitlement to two legacies. One legacy has been estimated based upon the estimated value of the estate, but it is possible that additional amounts may be payable to the charity. Such amounts cannot be estimated and therefore have not been included within the financial statements. The second legacy cannot be estimated with reasonable accuracy and therefore no amounts have been included within the financial statements.

**THE PATIENTS ASSOCIATION**

England & Wales - Charity number 1006733

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# Accounts

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**THE PATIENTS ASSOCIATION**  
**(A Company Limited by Guarantee)**

**UNAUDITED**

**TRUSTEES' REPORT AND FINANCIAL STATEMENTS**  
**FOR THE YEAR ENDED 31 DECEMBER 2022**

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**THE PATIENTS ASSOCIATION**  
**(A Company Limited by Guarantee)**

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**THE PATIENTS ASSOCIATION**  
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**REFERENCE AND ADMINISTRATIVE DETAILS OF THE CHARITY, ITS TRUSTEES AND ADVISERS  
FOR THE YEAR ENDED 31 DECEMBER 2022**

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**Trustees**

Ms L Watson, Chair (resigned 31 December 2022)<sup>2</sup>  
Ann Keen, Chair (appointed 15 December 2022)  
Ms C Hewitt (resigned 5 May 2022)<sup>1</sup>  
Mr I Egberedu, Treasurer<sup>2</sup>  
Dr A M Rollin MBE<sup>1</sup>  
Mrs F Browne, Chair of Governance Committee<sup>1</sup>  
Mr D Hopkin (resigned 31 March 2022)<sup>2</sup>  
Mrs S White<sup>1</sup>  
Ms R King  
Ms J Thallon, Vice Chair<sup>1</sup>  
Ms B Joshi  
Mr W Valji, Associate Trustee  
Dr R Hillson, Associate Trustee  
Ms M Davis<sup>2</sup>

<sup>1</sup> Governance Committee

<sup>2</sup> Finance and Resources Committee

**Company registered  
number** 02620761

**Charity registered  
number** 1006733

**Registered office** P Block  
The London North West Healthcare NHS Trust  
Watford Road  
Harrow  
Middlesex  
HA1 3UJ

**Chief Executive Officer  
and Company Secretary** Rachel Power

**President** Sir Robert Anthony Francis, KC

**Independent Examiner** MHA  
Chartered Accountants  
6th Floor  
2 London Wall Place  
London  
EC2Y 5AU

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## THE PATIENTS ASSOCIATION

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### TRUSTEES' REPORT FOR THE YEAR ENDED 31 DECEMBER 2022

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#### Introduction from our chair, Ann Lloyd Keen

I and the Trustees present our annual report together with the consolidated financial statements for the year 1st January to 31st December 2022.

The year began with our third pandemic patient experience report, which found that two out of three patients lacked confidence that the health and care system would be able to deliver high quality care and treatment consistently after the pandemic. Unfortunately, their concerns proved well-founded as we ended the year amid the worst winter crisis many in the NHS had ever seen: 2022 was truly a difficult year for patients.

Despite these difficulties – or perhaps because of them – we experienced growing interest in our work. Our membership rose to nearly 3,000. Our members and the people taking part in our events and projects now come from more diverse backgrounds than previously. This testifies to the work staff members of the Charity have done to connect with a varied group of organisations and charities, through which we are able to share opportunities to take part in our work. We now have relationships with organisations representing the LGBTQ+ community in London, maternal mental health, men's health, think tanks, the disabled community in London, people living in rural areas, and champions of shared decision making in Scotland and Wales.

Our website continues to be a source of information and guidance for a great many people. Once again, information on how to access ones medical records was the most viewed information resource, making up two-fifths of all page views on the site. These figures underline how important it is to patients that they can see what healthcare professionals are recording about them. Other popular resources were 'you and your dentist', long term conditions, and 'making the most of your GP appointment'. But views of 'how to make a complaint' dropped by two-fifths from 2021 when interest in it had grown by 230%..This can be seen as a good thing, or that patients think there's little point in complaining.

Our extensive contact with patients through our helpline, events, projects and surveys, continues to give us the authority to talk with the NHS, the Government, and other organisations. We represent their concerns and hopes for their healthcare, and progress our goal of embedding patient partnership in the health and social care system members of the National Institute of Health and Care Excellence (NICE) Voluntary and Community Sector Forum and its Steering Group; within NHS England we are members of the National Implementation Board for the Fuller Stocktake of Primary Care, the National Health and Care Partner Advisory Board, the Elective Recovery Taskforce, and the Evidence Based Interventions Programme Board. All these memberships enable us to speak up for change and promote patient partnership to leaders within the health service and Department of Health and Social Care (DHSC).

Finally, we have had some changes within the Board. I am the new Chair, having taken over from Lucy Watson who served as a trustee for six years and as Chair for five. Lucy led the Charity through the pandemic and was at the helm when we introduced our strategy of patient partnership in 2021. We are all most grateful to Lucy for her leadership. Daniel Hopkin stepped down as a Trustee during this past year, and we thank him for his dedication and valued insight. Caroline Hewitt also stepped down from the Board, her tenure as Trustee having ended. Caroline's contribution to the Charity included time as our Honorary Treasurer and we thank her for her contributions.

Ann Lloyd Keen, Chair

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## THE PATIENTS ASSOCIATION

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### TRUSTEES' REPORT (CONTINUED) FOR THE YEAR ENDED 31 DECEMBER 2022

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The Trustees present their annual report together with the financial statements of the Charity for the 1 January 2022 to 31 December 2022. The Annual Report serves the purposes of both a Trustees' report and a directors' report under company law. The Trustees confirm that the Annual Report and financial statements of the charitable company comply with the current statutory requirements, the requirements of the charitable company's governing document and the provisions of the Statement of Recommended Practice (SORP) applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS102) (effective 1 January 2015) as amended by Update Bulletins 1 and 2.

#### Background and objectives

The Patients Association is one of the oldest health and care charities in the UK. Established in 1963, the purpose of the organisation is to promote the health and wellbeing of people in the UK by influencing the enhancement of health and care services and helping people to secure the most suitable care and support. We believe this is best achieved by ensuring services are designed and delivered through equal partnership with patients.

The remit of the Patients Association is not condition-specific; it covers all issues that affect patients, including social care and public health. We work directly with patients, they are our members and the beneficiaries of our help, advice, and support. We speak up on their behalf to Government, the NHS, and other bodies about their priorities, concerns, and opinions. Our aim is to ensure the patient voice is heard and acted upon to inform national and local policies.

During 2022, we progressed our five-year strategy to embed patient partnership across health and social care systems, which we launched in 2021. We developed our Theory of Change, which creates a road map with milestones of how health and care services will eventually be designed and delivered through partnerships with patients. We believe crisis in the NHS should be viewed from the perspective of patients and carers: patients who are not receiving the care they need, patients who are unable to play an active role in their care because staff are too overworked and under-supported to partner with them, and carers who are left to support increasingly unwell, disabled and frail patients. Many of these carers are unpaid and their increasing responsibilities are making them ill. We understand that it is difficult for staff to work in partnership with patients when the system is in crisis, but we believe that partnership with patients is the only viable route out of the NHS's current crisis. We also think it is essential that patients are involved in all discussions and planning about how to tackle the crisis.

At the start of 2022, we discussed how the pandemic had badly disrupted the relationship between the NHS and patients. Over the year, we watched with growing alarm as the experience of patients deteriorated further and health staff began a wave of industrial action. In addition, two reviews into unsafe maternity care and the start of another independent inquiry into the failings of another maternity service added to our growing concerns for patients' access to care and their safety. While we accept that the pandemic has contributed to rising waiting lists, we believe that long-term underfunding of the NHS, long-term failure to plan the NHS's workforce, and poor cultures within certain units are the real foundations of why so many patients are dissatisfied with the service they receive while remaining committed to the concept of the NHS.

We recognise the extent of the task that faces the NHS to bring waiting lists down and return to something approaching a level of service patients received in 2019 – although waiting lists were rising even then. Recovery from the pandemic and the winter crisis cannot be achieved without a long-term workforce plan that covers all of the NHS and includes social care services. It needs leadership from the NHS and Government. It needs the NHS, Government, and health professionals to work in partnership with patients.

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## THE PATIENTS ASSOCIATION

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### TRUSTEES' REPORT (CONTINUED) FOR THE YEAR ENDED 31 DECEMBER 2022

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The partnership approach we advocate answers the challenge of rebuilding health and care. It can also overcome many long-running problems of patients not being listened to and not seen as partners in their treatment and care. Also, patient partnership will help services change to meet the diverse needs of the populations they serve. Our role is to help the NHS, Government, professionals and all those making decisions about services, understand patients' needs and expectations, and help them work in partnership with patients.

Finally, our core values, which revisited in 2022, ensure we never lose sight of what we are trying to achieve. They are:

**Diversity:** We value diversity by encouraging a trusting, open and inclusive environment for staff, volunteers, patients, and stakeholders.

**Dignity and respect:** We treat every person with kindness, respect and dignity.

**Inclusive:** We welcome people's differences and believe it is important people are comfortable to be themselves while they are working or engaging with us.

**Partnership:** We work in partnership to make things better for patients so everyone can get and benefit from the health and care they need

These core values serve to guide our decision-making and the strategic direction of the Patients Association, and fundamentally underpin everything we do.

#### Activities and achievements

We published three critical reports. In January, we published 'Patient experience before the omicron wave: the storm before the storm', the third in our pandemic patient experience reports. The findings were drawn from more than 1,000 respondents, a number that was achieved thanks to many of the organisations we have been developing relationships with, sharing information about the survey among their networks.

In June we published 'Shared decision making from the perspective of clinicians and healthcare professionals', a follow up to 2021's research and report on shared decision making. Corporate partner Novartis sponsored the survey, enabling us to reach more than 1,400 healthcare professionals, a number that we were delighted to achieve given we speak for patients and not professionals. We were also supported in the distribution of the survey by the Academy of Royal Medical Colleges (AoRMC), and in the launch of the report by AoRMC, NHS England's Personalised Care Group, the Personalised Care Institute, and the Nursing and Midwifery Council.

Also in June, we published 'Time to Choose', a report we developed with the Independent Healthcare Providers Network (IHPN). This report highlighted how few patients knew they had the right to choose where they are treated within the NHS, how many would be willing to travel out of their area to receive care more quickly, and how we thought the system could be improved for patients to enable to exercise their right to choose. This report has been cited throughout 2022 by many other organisations. Its publication is one of the reasons we were invited to join the Department for Health and Social Care Elective Recovery Taskforce in December. We are the only patient body on the Taskforce, which will explore how much support the independent sector can offer to the NHS to tackle the waiting list backlog.

We were also invited to join the National Health & Care Partner Advisory Board, which will look at how to get the NHS to better respect the role of patients' carers. Again, we are the only patient group on the Board. We were members of the expert advisory group at the Department of Health and Social Care (DHSC), looking at implementation of the data strategy and advising on patient engagement.

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### TRUSTEES' REPORT (CONTINUED) FOR THE YEAR ENDED 31 DECEMBER 2022

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We held a week of activities to showcase patient partnership, which included blogs, social media activity and five webinars. It enabled us to talk about our own work, that of partners, and also of organisations we believe are practising patient partnership. The whole week was so successful that we plan to make it an annual event each November. For more information on the week in 2022, please see page 9 of this report.

Towards the end of 2022 we appointed a new Chair to the Board of Trustees. Registered nurse, Ann Lloyd Keen, was appointed Chair, taking over from Lucy Watson, who had been Chair since 2018.

#### **Patient Voices Matter**

In September 2021 we formed our lived experience advisory panel, which members named Patient Voices Matter. It was supposed to run for six months as a pilot, but the group came together so well that it ran for 15 months. This group taught us lots and led us to review how we can improve the way we currently conduct patient partnership activities.

We have reviewed and changed some of our administration processes, our advice and information resources, and how we run focus groups. The group has helped us develop our code of conduct for working in partnership with patients, and our policy on patient partnership in our internal work.

What we have learnt from Patient Voices Matter will help with the creation of any future advisory panels.

We will work to ensure that any future advisory panels are as diverse as Patient Voices Matter. We have shared the concerns of Patient Voices Matter with all our staff, our trustees and we raise these experiences when we meet with healthcare professionals.

This pilot group was very diverse and yet we were struck by how they regularly all experienced similar issues with the health and care system. Recurring themes centred around appointments, accessibility, communication, mental health, and person-centred care. But the group also considered issues beyond their personal experiences, such as many patients using private healthcare providers because of long NHS waiting lists.

Group members found arranging appointments can be challenging: they might clash with family members' appointments, so must be rearranged but changing an appointment can be complicated. Additionally, healthcare professionals often change appointments without first checking with the patient.

Accessibility was a big concern of the group. If patients do not have internet access, they cannot book appointments online. Letters from the NHS that are full of jargon mean patients may not understand information about their own treatment.

How the health and care service communicate with patients can be unpredictable, which can be stressful for people with autism. Being told you will receive a call sometime between 9am and 5pm, is neither good communication nor accessible. Not knowing when the call will happen, means patients cannot ensure a confidential environment to take the call. The patient could be on the bus. And it is hard to do a health check over the phone if one is autistic or has a learning disability; the healthcare professional will miss things such as facial expressions.

For people with mental health concerns, having to repeat their medical history to different services can cause flashbacks. Also, appointments with GPs can be too short, and patients signposted to talking therapies often find it hard to get through to them.

The group agreed that person-centred care meant patients are treated with dignity and as an individual, but none of them felt current treatment they were receiving was like this. They felt the basic principles of the NHS are so important, but staff does not adhere to them.

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### TRUSTEES' REPORT (CONTINUED) FOR THE YEAR ENDED 31 DECEMBER 2022

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We know members of Patient Voices Matter will continue to partner with us, to help us shape the future direction of the Patients Association and work towards our goal of embedding patient partnership across the health and care system. We have learnt so much from them and appreciate them sharing their experiences with us.

#### **Shared decision making**

One of the recommendations in 'Shared decision making: shared reality or insider jargon?', published in July 2021, was the need for research to identify whether practising shared decision making took more time in clinical appointments, than other styles of working. Our report, Shared decision making from the perspective of clinicians and healthcare professionals, published in June 2022 answers that question.

Based on the answers of more than 1,400 professionals, the report shows doctors, nurses, GPs, and other clinicians regularly practice shared decision making, believe it is an appropriate way to work together with most patients, and are optimistic that it will be easier in the future to work in this way. But it also identified several barriers to practising shared decision making.

Respondents reported they lacked time, has excessively high caseloads and not enough staff to practice shared decision making. NHS IT systems were a barrier to recording, communicating, and implementing a patient's preference. Respondents were frustrated that the IT systems were hard to use, unreliable, and did not integrate with each other.

While not a barrier as such, the professionals questioned wanted more and better information to give patients, as well as tools and aids to help in shared decision making. Also, these tools and aids should be promoted more widely to encourage their use.

The report concluded with the extremely important point that the substantial resource barriers to shared decision making mean patients are unable to participate fully in decisions about their care, and, therefore, reaching the best decision for themselves. For us, this finding means the current crisis in the NHS must be understood in terms of patient involvement and experience, as well as the delivery or non-delivery of treatment. Shared decision making cannot be delivered consistently while the NHS is under its current resource limits, and this has serious implications for patient care.

The report also made several recommendations, including: the need to enhance the promotion of shared decision-making approaches within the NHS; NHS England should examine IT weaknesses and ensure that its future efforts to improve NHS IT; and no clinician or healthcare professional should be able to qualify to practice without having been taught fully about shared decision making.

#### **Patient Partnership in Nottingham**

We launched a pilot project in conjunction with the Patient Information Forum (PIF), to provide patients who are on the musculoskeletal pathway in Nottinghamshire with appropriate shared decision making materials. We worked with NHS Nottingham and Nottinghamshire ICS Making Personalised Care Real in Elective Care and Pre-Op Delivery Group, to ensure the project's outputs aligned with the Integrated Care System's (ICS) strategic aims.

We ran sessions with the patient/care group to get patient feedback on several shared decision making resources. Based on patients' comments, these resources were revised and are being used by Nottingham and Nottinghamshire ICS. They will be used as part of the ICS' staff personalised care training. We are now focussing on getting the resources digitalised on the Patients Know Best app and how we evaluate the efficiency of the resources from the patient's perspective.

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### TRUSTEES' REPORT (CONTINUED) FOR THE YEAR ENDED 31 DECEMBER 2022

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#### Patients speaking up for themselves

In 2022, we held 16 focus groups that enabled patients to either give feedback on proposals and share their experiences or co-produce information.

Our projects were:

- Working with NHS England and patients, we looked at GP referrals of patients to hospital, and how GPs use specialist advice to help them decide if they should refer a patient to a hospital-based consultant. NHS England would like more GPs to use this service because its research suggests it helps select the most appropriate plan for the patient at an earlier stage and reduces unnecessary referrals to hospital. But before expanding the service, NHS England asked us to help explore how patients experience the service, how to increase patients' awareness of the service, and learn from patients how the service could work better for them. The patient panel delivered several recommendations to NHS England, which it took onboard and will put in place.
- With Barts Health NHS Trust we brought together patients and healthcare professionals to identify what the Trust needed to consider in the design of a new centre for people with complex inflammatory and metabolic conditions. The mixed group showed the need for an improved, better co-ordinated service, and how a centre for people with complex inflammatory and metabolic conditions could improve patients' lives. Patient testimonies included one person had had to give up working to manage their condition and the numerous appointments they had but such a centre could have changed the quality of their life completely. Barts will take these views on board as they develop the service.
- Working with the charity Engage Britain and patients and carers who had complex health care needs, we looked at good examples of healthcare communication. Participants identified several themes to improve the communications issued by the NHS. These included investment in training staff, improving digital infrastructure for departments to talk to each other, and looking at matters to the person. Engage Britain will use the panel's suggestions as part of a larger piece of work to influence key decision makers within the health service.
- We worked with the Independent Healthcare Providers Network (IHPN) to look at the role patient choice can play in speeding up elective surgery and bringing down the number of patients on waiting lists. Overall, our report, Time to Choose, found significant variations in waiting times across the country – from the Southwest where the difference between the providers with the best and worst waits was over 18 weeks to London where patients were waiting over two months more in the providers with the longest list. The report made a number of recommendations for changes within the NHS in England, and we are now part of the Elective Recovery Taskforce set up by the Secretary of State for Health and Social Care in December 2022. The Taskforce will look at how the independent sector can support the NHS's efforts in tackling the backlog of care.
- Herts and West Essex Integrated Care Board (ICB) commissioned the Patients Association to provide development support for their Patient Participation Groups (PPGs). The aim was to assist with recruitment, increase diversity and reach a wider patient population in order to influence primary care services. Following a series of presentations to 10 local meetings, a survey was distributed to gain a better understanding of the current position, the challenges, and type of support patients and GP staff identified as needed to improve and strengthen their PPGs. The findings were used to develop bespoke training, which was then delivered to 155 practices. We are now exploring phase two of this work, which will continue to build on the training development and support provided to the practices.
- Our work on evidence-based interventions is an ongoing project looking the appropriateness of some medical interventions. Over several rounds and different interventions, we have enabled dozens of patients and carers to share with NHS England their views about plans to stop the provision of some medical interventions and limit the provision of others. Members of our focus groups were able to say they understood why the changes were being suggested, if they agreed with the changes, and to say what support patients, carers and the public would need from NHS England to help them adjust to the proposed changes and new ways of working.

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### TRUSTEES' REPORT (CONTINUED) FOR THE YEAR ENDED 31 DECEMBER 2022

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We also responded to a number of government and health service consultations:

- Department of Health and Social Care (DHSC), Health and social care integration: joining up care for people, places and populations
- UK Government COVID Inquiry terms of reference
- DHSC, Fixed recoverable costs in lower value clinical negligence claims
- NHS England, Draft Guidance on working with people and communities

#### Speaking up for change

Throughout 2022 we spoke up for change that would improve patients' experience of health and social care. While our focus was patient partnership, the growing crisis within the NHS and social care gave particular urgency to our calls around the need for the Government to publish a workforce plan that covers all aspects of healthcare and includes community and social care. As part of that, we published our position on safe staffing within the health and social care system. For us, a trained, competent, and supported workforce with sufficient numbers to deliver high quality patient-centred care is an essential component of patient safety.

We also wrote to two of the three Secretaries for State for Health and Social Care who held the office during 2022, to raise our concerns. In the summer, we asked Steve Barclay to take action to prevent a deterioration in NHS services, warning that allowing the crisis to continue would inevitably lead to unnecessary deaths. Sadly, we were proved right when in the winter both the Royal College of Emergency Medicine and the Office for National Statistics reported that England and Wales had experienced a surge in excess deaths. Our letter to Thérèse Coffey in the autumn welcomed her ABCD - ambulances, backlogs, care, doctors, and dentists – list of priorities and offered to work with her. However, her tenure was so short-lived that no progress was made. At an operational level, we used all our connections with the NHS and DHSC to ensure the health service was in no doubt about the challenges patients were facing. Together with other patient charities, we worked behind the scenes with both the NHS and unions to ensure communication about what patients could expect during the industrial action was made easily available.

#### Working in partnership

We continue to seek alliances and coalitions with others working in the health and social care field. An important coalition for us, given the impact of remote health consultations during the pandemic, is the Patient Coalition for AI, Data and Digital Tech in Health, which the Patients Association chairs. The coalition unites a diverse range of organisations including royal colleges, health charities and patient groups, to champion the patient perspective in this field. Its second report published in May 2022 was based on research and case studies of good practice in combatting digital health inequalities demonstrated the importance in working with patients who are digitally excluded. It highlights different reasons for disparities in a person's ability to access and use digital health technology and provides insights into the severity of the UK's digital inequalities.

We are members of the GP Patient Survey steering group, NHS Confederation's Health for Care, the Hewitt Review: Data and Digital Workstream, NHS Assembly, NHS England's Outpatients Recovery Transformation Programme Behavioural Insights Phase 2 steering group, Shared Decision Making programme board, DNA (did not attend) Action on Outpatients steering group, Evidence-Based Interventions programme board, Elective Care Engagement Forum, National Health and Care Partner board, and the DHSC's Patient Safety Commissioner advisory group, National Data Advisory Group, and the National Programme Board implementation group.

We remain involved with the Healthcare Inequalities Improvement Network, Maternal Mental Health Alliance, National Institute of Health and Care Excellence (NICE) Voluntary and Community Sector Forum Steering Group, Rural Support Network, Welsh Value in Health Centre, Care and Support Alliance, Men's Health Forum Campaign Group, Prescription Charges Coalition, and the voluntary sector and the Care Quality Commission Executive Leaders' Forum.

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### TRUSTEES' REPORT (CONTINUED) FOR THE YEAR ENDED 31 DECEMBER 2022

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We continue to build relationships with many organisations, especially those representing the diverse groups of patients who we want to get to know and understand their needs. We are gaining access to some good networks in Wales and hope to broaden this to the other devolved nations.

#### Talking to the press

The media are an important means by which we can talk patient partnership and raise patients' concerns. Broadcast, print (national and local), and digital outlets continued to be interested in our opinions about how the state of the NHS affected patients. Of particular interest were patients waiting for treatment, access to GP appointments, and patient safety. In general, the media were interested in exploring how the difficulties within the NHS were affecting patients.

#### Talking to our members

We continue to expand and diversify our membership. Following our two members surveys in 2021, we completed all actions that came out of these during 2022. Members wanted more involvement with us and so we now record members' interests when they join us to be able to alert them for opportunities for involvement. Members wanted training, and we are looking at what we can learn from the work we are doing with Herts and West Essex ICB and its PPGs, to see if we can extend some of the learnings to our wider members. Members reported a strong desire to campaign, so we have added a section to our website with campaign resources. Members were keen for us to hold events and we held five webinars during patient partnership week in November. We have brought back the membership magazine Patient Voice as requested by members as a twice-yearly 24-page colour magazine.

We are also pleased to report that our membership increased by 23% in 2022 (an average of 46 new members per month).

#### Patient partnership week

Patient partnership week ran from 28th November to 2nd December. It included five webinars, several blogs and activity on social media. It was an opportunity for us to showcase our work in patient partnership and that of other organisations. We were delighted to invite long-standing partners to take part and work with new organisations. It was an opportunity for our members to talk about their experiences of working with us and healthcare organisations including the NHS and our corporate partners.

The webinars, all of which had patient speakers, were:

- Shared decision making – examples of great practice, with the Personalised Care director at NHS England, the Welsh Value in Health Centre, and Scotland's Realistic Medicine.
- Rachel Power in conversation with Dr Henrietta Hughes, Patient Safety Commissioner England
- Partnering with patients and communities – what's happening in ICSs, with contributions from Patient Information Forum, National Centre for Rural Health and Care, and NHS Hertfordshire and West Essex Integrated Care Board.
- Patient stories: our partnerships with industry, which gave funders and participants in some of our project work to talk about what it was like working together and with us. Companies participating were Novo Nordisk, Nutricia, and Pfizer.
- Making Families Count on how to work collaboratively with the NHS following a serious incident.

To extend the reach of the webinars, we recorded them and these are available on our website.

We received excellent feedback from participants and attendees, and so plan to run the week in 2023.

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### TRUSTEES' REPORT (CONTINUED) FOR THE YEAR ENDED 31 DECEMBER 2022

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The week was made possible thanks to sponsorship from Novo Nordisk, AstraZeneca and Nutricia who had no influence over the content of the webinars, beyond being invited to speak at individual webinars. At all times, the Patients Association had full editorial control.

#### Our plans for the future

Plans for the Association in 2023 include continuing to raise the profile of the organisation, provide high quality information and guidance to patients, and support active engagement of our members in our work.

To do this we will:

- Develop project offer to support organisations with implementation of patient partnership in a customised way relating to the organisation's regional/ community population needs.
- Take and refine our learnings from Patient Voices Matter to create new ways of working that build patient partnership and expertise into each area of our work.
- Continue to develop the information section of the website.
- Undertake two large scale surveys on patient experience.
- Run our biennial membership survey.
- Increase our membership during our anniversary year to 6,000 individuals.
- Develop an annual patient partnership week, consisting of events, blogs, and social media. In conjunction with promoting our patient partnership messages through social media, media engagement, campaigning, and our stakeholder engagement.
- Greater engagement with the media to raise issues of concern for patients.
- Increase partnership working with key stakeholders, especially those working with underserved communities, so we increase our work to engage and partner with patients and consequently diversify our membership.

#### Financial Review

##### Our funding

We remain concerned, in line with most of the charitable sector, about the long-term impact of COVID-19, the war in Ukraine and the cost of living crisis on our economy and, therefore, on our ability to raise funds.

Our income comes from a variety of sources including:

- NHS trust memberships and improvement projects.
- NHS/DHSC/Corporate funded health and care improvement projects.
- Corporate membership, sponsorship, and donations.
- Individual giving.

Our fundraising strategy remains focused on:

- Diversifying our income streams.
- Growing our individual membership support base and promoting individual giving.
- Increasing our income to increase charitable spend on priority areas of work.

The Patients Association is registered with the Fundraising Regulator and has fully adopted and is committed to its code of best fundraising practice. In addition, the Trustees and staff work to clearly ensure we work to an ethical fundraising policy and process. We have received no complaints about our fundraising ethics and do not fundraise from individuals in any way which could be seen as intrusive on a person's privacy or place pressure on any person to donate.

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### TRUSTEES' REPORT (CONTINUED) FOR THE YEAR ENDED 31 DECEMBER 2022

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The Trustees receive full disclosure on a quarterly basis of all fundraising activities undertaken by the Association. At present the Association has not and does not have plans to engage external services of a professional or commercial fundraiser.

At the end of the year our income was £638,487 against a target of £573,660.

Our expenditure at the end of the year was £577,682 against a budget of £554,321.

#### Patient Association companies

The trading company ceased to trade in July 2020. Following independent and professional advice, all activity was transferred to the Charity, which was registered for VAT on 1st July 2020.

#### Reserves policy

The Patients Association has a reserves policy in place, which comprises of two levels:

##### Level One

A base reserve covering all liabilities. This fund is to ensure that the Association is able to cover its total liabilities, should it no longer be a 'going concern'.

##### Level Two

Six months reduced running costs to cover expenditure equivalent of four months budgeted expenditure in the event of reduced income or changes in expenditure.

This equates to holding £268,000 in reserves.

Although the balance of unrestricted funds held at the year-end is greater than the policy level, this is deemed reasonable given the current economic circumstances and the increased uncertainty over future costs as a result of the cost-of-living crisis.

#### Free reserves

The sum of the reserves levels makes up the unrestricted funds shown in the accounts.

The outcome for the year ending 31 December 2022 was a surplus of £60,805 (2021: £70,224). This compares with a surplus of £62,995 in the year ending 2020.

The balance held in unrestricted funds at the 31 December 2022 was £308,987. This compares to the balance at 31 December 2021 of £248,182 and at 31 December 2020 where the balance was £177,958.

#### Restricted reserves

Restricted reserves relate to monies received where the donor has specified what the funds must be used for. There were no restricted reserves at the end of 2022 or 2021.

#### Investment policy

The Patients Association does not have investments in equity or stocks and has no plans to acquire such a portfolio. Our cash management principles are that when we have cash in excess of our reserves policy, any investment of cash must be balanced to achieve zero risk of loss and to ensure that the organisation maintains enough cash to ensure continuous operations.

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## THE PATIENTS ASSOCIATION

(A Company Limited by Guarantee)

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### TRUSTEES' REPORT (CONTINUED) FOR THE YEAR ENDED 31 DECEMBER 2022

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#### Structure, Governance, and Management

##### Legal and administrative information

The Patients Association is a registered company limited by guarantee, company number 02620761 registered in England and Wales. It is also a registered Charity, number 1006733. The Charity was established under a memorandum and articles of association.

##### Public benefit

When reviewing our aims and objectives and planning our current and future activities, we have referred to the Charity Commission's general guidance on public benefit. In particular, the Trustees consider how our activities will contribute to our objectives for the benefit of patients.

##### Governance and management

The Trustees continue in their commitment to achieving the highest possible standards by demonstrating exemplary leadership and governance.

##### Principal risks and uncertainties

The principal uncertainty is the impact of the ongoing war in Ukraine, the cost of living crisis and the impact of COVID-19 and the impact that this may have on the organisation in terms of funding. Our staff are still home-working as we seek to find a suitable office space that can support a blended return to an office environment. The Board of Trustees has responsibility for ensuring there is adequate and effective risk management and do this through our risk register, which is reviewed quarterly by our Governance and Finance Committee and our Board of Trustees. Our risk register is designed to support informed decision making regarding the principal risks that may affect the achievement of our objectives and control procedures that help manage those risks.

##### Board of trustees

The Board is responsible and accountable for our policies and activities to our members, the Charity Commission, funders, stakeholders, and for compliance with charity and company law. It is responsible for setting the strategic direction and for the financial management of the Association, setting the annual budget and compiling the annual report and accounts. The Chief Executive is accountable to the Board of Trustees for delivery of the strategy and presents an update against progress in delivering our objectives at each board meeting.

##### Diversity

The Board is committed to ensuring the organisation represents a diverse range of skills, experience, and background. The Board of Trustees and the leadership team undertook diversity training during 2021 and a task and finish group of Trustees and staff was established in December 2021 to update our equality objectives.

Our Diversity objectives are;

***To develop and encourage an inclusive environment where staff, freelancers, trustees, and volunteers feel empowered to express their views and perspectives.***

***To ensure that our work is accessible to all patients and increase the diversity of the people that influence and guide our views***

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## THE PATIENTS ASSOCIATION

(A Company Limited by Guarantee)

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### TRUSTEES' REPORT (CONTINUED) FOR THE YEAR ENDED 31 DECEMBER 2022

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#### Board recruitment

Appointments to the Board continue to be via an open and formal recruitment process. At the AGM in 2022, members agreed to appoint Meryl Davies, Bhavna Joshi, Rowan Hillson and Wiqas Valji as trustees. Isaac Egberedu was reappointed as Honorary Treasurer. In 2022 we appointed Ann Keen as trustee who will be voted for in our AGM in 2023.

Our recruitment process includes an initial skills audit of the Board of Trustees to identify gaps, an open and transparent advertising process with formal interviews, and eligibility checks including fit and proper person, references and identity checks.

#### Board meetings

The Board of Trustees meets four times a year and at the Annual General Meeting.

#### Supporting staff and volunteers

During 2022, we continued to work hard on the well-being and engagement of our staff and volunteers. We have one volunteer supporting the work of the organisation. Both staff and volunteer have responded well to changed working patterns necessitated by vacating our office in Northwick Park Hospital due to the land having been sold.

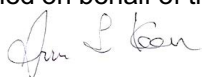
#### Remuneration of key personnel

The Patients Association recognises the motivation of its staff team to work within the charitable sector and aims to strike a balance between paying enough to recruit and keep people with the skills we need, and the public and our donors' expectations that the money they entrust us with will be used wisely. Our Remuneration Policy sets out the approach of the Patients Association to setting remuneration levels in order to be able to recruit and retain staff with the appropriate skills and experience needed to meet the requirements of our charitable objectives and to deliver our agreed strategic objectives.

The Board of Trustees is ultimately responsible for setting the remuneration levels of senior members of staff in line with the skills, experience and competencies required to meet the requirements of Patients Association's purpose and deliver the agreed strategic objectives. It does this by a thorough review of the skills needed, benchmarking against other organisations and consideration of the sustainability of the organisation.

The Trustees' Annual Report has been prepared in accordance with the provisions applicable to entities subject to the small companies' regime.

Signed on behalf of the Trustees by:



.....  
Ms A Lloyd Keen

Chair

Date: 25th May 2023

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**THE PATIENTS ASSOCIATION**  
**(A Company Limited by Guarantee)**

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**INDEPENDENT EXAMINER'S REPORT**  
**FOR THE YEAR ENDED 31 DECEMBER 2022**

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**Independent Examiner's Report to the Trustees of The Patients Association ('the Group')**

I report to the charity Trustees on my examination of the consolidated accounts of the Group comprising the The Patients Association ('the parent Charity') and its subsidiary undertaking for the year ended 31 December 2022.

**Responsibilities and Basis of Report**

As the Trustees of the parent Charity (and its directors for the purposes of company law) you are responsible for the preparation of the consolidated accounts of the Group in accordance with the requirements of the Companies Act 2006 ('the 2006 Act') and you have chosen to prepare consolidated accounts for the Group.

Having satisfied myself that the consolidated accounts are not required to be audited under Part 16 of the 2006 Act and are eligible for independent examination, I report in respect of my examination of your company's accounts as carried out under section 145 of the Charities Act 2011 ('the 2011 Act').

In carrying out my examination I have followed the Directions given by the Charity Commission under section 145(5)(b) of the 2011 Act.

**Independent Examiner's Statement**

Since the consolidated income of the Group is in excess of £250,000, your examiner must be a member of a body listed in section 145 of the 2011 Act. I confirm that I am qualified to undertake the examination because I am a member of the Institute of Chartered Accountants in England and Wales, which is one of the listed bodies.

I have completed my examination. I confirm that no matters have come to my attention in connection with the examination giving me cause to believe in any material respect:

1. accounting records were not kept in respect of the parent Charity and its subsidiaries as required by section 386 of the 2006 Act; or
2. the accounts do not accord with those records; or
3. the accounts do not comply with the accounting requirements of section 396 of the 2006 Act other than any requirement that the accounts give a 'true and fair' view which is not a matter considered as part of an independent examination; or
4. the accounts have not been prepared in accordance with the methods and principles of the Statement of Recommended Practice for accounting and reporting by charities applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102).

I have no concerns and have come across no other matters in connection with the examination to which attention should be drawn in this report in order to enable a proper understanding of the accounts to be reached.

Signed: 

Dated: 07/06/2023

Stuart McKay BSc FCA DChA

MHA, 6th Floor, 2 London Wall Place, London, EC2Y 5AU

**THE PATIENTS ASSOCIATION**  
**(A Company Limited by Guarantee)**

**CONSOLIDATED STATEMENT OF FINANCIAL ACTIVITIES (INCORPORATING INCOME AND EXPENDITURE ACCOUNT)**  
**FOR THE YEAR ENDED 31 DECEMBER 2022**

|                                    | Note | Unrestricted<br>funds<br>2022<br>£ | Total<br>funds<br>2022<br>£ | Total<br>funds<br>2021<br>£ |
|------------------------------------|------|------------------------------------|-----------------------------|-----------------------------|
| <b>Income from:</b>                |      |                                    |                             |                             |
| Donations and grants               | 4    | 291,887                            | 291,887                     | 287,938                     |
| Charitable activities              | 5    | 334,537                            | 334,537                     | 361,982                     |
| Other trading activities           | 6    | 10,494                             | 10,494                      | -                           |
| Investments                        | 7    | 1,569                              | 1,569                       | 180                         |
| <b>Total income</b>                |      | <b>638,487</b>                     | <b>638,487</b>              | <b>650,100</b>              |
| <b>Expenditure on:</b>             |      |                                    |                             |                             |
| Raising funds                      | 8    | 52,278                             | 52,278                      | 60,993                      |
| Charitable activities              | 9    | 525,404                            | 525,404                     | 518,883                     |
| <b>Total expenditure</b>           |      | <b>577,682</b>                     | <b>577,682</b>              | <b>579,876</b>              |
| <b>Net movement in funds</b>       |      | <b>60,805</b>                      | <b>60,805</b>               | <b>70,224</b>               |
| <b>Reconciliation of funds:</b>    |      |                                    |                             |                             |
| Total funds brought forward        |      | 248,182                            | 248,182                     | 177,958                     |
| Net movement in funds              |      | 60,805                             | 60,805                      | 70,224                      |
| <b>Total funds carried forward</b> |      | <b>308,987</b>                     | <b>308,987</b>              | <b>248,182</b>              |

The Consolidated Statement of Financial Activities includes all gains and losses recognised in the year.

All income and expenditure derive from continuing activities.

The notes on pages 19 to 37 form part of these financial statements.

**THE PATIENTS ASSOCIATION**  
**(A Company Limited by Guarantee)**  
**REGISTERED NUMBER: 02620761**

**CONSOLIDATED BALANCE SHEET**  
**AS AT 31 DECEMBER 2022**

|                                                | Note | 2022<br>£       | 2022<br>£      | 2021<br>£       | 2021<br>£      |
|------------------------------------------------|------|-----------------|----------------|-----------------|----------------|
| <b>Fixed assets</b>                            |      |                 |                |                 |                |
| Tangible assets                                | 13   |                 | <b>1,442</b>   |                 | <b>1,172</b>   |
|                                                |      |                 | <b>1,442</b>   |                 | <b>1,172</b>   |
| <b>Current assets</b>                          |      |                 |                |                 |                |
| Debtors                                        | 14   | <b>76,429</b>   |                | 65,147          |                |
| Cash at bank and in hand                       |      | <b>329,840</b>  |                | 261,263         |                |
|                                                |      | <b>406,269</b>  |                | <b>326,410</b>  |                |
| Creditors: amounts falling due within one year | 15   | <b>(98,724)</b> |                | <b>(79,400)</b> |                |
| <b>Net current assets</b>                      |      |                 | <b>307,545</b> |                 | <b>247,010</b> |
| <b>Total net assets</b>                        |      |                 | <b>308,987</b> |                 | <b>248,182</b> |
| <b>Group funds</b>                             |      |                 |                |                 |                |
| Unrestricted funds                             | 16   |                 | <b>308,987</b> |                 | <b>248,182</b> |
| <b>Total funds</b>                             |      |                 | <b>308,987</b> |                 | <b>248,182</b> |

The Group was entitled to exemption from audit under section 477 of the Companies Act 2006.

The members have not required the company to obtain an audit for the year in question in accordance with section 476 of Companies Act 2006.

The Trustees acknowledge their responsibilities for complying with the requirements of the Act with respect to accounting records and preparation of financial statements.

The financial statements have been prepared in accordance with the provisions applicable to entities subject to the small companies regime.

The financial statements were approved and authorised for issue by the Trustees and signed on their behalf by:

  
 .....  
**Ms A Keen**  
 Chair  
 Date: 25th May 2023

The notes on pages 19 to 37 form part of these financial statements.

**THE PATIENTS ASSOCIATION**  
**(A Company Limited by Guarantee)**  
**REGISTERED NUMBER: 02620761**

**CHARITY BALANCE SHEET**  
**AS AT 31 DECEMBER 2022**

|                                                | Note | 2022<br>£       | 2022<br>£      | 2021<br>£       | 2021<br>£      |
|------------------------------------------------|------|-----------------|----------------|-----------------|----------------|
| <b>Fixed assets</b>                            |      |                 |                |                 |                |
| Tangible assets                                | 13   |                 | <b>1,442</b>   |                 | <b>1,172</b>   |
|                                                |      |                 | <b>1,442</b>   |                 | <b>1,172</b>   |
| <b>Current assets</b>                          |      |                 |                |                 |                |
| Debtors                                        | 14   | <b>100,064</b>  |                | 65,283          |                |
| Cash at bank and in hand                       |      | <b>306,205</b>  |                | 261,127         |                |
|                                                |      | <b>406,269</b>  |                | <b>326,410</b>  |                |
| Creditors: amounts falling due within one year | 15   | <b>(98,724)</b> |                | <b>(79,400)</b> |                |
| <b>Net current (liabilities) / assets</b>      |      |                 | <b>307,545</b> |                 | <b>247,010</b> |
| <b>Total net assets</b>                        |      |                 | <b>308,987</b> |                 | <b>248,182</b> |
| <b>Charity funds</b>                           |      |                 |                |                 |                |
| Unrestricted funds                             | 16   |                 | <b>308,987</b> |                 | <b>248,182</b> |
| <b>Total funds</b>                             |      |                 | <b>308,987</b> |                 | <b>248,182</b> |

The Charity was entitled to exemption from audit under section 477 of the Companies Act 2006.

The members have not required the company to obtain an audit for the year in question in accordance with section 476 of Companies Act 2006.

The Trustees acknowledge their responsibilities for complying with the requirements of the Act with respect to accounting records and preparation of financial statements.

The financial statements have been prepared in accordance with the provisions applicable to entities subject to the small companies regime.

The financial statements were approved and authorised for issue by the Trustees and signed on their behalf by:

  
 .....  
**Ms A Keen**  
 Chair  
 Date: 25th May 2023

The notes on pages 19 to 37 form part of these financial statements.

**THE PATIENTS ASSOCIATION**  
**(A Company Limited by Guarantee)**

**CONSOLIDATED STATEMENT OF CASH FLOWS**  
**FOR THE YEAR ENDED 31 DECEMBER 2022**

|                                                            | <b>2022</b><br><b>£</b> | <i>2021</i><br><i>£</i> |
|------------------------------------------------------------|-------------------------|-------------------------|
| <b>Cash flows from operating activities</b>                |                         |                         |
| Net cash used in operating activities                      | <b>67,956</b>           | <i>13,618</i>           |
| <b>Cash flows from investing activities</b>                |                         |                         |
| Investment income                                          | <b>1,569</b>            | <i>180</i>              |
| Purchase of tangible fixed assets                          | <b>(948)</b>            | <i>(1,250)</i>          |
| <b>Net cash provided by/(used in) investing activities</b> | <b>621</b>              | <i>(1,070)</i>          |
| <b>Change in cash and cash equivalents in the year</b>     | <b>68,577</b>           | <b>12,548</b>           |
| Cash and cash equivalents at the beginning of the year     | <b>261,263</b>          | <i>248,715</i>          |
| <b>Cash and cash equivalents at the end of the year</b>    | <b>329,840</b>          | <i>261,263</i>          |

The notes on pages 19 to 37 form part of these financial statements

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**THE PATIENTS ASSOCIATION**  
**(A Company Limited by Guarantee)**

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**NOTES TO THE FINANCIAL STATEMENTS**  
**FOR THE YEAR ENDED 31 DECEMBER 2022**

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**1. General information**

The Patients Association is a company limited by guarantee and is registered with the Charity Commission (Charity Registered Number 1006733) and Registrar of Companies (Company Registration Number 02620761) in England and Wales. In the event of the Charity being wound up, the liability in respect of the guarantee is limited to £1 per member of the Charity. The address of the registered office is given in the Charity information on page 1 of these financial statements. The nature of the Charity's operations and principal activities are detailed in the Trustees' Report.

**2. Accounting policies**

**2.1 Basis of preparation of financial statements**

The financial statements have been prepared in accordance with the Charities SORP (FRS 102) - Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) and the Companies Act 2006.

The Patients Association meets the definition of a public benefit entity under FRS 102. Assets and liabilities are initially recognised at historical cost or transaction value unless otherwise stated in the relevant accounting policy.

The financial statements are presented in sterling, which is both the functional and presentational currency of the Group, and are rounded to the nearest pound.

The Consolidated Statement of Financial Activities (SOFA) and Consolidated Balance Sheet consolidate the financial statements of the Charity and its subsidiary undertaking. The results of the subsidiary are consolidated on a line by line basis.

The Charity has taken advantage of the exemption allowed under section 408 of the Companies Act 2006 and has not presented its own Statement of Financial Activities in these financial statements.

The income and expenditure account for the year in the accounts of the Charity was surplus £60,805 (2021: surplus £111,349), including £Nil (2021: £41,125) of donations gifted by the trading subsidiary.

**2.2 Going concern**

The Trustees have assessed the use of going concern and have considered possible events or conditions that might cast significant doubt on the ability of the Charity to continue as a going concern. The Trustees have made this assessment for a period of at least one year from the date of the approval of these financial statements. The Trustees have concluded that there is a reasonable expectation that the Charity has adequate resources to continue in operational existence for the foreseeable future. The Charity, therefore, continues to adopt the going concern basis in preparing these financial statements.

**NOTES TO THE FINANCIAL STATEMENTS**  
**FOR THE YEAR ENDED 31 DECEMBER 2022**

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**2. Accounting policies (continued)**

**2.3 Income**

All income is recognised once the Charity has entitlement to the income, it is probable that the income will be received and the amount of income receivable can be measured reliably.

Grants, including government grants, are included in the Consolidated Statement of Financial Activities on a receivable basis. The balance of income received for specific purposes but not expended during the period is shown in the relevant funds on the Balance Sheet. Where income is received in advance of entitlement of receipt, its recognition is deferred and included in creditors as deferred income. Where entitlement occurs before income is received, the income is accrued.

Gifts in kind donated for distribution are included at valuation and recognised as income when they are distributed to the projects. Gifts donated for resale are included as income when they are sold.

On receipt, donated professional services and facilities are recognised on the basis of the value of the gift to the Charity which is the amount it would have been willing to pay to obtain services or facilities of equivalent economic benefit on the open market; a corresponding amount is then recognised in expenditure in the period of receipt.

**2.4 Expenditure**

Expenditure is recognised once there is a legal or constructive obligation to transfer economic benefit to a third party, it is probable that a transfer of economic benefits will be required in settlement and the amount of the obligation can be measured reliably. Expenditure is classified by activity. The costs of each activity are made up of the total of direct costs and shared costs, including support costs involved in undertaking each activity. Direct costs attributable to a single activity are allocated directly to that activity. Shared costs which contribute to more than one activity and support costs which are not attributable to a single activity are apportioned between those activities on a basis consistent with the use of resources. Central staff costs are allocated on the basis of time spent, and depreciation charges allocated on the portion of the asset's use.

Expenditure on charitable activities is incurred on directly undertaking the activities which further the Group's objectives, as well as any associated support costs.

All expenditure is inclusive of irrecoverable VAT.

**2.5 Interest receivable**

Interest on funds held on deposit is included when receivable and the amount can be measured reliably by the Group; this is normally upon notification of the interest paid or payable by the institution with whom the funds are deposited.

**2.6 Taxation**

The Charity is considered to pass the tests set out in Paragraph 1 Schedule 6 of the Finance Act 2010 and, therefore, it meets the definition of a charitable company for UK corporation tax purposes. Accordingly, the Charity is potentially exempt from taxation in respect of income or capital gains received within categories covered by Chapter 3 Part 11 of the Corporation Tax Act 2010 or Section 256 of the Taxation of Chargeable Gains Act 1992, to the extent that such income or gains are applied exclusively to charitable purposes.

**NOTES TO THE FINANCIAL STATEMENTS**  
**FOR THE YEAR ENDED 31 DECEMBER 2022**

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**2. Accounting policies (continued)**

**2.7 Tangible fixed assets and depreciation**

Tangible fixed assets are initially recognised at cost. After recognition, under the cost model, tangible fixed assets are measured at cost less accumulated depreciation and any accumulated impairment losses. All costs incurred to bring a tangible fixed asset into its intended working condition should be included in the measurement of cost.

At each reporting date the Charity assesses whether there is any indication of impairment. If such indication exists, the recoverable amount of the asset is determined to be the higher of its fair value less costs to sell and its value in use. An impairment loss is recognised where the carrying amount exceeds the recoverable amount.

Depreciation is charged so as to allocate the cost of tangible fixed assets less their residual value over their estimated useful lives.

Depreciation is provided on the following basis:

|                                  |   |                                       |
|----------------------------------|---|---------------------------------------|
| Fixtures, fittings and equipment | - | 25% straight line or reducing balance |
| Computer equipment               | - | 33% straight line or reducing balance |

**2.8 Investments**

Investments in subsidiaries are valued at cost less provision for impairment.

**2.9 Debtors**

Trade and other debtors are recognised at the settlement amount after any trade discount offered. Prepayments are valued at the amount prepaid net of any trade discounts due.

**2.10 Cash at bank and in hand**

Cash at bank and in hand includes cash and short-term highly liquid investments with a short maturity of three months or less from the date of acquisition or opening of the deposit or similar account.

**2.11 Liabilities and provisions**

Liabilities are recognised when there is an obligation at the Balance Sheet date as a result of a past event, it is probable that a transfer of economic benefit will be required in settlement, and the amount of the settlement can be estimated reliably.

Liabilities are recognised at the amount that the Charity anticipates it will pay to settle the debt or the amount it has received as advanced payments for the goods or services it must provide.

**NOTES TO THE FINANCIAL STATEMENTS**  
**FOR THE YEAR ENDED 31 DECEMBER 2022**

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**2. Accounting policies (continued)**

**2.12 Financial instruments**

The Group only has financial assets and financial liabilities of a kind that qualify as basic financial instruments. The financial assets and financial liabilities of the Group are as follows:

Debtors – trade and other debtors (including accrued income) are basic financial instruments and are debt instruments measured at amortised cost as detailed in Note 14. Prepayments are not financial instruments.

Cash at bank – is classified as a basic financial instrument and is measured at face value.

Liabilities – trade creditors, accruals and other creditors will be classified as financial instruments, and are measured at amortised cost as detailed in Note 15. Taxation and social security are not included in the financial instruments disclosure. Deferred income is not deemed to be a financial liability, as in the cash settlement has already taken place and there is simply an obligation to deliver charitable services rather than cash or another financial instrument.

**2.13 Operating leases**

Rentals paid under operating leases are charged to the Consolidated Statement of Financial Activities on a straight line basis over the lease term.

**2.14 Pensions**

The Group operates a defined contribution pension scheme and the pension charge represents the amounts payable by the Group to the fund in respect of the year.

Contributions are expensed as they become payable. This expenditure is allocated to an activity and fund based on the department that member of staff works in.

**2.15 Fund accounting**

General funds are unrestricted funds which are available for use at the discretion of the Trustees in furtherance of the general objectives of the Group and which have not been designated for other purposes.

Investment income, gains and losses are allocated to the appropriate fund.

**NOTES TO THE FINANCIAL STATEMENTS**  
**FOR THE YEAR ENDED 31 DECEMBER 2022**

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**3. Critical accounting estimates and areas of judgment**

Estimates and judgments are continually evaluated and are based on historical experience and other factors, including expectations of future events that are believed to be reasonable under the circumstances.

Critical accounting estimates and assumptions:

The Charity makes estimates and assumptions concerning the future. The resulting accounting estimates and assumptions will, by definition, seldom equal the related actual results. The estimates and assumptions that have a significant risk of causing a material adjustment to the carrying amounts of assets and liabilities within the next financial year are listed below.

- Depreciation rates for tangible fixed assets
- Allocation of support costs.

**THE PATIENTS ASSOCIATION**  
**(A Company Limited by Guarantee)**

**NOTES TO THE FINANCIAL STATEMENTS**  
**FOR THE YEAR ENDED 31 DECEMBER 2022**

**4. Income from donations and grants**

|                                 | <b>Unrestricted<br/>funds<br/>2022<br/>£</b> | <b>Total<br/>funds<br/>2022<br/>£</b> | <i>Total<br/>funds<br/>2021<br/>£</i> |
|---------------------------------|----------------------------------------------|---------------------------------------|---------------------------------------|
| Donations and grants            | 7,103                                        | <b>7,103</b>                          | 23,163                                |
| Corporate donations/ membership | 274,784                                      | <b>274,784</b>                        | 264,775                               |
| Legacy donations                | 10,000                                       | <b>10,000</b>                         | -                                     |
| <b>Total 2022</b>               | <u>291,887</u>                               | <u><b>291,887</b></u>                 | <u>287,938</u>                        |
| <i>Total 2021</i>               | <u>287,938</u>                               | <u><b>287,938</b></u>                 |                                       |

Included within the Donations and grants category is £Nil of government grant income (2021: £3,732). This grant income relates to funding received under the Job Retention Scheme. There were no unfulfilled commitments or other contingencies associated with this income at the year-end date.

**5. Income from charitable activities**

|                                   | <b>Unrestricted<br/>funds<br/>2022<br/>£</b> | <b>Total<br/>funds<br/>2022<br/>£</b> | <i>Total<br/>funds<br/>2021<br/>£</i> |
|-----------------------------------|----------------------------------------------|---------------------------------------|---------------------------------------|
| Helpline and Information Services | 24,175                                       | <b>24,175</b>                         | 24,175                                |
| Performance-related grants        | 310,362                                      | <b>310,362</b>                        | 337,807                               |
| <b>Total 2022</b>                 | <u>334,537</u>                               | <u><b>334,537</b></u>                 | <u>361,982</u>                        |

In 2021, all income from charitable activities was allocated to unrestricted funds.

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THE PATIENTS ASSOCIATION  
(A Company Limited by Guarantee)

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NOTES TO THE FINANCIAL STATEMENTS  
FOR THE YEAR ENDED 31 DECEMBER 2022

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6. Income from other trading activities

Income from fundraising events

|              | <b>Unrestricted<br/>funds<br/>2022<br/>£</b> | <b>Total<br/>funds<br/>2022<br/>£</b> | <i>Total<br/>funds<br/>2021<br/>£</i> |
|--------------|----------------------------------------------|---------------------------------------|---------------------------------------|
| Event income | 10,494                                       | <b>10,494</b>                         | -                                     |

7. Investment income

|                          | <b>Unrestricted<br/>funds<br/>2022<br/>£</b> | <b>Total<br/>funds<br/>2022<br/>£</b> | <i>Total<br/>funds<br/>2021<br/>£</i> |
|--------------------------|----------------------------------------------|---------------------------------------|---------------------------------------|
| Bank interest receivable | 1,569                                        | <b>1,569</b>                          | 180                                   |

In 2021, all investment income was allocated to unrestricted funds.

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**THE PATIENTS ASSOCIATION**  
**(A Company Limited by Guarantee)**

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**NOTES TO THE FINANCIAL STATEMENTS**  
**FOR THE YEAR ENDED 31 DECEMBER 2022**

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**8. Expenditure on raising funds**

|                                  | <b>Unrestricted<br/>funds<br/>2022<br/>£</b> | <b>Total<br/>funds<br/>2022<br/>£</b> |
|----------------------------------|----------------------------------------------|---------------------------------------|
| Direct costs - Staff costs       | 51,926                                       | <b>51,926</b>                         |
| Direct costs - Other costs       | 352                                          | <b>352</b>                            |
| <b>Total 2022</b>                | <b>52,278</b>                                | <b>52,278</b>                         |
|                                  |                                              |                                       |
|                                  | <i>Unrestricted<br/>funds<br/>2021<br/>£</i> | <i>Total<br/>funds<br/>2021<br/>£</i> |
| Direct costs - Staff costs       | 55,354                                       | 55,354                                |
| Direct costs - Other costs       | 423                                          | 423                                   |
| Direct costs - Consultancy costs | 5,216                                        | 5,216                                 |
| <i>Total 2021</i>                | <i>60,993</i>                                | <i>60,993</i>                         |

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**THE PATIENTS ASSOCIATION**  
**(A Company Limited by Guarantee)**

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**NOTES TO THE FINANCIAL STATEMENTS**  
**FOR THE YEAR ENDED 31 DECEMBER 2022**

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**9. Analysis of expenditure by charitable activities**

|                                   | <b>Activities<br/>undertaken<br/>directly<br/>2022<br/>£</b> | <b>Support<br/>costs<br/>2022<br/>£</b> | <b>Total<br/>funds<br/>2022<br/>£</b> |
|-----------------------------------|--------------------------------------------------------------|-----------------------------------------|---------------------------------------|
| Helpline and Information Services | 165,680                                                      | 20,489                                  | <b>186,169</b>                        |
| Influencing Policy and Practice   | 298,257                                                      | 40,978                                  | <b>339,235</b>                        |
| <b>Total 2022</b>                 | <b>463,937</b>                                               | <b>61,467</b>                           | <b>525,404</b>                        |

|                                   | <i>Activities<br/>undertaken<br/>directly<br/>2021<br/>£</i> | <i>Support<br/>costs<br/>2021<br/>£</i> | <i>Total<br/>funds<br/>2021<br/>£</i> |
|-----------------------------------|--------------------------------------------------------------|-----------------------------------------|---------------------------------------|
| Helpline and Information Services | 126,185                                                      | 17,118                                  | 143,303                               |
| Influencing Policy and Practice   | 341,346                                                      | 34,234                                  | 375,580                               |
| <i>Total 2021</i>                 | <i>467,531</i>                                               | <i>51,352</i>                           | <i>518,883</i>                        |

In 2021, the total expenditure on charitable activities of £518,883 was from unrestricted funds.

**THE PATIENTS ASSOCIATION**  
**(A Company Limited by Guarantee)**

**NOTES TO THE FINANCIAL STATEMENTS**  
**FOR THE YEAR ENDED 31 DECEMBER 2022**

**9. Analysis of expenditure by charitable activities (continued)**

**Analysis of support costs**

|                                  | <b>Total<br/>funds<br/>2022<br/>£</b> | <i>Total<br/>funds<br/>2021<br/>£</i> |
|----------------------------------|---------------------------------------|---------------------------------------|
| Depreciation                     | 678                                   | 774                                   |
| Rent and rates                   | 2,325                                 | -                                     |
| Recruitment expenses             | 865                                   | 3,041                                 |
| Communication costs              | 22,832                                | 21,433                                |
| Consultancy costs                | 8,282                                 | 2,520                                 |
| Advertising and marketing        | 2,560                                 | 1,577                                 |
| Travel and subsistence           | 1,103                                 | 879                                   |
| Printing, postage and stationery | 1,666                                 | 5,372                                 |
| Subscriptions                    | 2,879                                 | 1,201                                 |
| Bank charges                     | 304                                   | 90                                    |
| Governance costs                 | 14,957                                | 12,904                                |
| Other costs                      | 3,016                                 | 1,561                                 |
| <b>Total 2022</b>                | <b>61,467</b>                         | <b>51,352</b>                         |

Governance costs are analysed in Note 10.

**10. Governance costs**

|                                     | <b>2022<br/>£</b> | <i>2021<br/>£</i> |
|-------------------------------------|-------------------|-------------------|
| Insurance                           | 2,966             | 2,348             |
| Independent Examiners' Remuneration | 3,750             | 3,400             |
| Bookkeeping & accountancy costs     | 8,180             | 7,143             |
| Other costs                         | 61                | 13                |
|                                     | <b>14,957</b>     | <b>12,904</b>     |

**THE PATIENTS ASSOCIATION**  
(A Company Limited by Guarantee)

**NOTES TO THE FINANCIAL STATEMENTS  
FOR THE YEAR ENDED 31 DECEMBER 2022**

**11. Staff costs**

|                                                      | <b>Group<br/>2022<br/>£</b> | <i>Group<br/>2021<br/>£</i> | <b>Charity<br/>2022<br/>£</b> | <i>Charity<br/>2021<br/>£</i> |
|------------------------------------------------------|-----------------------------|-----------------------------|-------------------------------|-------------------------------|
| Wages and salaries                                   | <b>319,302</b>              | 296,193                     | <b>319,302</b>                | 296,193                       |
| Social security costs                                | <b>29,864</b>               | 26,311                      | <b>29,864</b>                 | 26,311                        |
| Contribution to defined contribution pension schemes | <b>9,848</b>                | 9,220                       | <b>9,848</b>                  | 9,220                         |
|                                                      | <b>359,014</b>              | 331,724                     | <b>359,014</b>                | 331,724                       |

The average number of persons employed by the Charity during the year was as follows:

|       | <b>Group<br/>2022<br/>No.</b> | <i>Group<br/>2021<br/>No.</i> |
|-------|-------------------------------|-------------------------------|
| Staff | <b>9</b>                      | 9                             |

The number of employees whose employee benefits (excluding employer pension costs) exceeded £60,000 was:

|                               | <b>Group<br/>2022<br/>No.</b> | <i>Group<br/>2021<br/>No.</i> |
|-------------------------------|-------------------------------|-------------------------------|
| In the band £60,001 - £70,000 | -                             | 1                             |
| In the band £70,001 - £80,000 | <b>1</b>                      | -                             |

The total amount of employee benefits, including employers social security costs, received by Key Management Personnel of the Charity was £84,452 (2021: £81,215). The Charity considers its Key Management Personnel to comprise of the Trustees and the Chief Executive Officer. As disclosed in Note 12, no Trustees received any remuneration or other benefits during the year (2021: £NIL).

**12. Trustees' remuneration and expenses**

During the year, no Trustees received any remuneration or other benefits (2021 - £NIL).

During the year ended 31 December 2022, no Trustee expenses have been incurred (2021 - £NIL).

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**THE PATIENTS ASSOCIATION**  
**(A Company Limited by Guarantee)**

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**NOTES TO THE FINANCIAL STATEMENTS**  
**FOR THE YEAR ENDED 31 DECEMBER 2022**

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**13. Tangible fixed assets**

**Group**

|                          | <b>Fixtures and<br/>fittings<br/>£</b> | <b>Computer<br/>equipment<br/>£</b> | <b>Total<br/>£</b> |
|--------------------------|----------------------------------------|-------------------------------------|--------------------|
| <b>Cost or valuation</b> |                                        |                                     |                    |
| At 1 January 2022        | <b>5,677</b>                           | <b>3,003</b>                        | <b>8,680</b>       |
| Additions                | <b>-</b>                               | <b>948</b>                          | <b>948</b>         |
| At 31 December 2022      | <b>5,677</b>                           | <b>3,951</b>                        | <b>9,628</b>       |
| <b>Depreciation</b>      |                                        |                                     |                    |
| At 1 January 2022        | <b>5,339</b>                           | <b>2,169</b>                        | <b>7,508</b>       |
| Charge for the year      | <b>85</b>                              | <b>593</b>                          | <b>678</b>         |
| At 31 December 2022      | <b>5,424</b>                           | <b>2,762</b>                        | <b>8,186</b>       |
| <b>Net book value</b>    |                                        |                                     |                    |
| At 31 December 2022      | <b>253</b>                             | <b>1,189</b>                        | <b>1,442</b>       |
| At 31 December 2021      | <b>338</b>                             | <b>834</b>                          | <b>1,172</b>       |

**THE PATIENTS ASSOCIATION**  
**(A Company Limited by Guarantee)**

**NOTES TO THE FINANCIAL STATEMENTS**  
**FOR THE YEAR ENDED 31 DECEMBER 2022**

**13. Tangible fixed assets (continued)**

**Charity**

|                            | <b>Fixtures and<br/>fittings<br/>£</b> | <b>Computer<br/>equipment<br/>£</b> | <b>Total<br/>£</b> |
|----------------------------|----------------------------------------|-------------------------------------|--------------------|
| <b>Cost or valuation</b>   |                                        |                                     |                    |
| At 1 January 2022          | <b>5,677</b>                           | <b>3,003</b>                        | <b>8,680</b>       |
| Additions                  | <b>-</b>                               | <b>948</b>                          | <b>948</b>         |
| At 31 December 2022        | <b>5,677</b>                           | <b>3,951</b>                        | <b>9,628</b>       |
| <b>Depreciation</b>        |                                        |                                     |                    |
| At 1 January 2022          | <b>5,339</b>                           | <b>2,169</b>                        | <b>7,508</b>       |
| Charge for the year        | <b>85</b>                              | <b>593</b>                          | <b>678</b>         |
| At 31 December 2022        | <b>5,424</b>                           | <b>2,762</b>                        | <b>8,186</b>       |
| <b>Net book value</b>      |                                        |                                     |                    |
| At 31 December 2022        | <b>253</b>                             | <b>1,189</b>                        | <b>1,442</b>       |
| <i>At 31 December 2021</i> | <i>338</i>                             | <i>834</i>                          | <i>1,172</i>       |

**14. Debtors**

|                                    | <b>Group<br/>2022<br/>£</b> | <b>Group<br/>2021<br/>£</b> | <b>Charity<br/>2022<br/>£</b> | <b>Charity<br/>2021<br/>£</b> |
|------------------------------------|-----------------------------|-----------------------------|-------------------------------|-------------------------------|
| <b>Due within one year</b>         |                             |                             |                               |                               |
| Trade debtors                      | <b>66,397</b>               | <b>65,115</b>               | <b>66,397</b>                 | <b>65,115</b>                 |
| Amounts owed by group undertakings | <b>-</b>                    | <b>-</b>                    | <b>23,635</b>                 | <b>136</b>                    |
| Other debtors                      | <b>32</b>                   | <b>32</b>                   | <b>32</b>                     | <b>32</b>                     |
| Prepayments and accrued income     | <b>10,000</b>               | <b>-</b>                    | <b>10,000</b>                 | <b>-</b>                      |
|                                    | <b>76,429</b>               | <b>65,147</b>               | <b>100,064</b>                | <b>65,283</b>                 |

**THE PATIENTS ASSOCIATION**  
**(A Company Limited by Guarantee)**

**NOTES TO THE FINANCIAL STATEMENTS**  
**FOR THE YEAR ENDED 31 DECEMBER 2022**

**15. Creditors: Amounts falling due within one year**

|                                        | <b>Group<br/>2022<br/>£</b> | <i>Group<br/>2021<br/>£</i> | <b>Charity<br/>2022<br/>£</b> | <i>Charity<br/>2021<br/>£</i> |
|----------------------------------------|-----------------------------|-----------------------------|-------------------------------|-------------------------------|
| Trade creditors                        | <b>6,399</b>                | <i>10,873</i>               | <b>6,399</b>                  | <i>10,873</i>                 |
| Other taxation and social security     | <b>32,073</b>               | <i>22,674</i>               | <b>32,073</b>                 | <i>22,674</i>                 |
| Accruals and deferred income           | <b>60,252</b>               | <i>45,853</i>               | <b>60,252</b>                 | <i>45,853</i>                 |
|                                        | <b>98,724</b>               | <i>79,400</i>               | <b>98,724</b>                 | <i>79,400</i>                 |
|                                        | <b>Group<br/>2022<br/>£</b> | <i>Group<br/>2021<br/>£</i> | <b>Charity<br/>2022<br/>£</b> | <i>Charity<br/>2021<br/>£</i> |
| <b>Deferred income</b>                 |                             |                             |                               |                               |
| Deferred income at 1 January           | <b>39,000</b>               | <i>88,609</i>               | <b>39,000</b>                 | <i>15,000</i>                 |
| Resources deferred during the year     | <b>54,000</b>               | <i>39,000</i>               | <b>54,000</b>                 | <i>39,000</i>                 |
| Amounts released from previous periods | <b>(39,000)</b>             | <i>(88,609)</i>             | <b>(39,000)</b>               | <i>(15,000)</i>               |
| <b>Deferred income at 31 December</b>  | <b>54,000</b>               | <i>39,000</i>               | <b>54,000</b>                 | <i>39,000</i>                 |

Deferred income represents income received in 2022 for projects & corporate membership relating to the following financial reporting period.

**THE PATIENTS ASSOCIATION**  
**(A Company Limited by Guarantee)**

**NOTES TO THE FINANCIAL STATEMENTS**  
**FOR THE YEAR ENDED 31 DECEMBER 2022**

**16. Statement of funds**

**Statement of funds - current year**

|                            | <b>Balance at 1<br/>January<br/>2022<br/>£</b> | <b>Income<br/>£</b> | <b>Expenditure<br/>£</b> | <b>Balance at<br/>31<br/>December<br/>2022<br/>£</b> |
|----------------------------|------------------------------------------------|---------------------|--------------------------|------------------------------------------------------|
| <b>Unrestricted funds</b>  |                                                |                     |                          |                                                      |
| General unrestricted funds | <b>248,182</b>                                 | <b>638,487</b>      | <b>(577,682)</b>         | <b>308,987</b>                                       |

**Statement of funds - prior year**

|                                                 | <i>Balance at<br/>1 January<br/>2021<br/>£</i> | <i>Income<br/>£</i> | <i>Expenditure<br/>£</i> | <i>Distribution<br/>of profits<br/>£</i> | <i>Balance at<br/>31<br/>December<br/>2021<br/>£</i> |
|-------------------------------------------------|------------------------------------------------|---------------------|--------------------------|------------------------------------------|------------------------------------------------------|
| <b>Unrestricted funds</b>                       |                                                |                     |                          |                                          |                                                      |
| General unrestricted funds                      | 136,833                                        | 650,100             | (579,876)                | 41,125                                   | 248,182                                              |
| The Patients Association<br>Trading Company Ltd | 41,125                                         | -                   | -                        | (41,125)                                 | -                                                    |
|                                                 | <u>177,958</u>                                 | <u>650,100</u>      | <u>(579,876)</u>         | <u>-</u>                                 | <u>248,182</u>                                       |

Unrestricted funds are general funds which are available for use at the discretion of the Trustees in furtherance of the general objectives of the Charity and which have not been designated for other purposes.

**THE PATIENTS ASSOCIATION**  
**(A Company Limited by Guarantee)**

**NOTES TO THE FINANCIAL STATEMENTS**  
**FOR THE YEAR ENDED 31 DECEMBER 2022**

**17. Analysis of net assets between funds**

**Analysis of net assets between funds - current year**

|                               | <b>Unrestricted<br/>funds<br/>2022<br/>£</b> | <b>Total<br/>funds<br/>2022<br/>£</b> |
|-------------------------------|----------------------------------------------|---------------------------------------|
| Tangible fixed assets         | 1,442                                        | <b>1,442</b>                          |
| Current assets                | 406,269                                      | <b>406,269</b>                        |
| Creditors due within one year | (98,724)                                     | <b>(98,724)</b>                       |
| <b>Total</b>                  | <b>308,987</b>                               | <b>308,987</b>                        |

**Analysis of net assets between funds - prior year**

|                               | <i>Unrestricted<br/>funds<br/>2021<br/>£</i> | <i>Total<br/>funds<br/>2021<br/>£</i> |
|-------------------------------|----------------------------------------------|---------------------------------------|
| Tangible fixed assets         | 1,172                                        | 1,172                                 |
| Current assets                | 326,410                                      | 326,410                               |
| Creditors due within one year | (79,400)                                     | (79,400)                              |
| <b>Total</b>                  | <b>248,182</b>                               | <b>248,182</b>                        |

**18. Reconciliation of net movement in funds to net cash flow from operating activities**

|                                                                    | <b>Group<br/>2022<br/>£</b> | <i>Group<br/>2021<br/>£</i> |
|--------------------------------------------------------------------|-----------------------------|-----------------------------|
| Net income for the year (as per Statement of Financial Activities) | <b>60,805</b>               | 70,224                      |
| <b>Adjustments for:</b>                                            |                             |                             |
| Depreciation charges                                               | <b>678</b>                  | 774                         |
| Investment income                                                  | <b>(1,569)</b>              | (180)                       |
| (Increase)/ decrease in debtors                                    | <b>(11,282)</b>             | (12,965)                    |
| Increase/ (decrease) in creditors                                  | <b>19,324</b>               | (44,235)                    |
| <b>Net cash provided by operating activities</b>                   | <b>67,956</b>               | 13,618                      |

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**THE PATIENTS ASSOCIATION**  
**(A Company Limited by Guarantee)**

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**NOTES TO THE FINANCIAL STATEMENTS**  
**FOR THE YEAR ENDED 31 DECEMBER 2022**

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**19. Analysis of cash and cash equivalents**

|                                        | <b>Group<br/>2022<br/>£</b> | <i>Group<br/>2021<br/>£</i> |
|----------------------------------------|-----------------------------|-----------------------------|
| Cash in hand                           | <b>329,840</b>              | 261,263                     |
| <b>Total cash and cash equivalents</b> | <b>329,840</b>              | 261,263                     |

**20. Analysis of changes in net debt**

|                          | <b>At 1<br/>January<br/>2022<br/>£</b> | <b>Cash flows<br/>£</b> | <b>At 31<br/>December<br/>2022<br/>£</b> |
|--------------------------|----------------------------------------|-------------------------|------------------------------------------|
| Cash at bank and in hand | <b>261,263</b>                         | <b>68,577</b>           | <b>329,840</b>                           |
|                          | <b>261,263</b>                         | <b>68,577</b>           | <b>329,840</b>                           |

**21. Pension commitments**

The group operates a defined contribution pension scheme. The assets of the scheme are held separately from those of the group in an independently administered fund. The pension cost charge represents contributions payable by the group to the fund and amounted to £9,848 (2021: £9,220) in the year.

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**THE PATIENTS ASSOCIATION**  
**(A Company Limited by Guarantee)**

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**NOTES TO THE FINANCIAL STATEMENTS**  
**FOR THE YEAR ENDED 31 DECEMBER 2022**

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**22. Operating lease commitments**

At 31 December 2022 the Group and the Charity had commitments to make future minimum lease payments under non-cancellable operating leases as follows:

|                                              | <b>Group<br/>2022<br/>£</b> | <i>Group<br/>2021<br/>£</i> | <b>Charity<br/>2022<br/>£</b> | <i>Charity<br/>2021<br/>£</i> |
|----------------------------------------------|-----------------------------|-----------------------------|-------------------------------|-------------------------------|
| Not later than 1 year                        | <b>1,424</b>                | 1,256                       | <b>1,424</b>                  | 1,256                         |
| Later than 1 year and not later than 5 years | -                           | 1,256                       | -                             | 1,256                         |
|                                              | <b>1,424</b>                | 2,512                       | <b>1,424</b>                  | 2,512                         |

The following lease payments have been recognised as an expense in the Statement of Financial Activities:

|                         | <b>Group<br/>2022<br/>£</b> | <i>Group<br/>2021<br/>£</i> | <b>Charity<br/>2022<br/>£</b> | <i>Charity<br/>2021<br/>£</i> |
|-------------------------|-----------------------------|-----------------------------|-------------------------------|-------------------------------|
| Operating lease rentals | <b>1,298</b>                | 2,146                       | <b>1,298</b>                  | 2,146                         |

**23. Trustees liability**

Each Trustee of the charitable company undertakes to contribute to the assets of the company in the event of it being wound up while they are a Trustee, or within one year after they cease to be a Trustee, such amount as may be required, not exceeding £1 for the debts and liabilities contracted before they cease to be a Trustee.

**24. Related party transactions**

The Group has taken advantage of the exemption in Section 33.1A in FRS 102 from the requirement to disclose transactions between wholly owned members of the Group.

Other than Trustee and Key Management Personnel transactions detailed in Notes 11 and 12, there were no related party transactions during the period (2021: None).

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**THE PATIENTS ASSOCIATION**  
**(A Company Limited by Guarantee)**

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**NOTES TO THE FINANCIAL STATEMENTS**  
**FOR THE YEAR ENDED 31 DECEMBER 2022**

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**25. Principal subsidiaries**

|                              |                                                                                |
|------------------------------|--------------------------------------------------------------------------------|
| Subsidiary name:             | The Patients Association Trading Company Limited                               |
| Company registration number: | 05252321                                                                       |
| Principal address:           | The London North West Heal NHS Trust, Watford Road, Harrow, Middlesex, HA1 3UJ |
| Basis of control:            | 100% controlled                                                                |

|                                           |         |
|-------------------------------------------|---------|
| Total assets as at 31 December 2022:      | £23,635 |
| Total liabilities as at 31 December 2022: | £23,635 |
| Total equity as at 31 December 2022:      | £Nil    |

|                                                  |      |
|--------------------------------------------------|------|
| Turnover for the year ended 31 December 2022:    | £Nil |
| Expenditure for the year ended 31 December 2022: | £Nil |
| Taxation for the year ended 31 December 2022:    | £Nil |
| Profit for the year ended 31 December 2022:      | £Nil |

The principal activity of The Patients Association Trading Company Limited is to support The Patients Association in providing services to patients of both health and social care. The results of The Patients Association Trading Company Limited are included in these consolidated financial statements. The Patients Association Trading Company Limited was dormant during the current year, after ceasing to trade in 2020.

**26. Post balance sheet events**

The Patients Association Trading Company Limited ceased to trade during 2020 and the Directors are in the process of winding up the Company.

**THE PATIENTS ASSOCIATION**

England & Wales - Charity number 1006733

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# Accounts

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**THE PATIENTS ASSOCIATION**  
**(A Company Limited by Guarantee)**

**UNAUDITED**

**TRUSTEES' REPORT AND FINANCIAL STATEMENTS**

**FOR THE YEAR ENDED 31 DECEMBER 2021**

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**THE PATIENTS ASSOCIATION**  
**(A Company Limited by Guarantee)**

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**THE PATIENTS ASSOCIATION**  
**(A Company Limited by Guarantee)**

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**REFERENCE AND ADMINISTRATIVE DETAILS OF THE CHARITY, ITS TRUSTEES AND ADVISERS  
FOR THE YEAR ENDED 31 DECEMBER 2021**

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|                 |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |
|-----------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Trustees</b> | Ms L Watson, Chair <sup>2</sup><br>Ms C Hewitt <sup>1</sup><br>Mr I Egberedu, Treasurer <sup>2</sup><br>Mr D I Taylor, Vice Chair (resigned 15 July 2021) <sup>2</sup><br>Dr A M Rollin MBE <sup>1</sup><br>Mr A Naughton <sup>1</sup><br>Mrs F Browne, Chair of Governance Committee <sup>1</sup><br>Mr D Hopkin <sup>2</sup><br>Mrs S White <sup>1</sup><br>Ms R King (appointed 18 March 2021)<br>Ms J Thallon, Acting Vice Chair (appointed 18 March 2021) <sup>1</sup><br>Ms B Joshi (appointed 9 December 2021)<br>Mr W Valji, Associate Trustee (appointed 9 December 2021)<br>Dr R Hillson, Associate Trustee (appointed 9 December 2021)<br>Ms M Davies (appointed 9 December 2021) <sup>2</sup> |
|-----------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|

<sup>1</sup> Governance Committee

<sup>2</sup> Finance and Resources Committee

**Company registered  
number** 02620761

**Charity registered  
number** 1006733

**Registered office** P Block  
The London North West Healthcare NHS Trust  
Watford Road  
Harrow  
Middlesex  
HA1 3UJ

**Chief Executive Officer  
and Company Secretary** Rachel Power

**President** Sir Robert Anthony Francis, QC

**Independent Examiner** MHA MacIntyre Hudson  
Chartered Accountants  
6th Floor  
2 London Wall Place  
London  
EC2Y 5AU

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## **THE PATIENTS ASSOCIATION**

**(A Company Limited by Guarantee)**

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### **TRUSTEES' REPORT FOR THE YEAR ENDED 31 DECEMBER 2021**

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#### **Introduction from our chair, Lucy Watson**

I and the Trustees present our annual report together with the consolidated financial statements for the year 1 January to 31 December 2021.

The year started positively with the launch of our true patient partnership strategy, which will guide our work for the next five years. This sets our strategic focus for 2021-2025 of patient partnership in the design and delivery of health and care services. As a Board of Trustees, we are excited to have a clear message for our members and our stakeholders on what we are working to achieve for patients. This strategy builds on our history and our campaigning to ensure that the experience of patients is listened to and used to improve health and care. Given the pandemic and the huge impact on access to healthcare for patients, patient partnership is all the more important as the NHS seeks to recover healthcare.

Our second Pandemic Patient Experience report confirmed just how difficult it has been for patients, when it was published in April 2021. Patients reported continuing struggles to get appointments with their GPs, and some people had shielded without leaving the house for nearly a year. Two-thirds (63%) of patients who responded had had appointments cancelled or postponed, and more than half (56%) reported delaying accessing treatment. These findings demonstrate the huge impact the pandemic has had on patients' health and care, and access to services.

We also saw a rise in visitors to our website seeking information and advice. Significantly more people came to our website in 2021 compared to 2020 to read about how to make a complaint (up 230%), you and your dentist (up 368%), and how to get hold of your medical records (up 621%).

Our work with patients gave us the authority to talk with NHS England about the need for face-to-face appointments in primary care and much better information for patients waiting for care. This resulted in NHS England calling on GPs to reinstate face-to-face appointments for those who needed them in May. We also told NHS England about patients feeling abandoned as their wait for treatment increased with no information from the NHS about what was happening or how to keep well. This led to the publication of communications guidance for all NHS Trusts on best practice for communicating with patients waiting for treatment, which we helped develop. As pleased as we are about those achievements, we know that in practice neither have been widely implemented and there is much more to be done.

Despite all these challenges in health and care, I was delighted with the level of interest in the Association when we launched a search for new Trustees to take the places of those members of the Board who stepped down in 2021. It was my great pleasure to welcome Rachel King, Julie Thallon, Meryl Davies and Bhavna Joshi as Trustees, and Rowan Hillson and Wiqas Valji as Associate Trustees. We have had to welcome them to the Association via online meetings. While this makes it a little harder for them to get to know the other Trustees and staff, we are delighted they have chosen to bring their wide-ranging skills to our Board. They will strengthen our diversity of experience and our approach to ensure we are reaching patients from diverse backgrounds and communities.

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## **THE PATIENTS ASSOCIATION**

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### **TRUSTEES' REPORT FOR THE YEAR ENDED 31 DECEMBER 2021**

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The appointments of new Trustees, of course, means we have said goodbye to others: Dave Taylor, Vice Chair of the Board of Trustees, whose IT expertise and foresight meant that in 2020 when we had to move to remote working, our systems were able to support home-working; and Archie Naughton, Chair of the Governance Committee, who kept us focused on the impact and outcome of our work for patients, our beneficiaries. I thank both of them for their service to the Association.

Once again, I am proud of how the staff at the Patients Association have continued the important work of the Association despite the pandemic and working from home. Between them they have continued to run patient workshops and focus groups, established our first lived experience panel – Patients Voices Matters, and ran our extremely successful shared decision making event, which attracted more than 150 attendees and was delivered with NHS England, the National Institute for Health and Care Excellence, and the Winton Centre for Risk and Evidence Communication, University of Cambridge.

I hope you enjoy reading our annual report and finding out about the work of the Association and how we have spoken up for patients during 2021.

The Trustees confirm that this annual report and financial statements comply with the current statutory requirements of the company's governing document and provisions of the Statement of Recommended Practice (SORP), applicable to charities, preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102). Since the Charity and Group qualify as small under section 383, the strategic report required of medium and large companies under The Companies Act 2006 (Strategic Report and Director's report) Regulations 2013, is not required.

**Lucy Watson**  
**Chair**

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## THE PATIENTS ASSOCIATION

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### TRUSTEES' REPORT FOR THE YEAR ENDED 31 DECEMBER 2021

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#### Background and Objectives

The Patients Association is one of the oldest health and care charities in the UK. Established in 1963, the purpose of the organisation, as per its Memorandum and Articles of Association, is to promote the health and wellbeing of people in the UK by influencing the enhancement of health and care services and helping people to secure the most suitable care and support. We believe this is best achieved by ensuring services are designed and delivered through equal partnership with patients.

The remit of the Patients Association is not condition-specific; it covers all issues that affect patients, including social care and public health. We work directly with patients, they are our members and the beneficiaries of our help, advice, and support. We speak up on their behalf to Government, the NHS, and other bodies about their priorities, concerns, and opinions. Our aim is to ensure the patient voice is heard and acted upon to inform national policy.

At the start of 2021, we launched our five-year strategy, True Patient Partnership. The strategy builds on years of work speaking up for patients and sets out a vision of health and care services designed and delivered through partnerships with patients. Our strategy provides a strong message to the NHS and care sector about the need to work in partnership with patients as it recovers from the health emergency caused by COVID-19.

The need for the Patients Association is greater now than it has ever been. The effects of the pandemic on health and social care in the UK have been widespread and profound. Recovering from its effects, including responding to the unmet patient need that has built up since spring 2020, may take years. The country's aim should be to return to a position where waiting lists are not counted in the millions and patients can access the care they need in good time. We recognise the extent of the task ahead for all involved. We also believe that health professionals and the NHS must work in partnership with patients if the recovery is to be successful and meet patients' needs.

A partnership approach answers the challenge of rebuilding health and care and overcoming many long-running problems of patients not being listened to and not seen as partners in their treatment and care and about services that need to change to meet their diverse needs.

The Patients Association, therefore, has a crucial role in helping the NHS understand patients' expectations of the recovery, based on our understanding of their experiences during the pandemic.

Our core values and commitment to diversity ensure we never lose sight of what we are trying to achieve. They are:

- Compassion: we treat patients, their families and carers with respect, empathy and understanding.
- Collaboration: we share knowledge and work with others to achieve common goals.

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- Inclusion: we work to fulfil our mission equitably and for the benefit of all, guarding against discrimination and disadvantage.
- Empowerment: we support patients, their families, and carers to take action on their own wellbeing and wider decision-making.
- Ambition: we aim to deliver our purpose to the highest standards.

These core values serve to guide our decision-making and the strategic direction of the Patients Association, and fundamentally underpin everything we do.

#### **Activities and Achievements**

The COVID-19-induced national emergency continued to make our operational environment challenging, but the Association's work continued and expanded during 2021.

We made a number of important appointments during the year, starting with administrative support, including a personal assistant for the Chief Executive, which has freed her to focus on our strategy. A Head of Communications and Marketing was appointed in the summer, freeing the Head of Policy from the responsibility of managing media enquiries. A Head of Patient Partnership was also appointed in the summer: this is a new position within the Association and critical to our ability to implement our strategy for true patient partnership.

We also appointed four new Trustees: two full Trustees and two Associates. The two Associates will become full trustees once the three-year term of two of our current trustees ends in 2022. We were delighted with the high quality of candidates who applied to become Trustees; we appreciate what a commitment it is to be a Trustee of a health and social care charity in the current environment. Our new Trustees bring a wealth of expertise and diversity of experience and background to the Board of Trustees as we take forward our strategy for partnership with patients.

While our continued need to work primarily online has meant the expanded team has not been together in an office, we have had several opportunities to meet and work together under safe working conditions.

#### **Patient experience**

We started the year with the launch of our true patient partnership five-year strategy, which will guide our work from 2021-2025. By the spring, we were able to show how needed patient partnership is following the publication of our second Patient Pandemic Experience report in April. Although access to some services had improved since the first lockdown, access to general practice had deteriorated. This led us to call for the restoration of face-to-face appointments with GPs; NHS England wrote to all GPs mid-May telling them that face-to-face appointments had to be available to patients who preferred them. The letter said: "Patients' input...should be sought and practices should respect preferences for face-to-face care unless there are good clinical reasons to the contrary."

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### TRUSTEES' REPORT FOR THE YEAR ENDED 31 DECEMBER 2021

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We also heard in our report from patients who had appointments cancelled or postponed and long delays to access treatment. Following the report's publication, we worked with NHS England, and other charities, to develop communications guidelines for NHS organisations to support an improvement in communication with patients waiting for care. These guidelines were launched in January 2021 and updated at the end of May following our work with NHS England.

At the end of the year, we once again asked patients about their experience of health and social care. We also asked several of our stakeholders to share the survey among their members. About 10% of the respondents took the survey via one of these stakeholders. The findings from the survey were published in the report, *Patient experience before the omicron wave: the storm before the storm*, in January 2022. We made six recommendations, which we have been raising with stakeholders. They are:

1. The NHS must recognise the extent of patient difficulties, understand them, and make a concerted effort to find out patients' concerns.
2. The NHS must reconnect with patients as we come out of the pandemic and work in partnership with them to rebuild the relationship between the NHS and patients, and together, redesign services.
3. Health leaders must remove barriers in the health system that stand in the way of health professionals and patients working in partnership. Leaders should champion a culture change that fosters patient partnership and shared decision making.
4. The NHS must put in place arrangements to communicate with patients about their wait, how to keep healthy and well, and where they can get support while they wait. All NHS organisations should be using the communications guidelines published in May 2021 on how to keep patients up to date with what is happening with their care.
5. If the NHS expects people to use NHS 111, then it must look into the variation in standards of service exposed by the survey and take steps to remedy the problems.
6. A post-pandemic recovery plan is needed that covers all aspects of healthcare and includes community and social care. Such a plan must also include a long-term workforce strategy to ensure we have enough doctors and nurses to deliver the additional care needed to address the backlog of patients waiting for treatment.

#### Patient Voices Matter

In late summer we established our lived experience advisory panel, as part of our partnership work. Made up of 10 patients, the panel is helping us understand the experiences of healthcare from the perspective of people from communities that are often overlooked by health and social care services. By bringing people together from different communities, our aim is to support panel members to explore what they have in common, learn from each other, and for us to learn what the Patients Association can do to improve poor experiences of patients from these communities. We will evaluate our work with the panel, now called Patient Voices Matter, in the spring of 2022, to assess if it has enabled us to improve our own partnership working and our next steps in this approach.

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#### Shared decision making

Our report, *Shared decision making: shared reality or insider jargon?*, published in July 2021 was part of a critical workstream for the Association. Our commitment to patient partnership makes shared decision making an important approach to us: it enables true patient partnership in individual care and treatment decisions. But our work showed that although ideas around shared decision making are well developed, many barriers prevent its wider use including the fact that many patients are unaware of its potential benefits.

The recommendations that stem from our research are:

- National health leaders must address the barriers in the health system to shared decision making and champion the practice.
- There should be greater promotion of the information and tools that exist to support patients take part in shared decision making.
- Information and awareness campaigns that are relevant to different communities should be created.
- An audit should be undertaken of how shared decision making is taught in medical schools to develop a picture of how skilled in shared decision making we can reasonably expect our present workforce to be.
- Whether targets in the NHS Comprehensive Model for Personalised Care for making shared decision making are being met must be reported.

To explore the themes and recommendations in our report, we brought together patients and healthcare professionals at an online event to discuss how to make shared decision making a reality for everyone. Speakers included patients, carers, and representatives from the Winton Centre for Risk & Evidence Communication at Cambridge University, NHS England, and the National Institute for Health and Care Excellence. The online event attracted more than 150 attendees who asked more than 200 questions of us and the panel of speakers.

We continue to talk to multiple stakeholders, including champions of shared decision making within NHS England's personalised care team, about our report's findings and how shared decision making can be used by more clinicians to improve patient involvement in their own care. In 2022 we will work with the Patient Information Forum and the Integrated Care System in Nottinghamshire on the development of tools that would support shared decision making for patients who are receiving ongoing care for musculoskeletal health conditions.

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#### Patients speaking up for themselves

We also gave many patients the opportunity to raise their concerns and share their experiences directly with the health service throughout 2021.

- CVDPREVENT, a national primary care audit in England that will provide the foundation for quality improvement in GP practices across diagnosis and management of six high risk cardiovascular conditions. We recruited and manage the 35-member patient panel which is drawn from across the seven NHS regions. Between the panel members they have lived experience of the six CVD conditions being audited. We also support two of members of the patient panel who sit on the CVDPREVENT Steering Group. The patient representatives ensure patients views are heard and that they have an opportunity to influence and respond to plans and outputs including audit reports and data tools. They offer the Steering Group the perspective of what it is like to be a patient with these conditions receiving care and challenge them to ensure that tangible changes are an outcome of the audit.
- The National Audit of Care at the End of Life (NACEL) is a national comparative audit of the quality and outcomes of care experienced by the dying person and those important to them during their last admission leading to death in acute hospitals, community hospitals and mental health inpatient providers in England, Wales and Northern Ireland. Our helpline advisers have, since 2019, supported the audit by helping bereaved family members invited to take part, complete the survey.
- The Government response to the independent inquiry report into the issues raised by former surgeon Ian Paterson. The Department of Health and Social Care (DHSC) asked us to convene a focus group with patients and carers who were not affected by Paterson to understand their views on the broader patient safety principles that should be considered in the government's response.
- The Integrated Care Systems (ICS) design framework, resources to support leaders establishing integrated care boards (ICB). We held a co-production workshop with patients and NHS England to gather patient views on the principles for ICSs for working with people and communities. The aim was to inform the NHS what excellent co-production is for patients. The patient feedback was included in the guidance to ICSs and ICBs in September 2021.
- Evidence-based Interventions, an ongoing project looking into when it is and isn't appropriate to carry out some medical interventions. We have enabled NHS England to hear the views of patients, carers and the public on plans to stop the provision of some medical interventions and limit the provision of others. Members of our focus groups were able to say they understood why the changes were being suggested, if they agreed with the changes, and to say what support patients, carers and the public would need from NHS England to help them adjust to the proposed changes and new ways of working.

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- Our report, *Shared decision making: shared reality or insider jargon?*, published in July 2021 was based on three co-production workshops with patients, carers and healthcare professionals. Together, they explored their experiences of shared decision making, absence of shared decision making, and the barriers patients and clinicians may face in practising shared decision making. Findings from the workshops, along with feedback on some of the existing tools to facilitate shared decision making, were used to formulate the report's recommendations.
- In 2021, we held 26 focus groups that enabled patients to either give feedback on proposals, share their experiences or co-produce information, which involved nearly 300 patients and included many more patients from diverse backgrounds than we have previously worked with. The sessions have covered issues as diverse as patient safety, choice, nutrition, and antimicrobial resistance.

We also shared the views of many more patients via our various responses to Government and health service consultations. We invited patients to tell us what they thought about a range of topics using online surveys and included their voices in our submissions to the following consultations:

- NHS England's proposals to replace the four hour A&E target
- Professional Standards Authority's consultation on the voluntary registers it accredits
- Proposed changes to eligibility to non-emergency patient transport
- Spending review (own initiative, to inform response to spending review)
- Department of Health and Social Care's call for evidence for the creation of a women's health strategy.

In all we responded to 17 consultations during 2021; a remarkable achievement for such a small team. The other 12 consultations were:

- NHS England's proposals for structural change
- National Institute for Health and Care Excellence's (NICE) new guideline on shared decision making
- The Care Quality Commission's consultation on its new strategy
- House of Commons Health and Social Care Committee inquiry into the NHS White Paper
- Evidence submission on the Government's proposed legislative reforms, based on NHS England's proposals
- Submission to NICE's long-running review of its technology evaluation processes
- Response to the Government's proposals to revise duties and powers of professional regulators
- Response to NHSX Data Strategy on the use of data in health and care

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- DHSC consultation on the new Patient Safety Commissioner
- DHSC consultation on proposals to scrap free prescriptions for people aged 60-64
- DHSC consultation on mandatory COVID-19 and 'flu vaccination for NHS care staff
- House of Commons Health and Social Care Committee's inquiry on the future of general practice.

#### **Working in partnership**

We continue to seek alliances and coalitions with others working in the health and social care field. An important coalition for us, given the impact of remote health consultations during the pandemic, is the Patient Coalition for AI, Data and Digital Tech in Health, which the Patients Association chairs. The coalition unites a diverse range of organisations including Royal Colleges, health charities and patient groups, to champion the patient perspective in this field. Its first report, published in 2021, *Digital Health during the Covid-19 Pandemic: Learning Lessons to Maintain Momentum*, showed uptake of digital health technology during the pandemic had been limited, while patient experience of tools including video conferencing had been mixed. Patients, while positive about the value of digital health, had concerns about data collection and sharing.

We are also part of NHS England and NHS Improvement's Co-production Task & Finish Group for the elective recovery programme, the Medical Technology Group, the Care and Support Alliance, and Prescription Charges Coalition.

With the appointment of our Head of Patient Partnership we can contact more organisations, especially those representing the diverse groups of patients who we want to get to know and understand their needs. This has been a major and fruitful part of the Head of Patient Partnership's work in the time she has been in post; for example, contact with the Men's Health Forum resulted in sharing the link to our December 2021 patient experience survey (resulting in many responses from their members) and supporting their call for a men's health strategy.

#### **Talking to the press**

The media continued to seek our opinion on a variety of issues, largely to do with patients' experience during the pandemic. We advocated strongly for patients and their challenges accessing healthcare during the pandemic while being aware of the pressures on health professionals and the unprecedented calls they faced on their time. While our patient experience surveys and callers to our helpline showed struggles to get through to GP practices and huge resentment at being questioned by receptionists, we repeated our point about the need to work in partnership.

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Waiting times and their impact on patients were also an ongoing theme for journalists getting in touch with us for comments and interviews, and we advocated strongly for the need to keep patients informed about how long they were likely to wait for treatment and how they could keep healthy and well while they waited.

#### Talking to our members

With the appointment of a Head of Patient Partnership and a Head of Communications and Marketing we plan to expand and diversify our membership. To understand what our existing members thought about the Association and how we keep in touch with them, we ran two surveys exclusively for members: one asking why they joined and what they thought of us, the other about how we communicate with them.

As a result of the feedback, we are making changes to several aspects of our membership offer. We will be giving members the opportunity to tell us when they join what their interests are so we can invite them to take part in activities we think will interest them. We are also improving how we capture members' involvement in our work so we can better understand their experience of being a member. Many members also told us how much they valued *Patient Voice*, our quarterly printed magazine, which was suspended in 2020 because of the pandemic. We plan to relaunch it in 2022.

We are also pleased to report that our membership increased by 32% in 2021.

#### Our plans for the future

Plans for the Association in 2022 and beyond include continuing our work towards our next stage of implementing our strategy of true patient partnership. At this point in our five-year plan, we will be developing a patient partnership framework and approach in collaboration with patients and professionals, piloting our approach, and enabling us to be in a position to begin developing resources that will enable health and social care organisations embed patient partnership.

To do this we will:

- Launch our bi-annual patient experience tracker to provide us with data on patient experience and any changes over time.
- Establish a working group of patients, health care professionals, and other stakeholders to develop criteria/principles and characteristics of true patient partnership and how this can be measured.
- Continue to work with the NHS to improve its capacity and capability to offer all patients shared decision making as standard.
- Revise our fundraising strategy to ensure a sustainable income level commensurate with our ambitions.
- Provide assurance to patients, their families about the reliability and accuracy of our information by achieving the Patient Information Forum Tick.

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- Evaluate our telephone helpline to gain a better understanding of the experience of current callers and develop a helpline strategy focused on our strategic purpose for patient partnership.
- Increased partnership working with key stakeholders, especially those working with underserved communities, so that we increase our work to engage and partner with patients and consequently diversify our membership.

## Financial Review

### Our funding

We remain concerned, in line with most of the charitable sector, about the long-term impact of COVID-19 on the economy and, therefore, on our ability to raise funds.

Our income comes from a variety of sources including:

- NHS trust memberships and improvement projects.
- NHS/DHSC/Corporate funded health and care improvement projects. Examples of this in 2021 included our work with NHS on the ICS Support Framework with NHS England, the Government's response to the Paterson review with DHSC, and the development of patient resources for disease-related malnutrition with the company Nutricia.
- Corporate membership, sponsorship, and donations.
- Individual giving.

Our fundraising strategy remains focused on:

- Diversifying our income streams.
- Growing our individual membership support base and promoting individual giving.
- Increasing our income to increase charitable spend on priority areas of work.

The Patients Association is registered with the Fundraising Regulator and has fully adopted and is committed to its code of best fundraising practice. In addition, the Trustees and staff work to clearly ensure we work to an ethical fundraising policy and process. We have received no complaints about our fundraising ethics and do not fundraise from individuals in any way which could be seen as intrusive on a person's privacy or place pressure on any person to donate.

The Trustees receive full disclosure on a quarterly basis of all fundraising activities undertaken by the Association. At present the Association has not and does not have plans to engage external services of a professional or commercial fundraiser.

At the end of the year our income was £650,100 against a target of £573,660.

Our expenditure at the end of the year was £579,876 against a budget of £554,321.

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#### **Patient Association companies**

The trading company ceased to trade in July 2020 of the prior year. Following independent and professional advice, all activity was transferred to the Charity, which was registered for VAT on 1st July 2020.

#### **Reserves policy**

The Patients Association has a reserves policy in place, which comprises of two levels:

##### Level One

A base reserve covering all liabilities. This fund is to ensure that the Association is able to cover its total liabilities, should it no longer be a 'going concern'.

##### Level Two

Six months reduced running costs to cover expenditure equivalent of four months budgeted expenditure in the event of reduced income or changes in expenditure.

This equates to holding £297,000 in reserves.

#### **Free reserves**

The sum of the reserves levels makes up the unrestricted funds shown in the accounts.

The outcome for the year ending 31 December 2021 was a surplus of £70,224 (2020: £62,995). This compares with a surplus of £62,995 in the year ending 2020 and a deficit of £22,100 in the year ended 31 December 2019.

The balance held in unrestricted funds at the 31 December 2021 was £248,182. This compares to the balance at 31 December 2020 of £177,958 and at 31 December 2019 where the balance was £114,963.

#### **Restricted reserves**

Restricted reserves relate to monies received where the donor has specified what the funds must be used for. There were no restricted reserves at the end of 2021 or 2020 in comparison to £1,264 at the end of 2019.

#### **Investment policy**

The Patients Association does not have investments in equity or stocks and has no plans to acquire such a portfolio. Our cash management principles are that when we have cash in excess of our reserves policy, any investment of cash must be balanced to achieve zero risk of loss and to ensure that the organisation maintains enough cash to ensure continuous operations.

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#### **Structure, Governance, and Management**

##### **Legal and administrative information**

The Patients Association is a registered company limited by guarantee, company number 02620761 registered in England and Wales. It is also a registered Charity, number 1006733. The Charity was established under a memorandum and articles of association.

##### **Public benefit**

When reviewing our aims and objectives and planning our current and future activities, we have referred to the Charity Commission's general guidance on public benefit. In particular, the Trustees consider how our activities will contribute to our objectives for the benefit of patients.

##### **Governance and management**

The Trustees continue in their commitment to achieving the highest possible standards by demonstrating exemplary leadership and governance and we self-assess our position against the principles in the Charity Code of Governance. During 2021 all Trustees contributed to a review of our Governance and Leadership using the Governance Wheel developed by the National Council of Voluntary Organisations developed for this purpose.

##### **Principal risks and uncertainties**

The principal uncertainty is the impact of the ongoing global COVID-19 outbreak and the impact that this may have on the organisation in terms of funding. Our staff are still home-working and seeking to secure a blended return to an office environment. The Board of Trustees has responsibility for ensuring there is adequate and effective risk management and do this through our risk register, which is reviewed quarterly by our Governance and Finance Committee and our Board of Trustees. Our risk register is designed to support informed decision making regarding the principal risks that may affect the achievement of our objectives and control procedures that help manage those risks.

##### **Board of trustees**

The Board is responsible and accountable for our policies and activities to our members, the Charity Commission, funders, stakeholders, and for compliance with charity and company law. It is responsible for setting the strategic direction and for the financial management of the Association, setting the annual budget and compiling the annual report and accounts. The Chief Executive is accountable to the Board of Trustees for delivery of the strategy and presents an update against progress in delivering our objectives at each board meeting.

##### **Diversity**

The Board is committed to ensuring the organisation represents a diverse range of skills, experience, and background. The Board of Trustees and the leadership team undertook diversity training during 2021 and a task and finish group of Trustees and staff was established in December 2021 to update our equality objectives. These objectives will be presented to the Board of Trustees in early 2022 for approval.

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### TRUSTEES' REPORT FOR THE YEAR ENDED 31 DECEMBER 2021

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#### Board recruitment

Appointments to the Board continue to be via an open and formal recruitment process. At the AGM in July 2021, Fiona Browne, was re-elected as a Trustee, Isaac Egberedu was reappointed as Honorary Treasurer and Rachel King and Julie Thallon were appointed as new Trustees. Later in 2021, we advertised for trustees in anticipation of the end of the term of service of other trustees. We appointed two new trustees, Bhavna Joshi and Meryl Davies, and two associate trustees, Wiqas Valji and Rowan Hillson MBE, who will become full trustees once the term of service of two current trustees ends in 2022.

Our recruitment process includes an initial skills audit of the Board of Trustees to identify gaps, an open and transparent advertising process with formal interviews, and eligibility checks including fit and proper person, references and identify checks.

#### Board meetings

The Board of Trustees meets four times a year and at the Annual General Meeting.

#### Supporting staff and volunteers

During 2021, we continued to work hard on the well-being and engagement of our staff and volunteers. We have one volunteer supporting the work of the organisation. Both staff and volunteer have responded well to changed working patterns necessitated because of the COVID-19 restrictions.

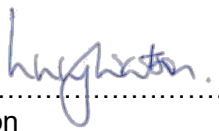
#### Remuneration of key personnel

The Patients Association recognises the motivation of its staff team to work within the charitable sector and aims to strike a balance between paying enough to recruit and keep people with the skills we need, and the public and our donors' expectations that the money they entrust us with will be used wisely. Our Remuneration Policy sets out the approach of the Patients Association to setting remuneration levels in order to be able to recruit and retain staff with the appropriate skills and experience needed to meet the requirements of our charitable objectives and to deliver our agreed strategic objectives.

The Board of Trustees is ultimately responsible for setting the remuneration levels of senior members of staff in line with the skills, experience and competencies required to meet the requirements of Patients Association's purpose and deliver the agreed strategic objectives. It does this by a thorough review of the skills needed, benchmarking against other organisations and consideration of the sustainability of the organisation.

The Trustees' Annual Report has been prepared in accordance with the provisions applicable to entities subject to the small companies' regime.

Signed on behalf of the Trustees by:

  
.....  
Ms. L. Watson

Chair Date: 31st March 2022

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**INDEPENDENT EXAMINER'S REPORT**  
**FOR THE YEAR ENDED 31 DECEMBER 2021**

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**Independent Examiner's Report to the Trustees of The Patients Association ('the Group')**

I report to the charity Trustees on my examination of the consolidated accounts of the Group comprising the The Patients Association ('the parent Charity') and its subsidiary undertaking for the year ended 31 December 2021.

**Responsibilities and Basis of Report**

As the Trustees of the parent Charity (and its directors for the purposes of company law) you are responsible for the preparation of the consolidated accounts of the Group in accordance with the requirements of the Companies Act 2006 ('the 2006 Act') and you have chosen to prepare consolidated accounts for the Group.

Having satisfied myself that the consolidated accounts are not required to be audited under Part 16 of the 2006 Act and are eligible for independent examination, I report in respect of my examination of your company's accounts as carried out under section 145 of the Charities Act 2011 ('the 2011 Act').

In carrying out my examination I have followed the Directions given by the Charity Commission under section 145(5)(b) of the 2011 Act.

**Independent Examiner's Statement**

Since the consolidated income of the Group is in excess of £250,000, your examiner must be a member of a body listed in section 145 of the 2011 Act. I confirm that I am qualified to undertake the examination because I am a member of the Institute of Chartered Accountants in England and Wales, which is one of the listed bodies.

I have completed my examination. I confirm that no matters have come to my attention in connection with the examination giving me cause to believe in any material respect:

1. accounting records were not kept in respect of the parent Charity and its subsidiaries as required by section 386 of the 2006 Act; or
2. the accounts do not accord with those records; or
3. the accounts do not comply with the accounting requirements of section 396 of the 2006 Act other than any requirement that the accounts give a 'true and fair' view which is not a matter considered as part of an independent examination; or
4. the accounts have not been prepared in accordance with the methods and principles of the Statement of Recommended Practice for accounting and reporting by charities applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102).

I have no concerns and have come across no other matters in connection with the examination to which attention should be drawn in this report in order to enable a proper understanding of the accounts to be reached.

Signed:



Dated: 05/07/2022

Stuart McKay BSc FCA DChA

MHA MacIntyre Hudson, 6th Floor, 2 London Wall Place, London, EC2Y 5AU

**THE PATIENTS ASSOCIATION**  
(A Company Limited by Guarantee)

**CONSOLIDATED STATEMENT OF FINANCIAL ACTIVITIES (INCORPORATING INCOME AND EXPENDITURE ACCOUNT)**  
**FOR THE YEAR ENDED 31 DECEMBER 2021**

|                                    | Note | Unrestricted<br>funds<br>2021<br>£ | Total<br>funds<br>2021<br>£ | Total<br>funds<br>2020<br>£ |
|------------------------------------|------|------------------------------------|-----------------------------|-----------------------------|
| <b>Income from:</b>                |      |                                    |                             |                             |
| Donations and grants               | 4    | 287,938                            | 287,938                     | 242,975                     |
| Charitable activities              | 5    | 361,982                            | 361,982                     | 228,616                     |
| Investments                        | 6    | 180                                | 180                         | 40                          |
| <b>Total income</b>                |      | <b>650,100</b>                     | <b>650,100</b>              | <b>471,631</b>              |
| <b>Expenditure on:</b>             |      |                                    |                             |                             |
| Raising funds                      | 7    | 60,993                             | 60,993                      | 29,296                      |
| Charitable activities              | 8    | 518,883                            | 518,883                     | 379,340                     |
| <b>Total expenditure</b>           |      | <b>579,876</b>                     | <b>579,876</b>              | <b>408,636</b>              |
| <b>Net movement in funds</b>       |      | <b>70,224</b>                      | <b>70,224</b>               | <b>62,995</b>               |
| <b>Reconciliation of funds:</b>    |      |                                    |                             |                             |
| Total funds brought forward        |      | 177,958                            | 177,958                     | 114,963                     |
| Net movement in funds              |      | 70,224                             | 70,224                      | 62,995                      |
| <b>Total funds carried forward</b> |      | <b>248,182</b>                     | <b>248,182</b>              | <b>177,958</b>              |

The Consolidated Statement of Financial Activities includes all gains and losses recognised in the year.

All income and expenditure derive from continuing activities.

The notes on pages 21 to 38 form part of these financial statements.

**THE PATIENTS ASSOCIATION**  
**(A Company Limited by Guarantee)**  
**REGISTERED NUMBER: 02620761**

**CONSOLIDATED BALANCE SHEET**  
**AS AT 31 DECEMBER 2021**

|                                                | <b>Note</b> | <b>2021<br/>£</b> | <b>2021<br/>£</b> | <b>2020<br/>£</b> | <b>2020<br/>£</b> |
|------------------------------------------------|-------------|-------------------|-------------------|-------------------|-------------------|
| <b>Fixed assets</b>                            |             |                   |                   |                   |                   |
| Tangible assets                                | 12          |                   | <b>1,172</b>      |                   | 696               |
|                                                |             |                   | <b>1,172</b>      |                   | 696               |
| <b>Current assets</b>                          |             |                   |                   |                   |                   |
| Debtors                                        | 13          | <b>65,147</b>     |                   | 52,182            |                   |
| Cash at bank and in hand                       |             | <b>261,263</b>    |                   | 248,715           |                   |
|                                                |             | <b>326,410</b>    |                   | 300,897           |                   |
| Creditors: amounts falling due within one year | 14          | <b>(79,400)</b>   |                   | (123,635)         |                   |
| <b>Net current assets</b>                      |             |                   | <b>247,010</b>    |                   | 177,262           |
| <b>Total net assets</b>                        |             |                   | <b>248,182</b>    |                   | 177,958           |
| <b>Group funds</b>                             |             |                   |                   |                   |                   |
| Unrestricted funds                             | 15          |                   | <b>248,182</b>    |                   | 177,958           |
| <b>Total funds</b>                             |             |                   | <b>248,182</b>    |                   | 177,958           |

The Group was entitled to exemption from audit under section 477 of the Companies Act 2006.

The members have not required the company to obtain an audit for the year in question in accordance with section 476 of Companies Act 2006.

The Trustees acknowledge their responsibilities for complying with the requirements of the Act with respect to accounting records and preparation of financial statements.

The financial statements have been prepared in accordance with the provisions applicable to entities subject to the small companies regime.

The financial statements were approved and authorised for issue by the Trustees and signed on their behalf by:

.....  
**Ms L Watson**

Chair

Date: 31st March 2022

The notes on pages 21 to 38 form part of these financial statements.

**THE PATIENTS ASSOCIATION**  
**(A Company Limited by Guarantee)**  
**REGISTERED NUMBER: 02620761**

**CHARITY BALANCE SHEET**  
**AS AT 31 DECEMBER 2021**

|                                                | Note | 2021<br>£      | 2021<br>£             | 2020<br>£      | 2020<br>£             |
|------------------------------------------------|------|----------------|-----------------------|----------------|-----------------------|
| <b>Fixed assets</b>                            |      |                |                       |                |                       |
| Tangible assets                                | 12   |                | 1,172                 |                | 696                   |
|                                                |      |                | <u>1,172</u>          |                | <u>696</u>            |
| <b>Current assets</b>                          |      |                |                       |                |                       |
| Debtors                                        | 13   | 65,283         |                       | 50,697         |                       |
| Cash at bank and in hand                       |      | 261,127        |                       | 237,254        |                       |
|                                                |      | <u>326,410</u> |                       | <u>287,951</u> |                       |
| Creditors: amounts falling due within one year | 14   | (79,400)       |                       | (151,814)      |                       |
| <b>Net current (liabilities) / assets</b>      |      |                | <u>247,010</u>        |                | <u>136,137</u>        |
| <b>Total net assets</b>                        |      |                | <u><u>248,182</u></u> |                | <u><u>136,833</u></u> |
| <b>Charity funds</b>                           |      |                |                       |                |                       |
| Unrestricted funds                             | 15   |                | 248,182               |                | 136,833               |
| <b>Total funds</b>                             |      |                | <u><u>248,182</u></u> |                | <u><u>136,833</u></u> |

The Charity was entitled to exemption from audit under section 477 of the Companies Act 2006.

The members have not required the company to obtain an audit for the year in question in accordance with section 476 of Companies Act 2006.

The Trustees acknowledge their responsibilities for complying with the requirements of the Act with respect to accounting records and preparation of financial statements.

The financial statements have been prepared in accordance with the provisions applicable to entities subject to the small companies regime.

The financial statements were approved and authorised for issue by the Trustees and signed on their behalf by:

.....  
**Ms L Watson**

Chair

Date: 31st March 2022

The notes on pages 21 to 38 form part of these financial statements.

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**THE PATIENTS ASSOCIATION**  
**(A Company Limited by Guarantee)**

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**CONSOLIDATED STATEMENT OF CASH FLOWS**  
**FOR THE YEAR ENDED 31 DECEMBER 2021**

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|                                                            | <b>2021</b><br><b>£</b> | <b>2020</b><br><b>£</b> |
|------------------------------------------------------------|-------------------------|-------------------------|
| <b>Cash flows from operating activities</b>                |                         |                         |
| Net cash used in operating activities                      | <b>13,618</b>           | <b>139,421</b>          |
|                                                            | <hr/>                   | <hr/>                   |
| <b>Cash flows from investing activities</b>                |                         |                         |
| Investment income                                          | <b>180</b>              | <b>40</b>               |
| Purchase of tangible fixed assets                          | <b>(1,250)</b>          | <b>-</b>                |
|                                                            | <hr/>                   | <hr/>                   |
| <b>Net cash (used in)/provided by investing activities</b> | <b>(1,070)</b>          | <b>40</b>               |
|                                                            | <hr/>                   | <hr/>                   |
| <b>Change in cash and cash equivalents in the year</b>     | <b>12,548</b>           | <b>139,461</b>          |
| Cash and cash equivalents at the beginning of the year     | <b>248,715</b>          | <b>109,254</b>          |
|                                                            | <hr/>                   | <hr/>                   |
| <b>Cash and cash equivalents at the end of the year</b>    | <b>261,263</b>          | <b>248,715</b>          |
|                                                            | <hr/> <hr/>             | <hr/> <hr/>             |

The notes on pages 21 to 38 form part of these financial statements

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**THE PATIENTS ASSOCIATION**  
**(A Company Limited by Guarantee)**

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**NOTES TO THE FINANCIAL STATEMENTS**  
**FOR THE YEAR ENDED 31 DECEMBER 2021**

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**1. General information**

The Patients Association is a company limited by guarantee and is registered with the Charity Commission (Charity Registered Number 1006733) and Registrar of Companies (Company Registration Number 02620761) in England and Wales. In the event of the Charity being wound up, the liability in respect of the guarantee is limited to £1 per member of the Charity. The address of the registered office is given in the Charity information on page 1 of these financial statements. The nature of the Charity's operations and principal activities are detailed in the Trustees' Report.

**2. Accounting policies**

**2.1 Basis of preparation of financial statements**

The financial statements have been prepared in accordance with the Charities SORP (FRS 102) - Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) and the Companies Act 2006.

The Patients Association meets the definition of a public benefit entity under FRS 102. Assets and liabilities are initially recognised at historical cost or transaction value unless otherwise stated in the relevant accounting policy.

The financial statements are presented in sterling, which is both the functional and presentational currency of the Group, and are rounded to the nearest pound.

The Consolidated Statement of Financial Activities (SOFA) and Consolidated Balance Sheet consolidate the financial statements of the Charity and its subsidiary undertaking. The results of the subsidiary are consolidated on a line by line basis.

The Charity has taken advantage of the exemption allowed under section 408 of the Companies Act 2006 and has not presented its own Statement of Financial Activities in these financial statements.

The income and expenditure account for the year in the accounts of the Charity was surplus £111,349 (2020: surplus £107,951), including £41,125 (2020: £86,082) of donations gifted by the trading subsidiary.

**2.2 Going concern**

The Trustees have assessed the use of going concern and have considered possible events or conditions that might cast significant doubt on the ability of the Charity to continue as a going concern including the impact of Covid-19. The Trustees have made this assessment for a period of at least one year from the date of the approval of these financial statements. The Trustees have concluded that there is a reasonable expectation that the Charity has adequate resources to continue in operational existence for the foreseeable future. The Charity, therefore, continues to adopt the going concern basis in preparing these financial statements.

**NOTES TO THE FINANCIAL STATEMENTS**  
**FOR THE YEAR ENDED 31 DECEMBER 2021**

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**2. Accounting policies (continued)**

**2.3 Income**

All income is recognised once the Charity has entitlement to the income, it is probable that the income will be received and the amount of income receivable can be measured reliably.

Grants, including government grants, are included in the Consolidated Statement of Financial Activities on a receivable basis. The balance of income received for specific purposes but not expended during the period is shown in the relevant funds on the Balance Sheet. Where income is received in advance of entitlement of receipt, its recognition is deferred and included in creditors as deferred income. Where entitlement occurs before income is received, the income is accrued.

Gifts in kind donated for distribution are included at valuation and recognised as income when they are distributed to the projects. Gifts donated for resale are included as income when they are sold.

On receipt, donated professional services and facilities are recognised on the basis of the value of the gift to the Charity which is the amount it would have been willing to pay to obtain services or facilities of equivalent economic benefit on the open market; a corresponding amount is then recognised in expenditure in the period of receipt.

**2.4 Expenditure**

Expenditure is recognised once there is a legal or constructive obligation to transfer economic benefit to a third party, it is probable that a transfer of economic benefits will be required in settlement and the amount of the obligation can be measured reliably. Expenditure is classified by activity. The costs of each activity are made up of the total of direct costs and shared costs, including support costs involved in undertaking each activity. Direct costs attributable to a single activity are allocated directly to that activity. Shared costs which contribute to more than one activity and support costs which are not attributable to a single activity are apportioned between those activities on a basis consistent with the use of resources. Central staff costs are allocated on the basis of time spent, and depreciation charges allocated on the portion of the asset's use.

Expenditure on charitable activities is incurred on directly undertaking the activities which further the Group's objectives, as well as any associated support costs.

All expenditure is inclusive of irrecoverable VAT.

**2.5 Interest receivable**

Interest on funds held on deposit is included when receivable and the amount can be measured reliably by the Group; this is normally upon notification of the interest paid or payable by the institution with whom the funds are deposited.

**2.6 Taxation**

The Charity is considered to pass the tests set out in Paragraph 1 Schedule 6 of the Finance Act 2010 and, therefore, it meets the definition of a charitable company for UK corporation tax purposes. Accordingly, the Charity is potentially exempt from taxation in respect of income or capital gains received within categories covered by Chapter 3 Part 11 of the Corporation Tax Act 2010 or Section 256 of the Taxation of Chargeable Gains Act 1992, to the extent that such income or gains are applied exclusively to charitable purposes.

**NOTES TO THE FINANCIAL STATEMENTS**  
**FOR THE YEAR ENDED 31 DECEMBER 2021**

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**2. Accounting policies (continued)**

**2.7 Tangible fixed assets and depreciation**

Tangible fixed assets are initially recognised at cost. After recognition, under the cost model, tangible fixed assets are measured at cost less accumulated depreciation and any accumulated impairment losses. All costs incurred to bring a tangible fixed asset into its intended working condition should be included in the measurement of cost.

At each reporting date the Charity assesses whether there is any indication of impairment. If such indication exists, the recoverable amount of the asset is determined to be the higher of its fair value less costs to sell and its value in use. An impairment loss is recognised where the carrying amount exceeds the recoverable amount.

Depreciation is charged so as to allocate the cost of tangible fixed assets less their residual value over their estimated useful lives.

Depreciation is provided on the following basis:

|                                    |                                       |
|------------------------------------|---------------------------------------|
| Fixtures, fittings and equipment - | 25% straight line or reducing balance |
| Computer equipment -               | 33% straight line or reducing balance |

**2.8 Investments**

Investments in subsidiaries are valued at cost less provision for impairment.

**2.9 Debtors**

Trade and other debtors are recognised at the settlement amount after any trade discount offered. Prepayments are valued at the amount prepaid net of any trade discounts due.

**2.10 Cash at bank and in hand**

Cash at bank and in hand includes cash and short-term highly liquid investments with a short maturity of three months or less from the date of acquisition or opening of the deposit or similar account.

**2.11 Liabilities and provisions**

Liabilities are recognised when there is an obligation at the Balance Sheet date as a result of a past event, it is probable that a transfer of economic benefit will be required in settlement, and the amount of the settlement can be estimated reliably.

Liabilities are recognised at the amount that the Charity anticipates it will pay to settle the debt or the amount it has received as advanced payments for the goods or services it must provide.

**NOTES TO THE FINANCIAL STATEMENTS**  
**FOR THE YEAR ENDED 31 DECEMBER 2021**

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**2. Accounting policies (continued)**

**2.12 Financial instruments**

The Group only has financial assets and financial liabilities of a kind that qualify as basic financial instruments. The financial assets and financial liabilities of the Group are as follows:

Debtors – trade and other debtors (including accrued income) are basic financial instruments and are debt instruments measured at amortised cost as detailed in Note 13. Prepayments are not financial instruments.

Cash at bank – is classified as a basic financial instrument and is measured at face value.

Liabilities – trade creditors, accruals and other creditors will be classified as financial instruments, and are measured at amortised cost as detailed in Note 14. Taxation and social security are not included in the financial instruments disclosure. Deferred income is not deemed to be a financial liability, as in the cash settlement has already taken place and there is simply an obligation to deliver charitable services rather than cash or another financial instrument.

**2.13 Operating leases**

Rentals paid under operating leases are charged to the Consolidated Statement of Financial Activities on a straight line basis over the lease term.

**2.14 Pensions**

The Group operates a defined contribution pension scheme and the pension charge represents the amounts payable by the Group to the fund in respect of the year.

Contributions are expensed as they become payable. This expenditure is allocated to an activity and fund based on the department that member of staff works in.

**2.15 Fund accounting**

General funds are unrestricted funds which are available for use at the discretion of the Trustees in furtherance of the general objectives of the Group and which have not been designated for other purposes.

Investment income, gains and losses are allocated to the appropriate fund.

**NOTES TO THE FINANCIAL STATEMENTS**  
**FOR THE YEAR ENDED 31 DECEMBER 2021**

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**3. Critical accounting estimates and areas of judgment**

Estimates and judgments are continually evaluated and are based on historical experience and other factors, including expectations of future events that are believed to be reasonable under the circumstances.

Critical accounting estimates and assumptions:

The Charity makes estimates and assumptions concerning the future. The resulting accounting estimates and assumptions will, by definition, seldom equal the related actual results. The estimates and assumptions that have a significant risk of causing a material adjustment to the carrying amounts of assets and liabilities within the next financial year are listed below.

- Depreciation rates for tangible fixed assets
- Allocation of support costs.

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**THE PATIENTS ASSOCIATION**  
**(A Company Limited by Guarantee)**

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**NOTES TO THE FINANCIAL STATEMENTS**  
**FOR THE YEAR ENDED 31 DECEMBER 2021**

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**4. Income from donations and grants**

|                                 | <b>Unrestricted<br/>funds<br/>2021<br/>£</b> | <b>Total<br/>funds<br/>2021<br/>£</b> | <i>Total<br/>funds<br/>2020<br/>£</i> |
|---------------------------------|----------------------------------------------|---------------------------------------|---------------------------------------|
| Donations and grants            | 23,163                                       | <b>23,163</b>                         | 6,413                                 |
| Corporate donations/ membership | 264,775                                      | <b>264,775</b>                        | 236,562                               |
| <b>Total 2021</b>               | <u>287,938</u>                               | <u><b>287,938</b></u>                 | <u>242,975</u>                        |
| <i>Total 2020</i>               | <u>242,975</u>                               | <u>242,975</u>                        |                                       |

Included within the Donations and grants category is £3,732 of government grant income (2020: £Nil). This grant income relates to funding received under the Job Retention Scheme. There were no unfulfilled commitments or other contingencies associated with this income at the year-end date.

**5. Income from charitable activities**

|                                   | <b>Unrestricted<br/>funds<br/>2021<br/>£</b> | <b>Total<br/>funds<br/>2021<br/>£</b> | <i>Total<br/>funds<br/>2020<br/>£</i> |
|-----------------------------------|----------------------------------------------|---------------------------------------|---------------------------------------|
| Helpline and Information Services | 24,175                                       | <b>24,175</b>                         | 24,175                                |
| Performance-related grants        | 337,807                                      | <b>337,807</b>                        | 204,441                               |
| <b>Total 2021</b>                 | <u>361,982</u>                               | <u><b>361,982</b></u>                 | <u>228,616</u>                        |

In 2020, all income from charitable activities was allocated to unrestricted funds.  
In prior periods, the performance-related grants were described as 'Project income'. This has been updated in the current year to clarify the nature of the income source.

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**THE PATIENTS ASSOCIATION**  
**(A Company Limited by Guarantee)**

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**NOTES TO THE FINANCIAL STATEMENTS**  
**FOR THE YEAR ENDED 31 DECEMBER 2021**

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**6. Investment income**

|                          | <b>Unrestricted<br/>funds<br/>2021<br/>£</b> | <b>Total<br/>funds<br/>2021<br/>£</b> | <i>Total<br/>funds<br/>2020<br/>£</i> |
|--------------------------|----------------------------------------------|---------------------------------------|---------------------------------------|
| Bank interest receivable | 180                                          | <b>180</b>                            | 40                                    |

In 2020, all investment income was allocated to unrestricted funds.

**7. Expenditure on raising funds**

|                                  | <b>Unrestricted<br/>funds<br/>2021<br/>£</b> | <b>Total<br/>funds<br/>2021<br/>£</b> |
|----------------------------------|----------------------------------------------|---------------------------------------|
| Direct costs - Staff costs       | 55,354                                       | <b>55,354</b>                         |
| Direct costs - Other costs       | 423                                          | <b>423</b>                            |
| Direct costs - Consultancy costs | 5,216                                        | <b>5,216</b>                          |
| <b>Total 2021</b>                | <b>60,993</b>                                | <b>60,993</b>                         |

|                                  | <i>Unrestricted<br/>funds<br/>2020<br/>£</i> | <i>Total<br/>funds<br/>2020<br/>£</i> |
|----------------------------------|----------------------------------------------|---------------------------------------|
| Direct costs - Staff costs       | 24,962                                       | 24,962                                |
| Direct costs - Consultancy costs | 4,334                                        | 4,334                                 |
| <i>Total 2020</i>                | <i>29,296</i>                                | <i>29,296</i>                         |

**THE PATIENTS ASSOCIATION**  
(A Company Limited by Guarantee)

**NOTES TO THE FINANCIAL STATEMENTS**  
**FOR THE YEAR ENDED 31 DECEMBER 2021**

**8. Analysis of expenditure by charitable activities**

|                                   | <b>Activities<br/>undertaken<br/>directly<br/>2021<br/>£</b> | <b>Support<br/>costs<br/>2021<br/>£</b> | <b>Total<br/>funds<br/>2021<br/>£</b> |
|-----------------------------------|--------------------------------------------------------------|-----------------------------------------|---------------------------------------|
| Helpline and Information Services | 126,185                                                      | 17,118                                  | <b>143,303</b>                        |
| Influencing Policy and Practice   | 341,346                                                      | 34,234                                  | <b>375,580</b>                        |
| <b>Total 2021</b>                 | <b>467,531</b>                                               | <b>51,352</b>                           | <b>518,883</b>                        |

|                                   | <i>Activities<br/>undertaken<br/>directly<br/>2020<br/>£</i> | <i>Support<br/>costs<br/>2020<br/>£</i> | <i>Total<br/>funds<br/>2020<br/>£</i> |
|-----------------------------------|--------------------------------------------------------------|-----------------------------------------|---------------------------------------|
| Helpline and Information Services | 112,718                                                      | 26,910                                  | 139,628                               |
| Influencing Policy and Practice   | 190,562                                                      | 49,150                                  | 239,712                               |
| <i>Total 2020</i>                 | <i>303,280</i>                                               | <i>76,060</i>                           | <i>379,340</i>                        |

In 2020, the total expenditure on charitable activities of £379,340 was from unrestricted funds. In previous periods, 'Influencing Policy and Practice' was split into two charitable activities, being 'Policy and Campaigns' and 'Projects'. These charitable activities have been merged and presented as 'Influencing Policy and Practice' in the current year following a review by the Trustees and Key Management, to better reflect the activities of the Charity.

**THE PATIENTS ASSOCIATION**  
**(A Company Limited by Guarantee)**

**NOTES TO THE FINANCIAL STATEMENTS**  
**FOR THE YEAR ENDED 31 DECEMBER 2021**

**8. Analysis of expenditure by charitable activities (continued)**

**Analysis of support costs**

|                                  | <b>Total<br/>funds<br/>2021<br/>£</b> | <i>Total<br/>funds<br/>2020<br/>£</i> |
|----------------------------------|---------------------------------------|---------------------------------------|
| Depreciation                     | 774                                   | 568                                   |
| Rent and rates                   | -                                     | 8,534                                 |
| Recruitment expenses             | 3,041                                 | 225                                   |
| Communication costs              | 21,433                                | 24,519                                |
| Consultancy costs                | 2,520                                 | 8,766                                 |
| Advertising and marketing        | 1,577                                 | 2,710                                 |
| Travel and subsistence           | 879                                   | 1,501                                 |
| Printing, postage and stationery | 5,372                                 | 8,026                                 |
| Subscriptions                    | 1,201                                 | 5,253                                 |
| Bank charges                     | 90                                    | 182                                   |
| Governance costs                 | 12,904                                | 14,589                                |
| Other costs                      | 1,561                                 | 997                                   |
| Bank interest                    | -                                     | 190                                   |
| <b>Total 2021</b>                | <b>51,352</b>                         | <b>76,060</b>                         |

Governance costs are analysed in Note 9.

**9. Governance costs**

|                                     | <b>2021<br/>£</b> | <i>2020<br/>£</i> |
|-------------------------------------|-------------------|-------------------|
| Trustee meeting and travel costs    | -                 | 644               |
| Insurance                           | 2,348             | 1,271             |
| Independent Examiners' Remuneration | 3,400             | 3,350             |
| Bookkeeping costs                   | 7,143             | 9,324             |
| Other costs                         | 13                | -                 |
|                                     | <b>12,904</b>     | <b>14,589</b>     |

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**THE PATIENTS ASSOCIATION**  
**(A Company Limited by Guarantee)**

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**NOTES TO THE FINANCIAL STATEMENTS**  
**FOR THE YEAR ENDED 31 DECEMBER 2021**

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**10. Staff costs**

|                                                      | <b>Group<br/>2021<br/>£</b> | <b>Group<br/>2020<br/>£</b> |
|------------------------------------------------------|-----------------------------|-----------------------------|
| Wages and salaries                                   | <b>296,193</b>              | 242,845                     |
| Social security costs                                | <b>26,311</b>               | 20,496                      |
| Contribution to defined contribution pension schemes | <b>9,220</b>                | 6,568                       |
|                                                      | <b>331,724</b>              | <b>269,909</b>              |

The average number of persons employed by the Charity during the year was as follows:

|       | <b>Group<br/>2021<br/>No.</b> | <b>Group<br/>2020<br/>No.</b> |
|-------|-------------------------------|-------------------------------|
| Staff | <b>9</b>                      | <b>7</b>                      |

The number of employees whose employee benefits (excluding employer pension costs) exceeded £60,000 was:

|                               | <b>Group<br/>2021<br/>No.</b> | <b>Group<br/>2020<br/>No.</b> |
|-------------------------------|-------------------------------|-------------------------------|
| In the band £60,001 - £70,000 | <b>1</b>                      | <b>1</b>                      |

The total amount of employee benefits, including employers social security costs, received by Key Management Personnel of the Charity was £81,215 (2020: £76,245). The Charity considers its Key Management Personnel to comprise of the Trustees and the Chief Executive Officer. As disclosed in Note 11, no Trustees received any remuneration or other benefits during the year (2020: £NIL).

**11. Trustees' remuneration and expenses**

During the year, no Trustees received any remuneration or other benefits (2020 - £NIL).

During the year ended 31 December 2021, no expenses were reimbursed to Trustees (2020: £135 to 1 Trustee). These reimbursements were for meeting and travelling costs.

**THE PATIENTS ASSOCIATION**  
(A Company Limited by Guarantee)

**NOTES TO THE FINANCIAL STATEMENTS  
FOR THE YEAR ENDED 31 DECEMBER 2021**

**12. Tangible fixed assets**

**Group**

|                          | <b>Fixtures and<br/>fittings<br/>£</b> | <b>Computer<br/>equipment<br/>£</b> | <b>Total<br/>£</b> |
|--------------------------|----------------------------------------|-------------------------------------|--------------------|
| <b>Cost or valuation</b> |                                        |                                     |                    |
| At 1 January 2021        | 8,843                                  | 22,420                              | 31,263             |
| Additions                | -                                      | 1,250                               | 1,250              |
| Disposals                | (3,166)                                | (20,667)                            | (23,833)           |
| At 31 December 2021      | 5,677                                  | 3,003                               | 8,680              |
| <b>Depreciation</b>      |                                        |                                     |                    |
| At 1 January 2021        | 8,392                                  | 22,175                              | 30,567             |
| Charge for the year      | 113                                    | 661                                 | 774                |
| On disposals             | (3,166)                                | (20,667)                            | (23,833)           |
| At 31 December 2021      | 5,339                                  | 2,169                               | 7,508              |
| <b>Net book value</b>    |                                        |                                     |                    |
| At 31 December 2021      | 338                                    | 834                                 | 1,172              |
| At 31 December 2020      | 451                                    | 245                                 | 696                |

**THE PATIENTS ASSOCIATION**  
(A Company Limited by Guarantee)

**NOTES TO THE FINANCIAL STATEMENTS**  
**FOR THE YEAR ENDED 31 DECEMBER 2021**

**12. Tangible fixed assets (continued)**

**Charity**

|                          | Fixtures and<br>fittings<br>£ | Computer<br>equipment<br>£ | Total<br>£ |
|--------------------------|-------------------------------|----------------------------|------------|
| <b>Cost or valuation</b> |                               |                            |            |
| At 1 January 2021        | 5,677                         | 1,753                      | 7,430      |
| Additions                | -                             | 1,250                      | 1,250      |
| At 31 December 2021      | 5,677                         | 3,003                      | 8,680      |
| <b>Depreciation</b>      |                               |                            |            |
| At 1 January 2021        | 5,226                         | 1,508                      | 6,734      |
| Charge for the year      | 113                           | 661                        | 774        |
| At 31 December 2021      | 5,339                         | 2,169                      | 7,508      |
| <b>Net book value</b>    |                               |                            |            |
| At 31 December 2021      | 338                           | 834                        | 1,172      |
| At 31 December 2020      | 451                           | 245                        | 696        |

**13. Debtors**

|                                    | Group<br>2021<br>£ | Group<br>2020<br>£ | Charity<br>2021<br>£ | Charity<br>2020<br>£ |
|------------------------------------|--------------------|--------------------|----------------------|----------------------|
| <b>Due within one year</b>         |                    |                    |                      |                      |
| Trade debtors                      | 65,115             | 50,350             | 65,115               | 48,865               |
| Amounts owed by group undertakings | -                  | -                  | 136                  | -                    |
| Other debtors                      | 32                 | 32                 | 32                   | 32                   |
| Prepayments and accrued income     | -                  | 1,800              | -                    | 1,800                |
|                                    | 65,147             | 52,182             | 65,283               | 50,697               |

**THE PATIENTS ASSOCIATION**  
**(A Company Limited by Guarantee)**

**NOTES TO THE FINANCIAL STATEMENTS**  
**FOR THE YEAR ENDED 31 DECEMBER 2021**

**14. Creditors: Amounts falling due within one year**

|                                        | <b>Group<br/>2021<br/>£</b> | <i>Group<br/>2020<br/>£</i> | <b>Charity<br/>2021<br/>£</b> | <i>Charity<br/>2020<br/>£</i> |
|----------------------------------------|-----------------------------|-----------------------------|-------------------------------|-------------------------------|
| Trade creditors                        | <b>10,873</b>               | 3,676                       | <b>10,873</b>                 | 3,297                         |
| Amounts owed to group undertakings     | -                           | -                           | -                             | 31,306                        |
| Other taxation and social security     | <b>22,674</b>               | 25,454                      | <b>22,674</b>                 | 24,901                        |
| Accruals and deferred income           | <b>45,853</b>               | 94,505                      | <b>45,853</b>                 | 92,310                        |
|                                        | <b>79,400</b>               | 123,635                     | <b>79,400</b>                 | 151,814                       |
|                                        | <b>Group<br/>2021<br/>£</b> | <i>Group<br/>2020<br/>£</i> | <b>Charity<br/>2021<br/>£</b> | <i>Charity<br/>2020<br/>£</i> |
| <b>Deferred income</b>                 |                             |                             |                               |                               |
| Deferred income at 1 January           | <b>88,609</b>               | 26,188                      | <b>15,000</b>                 | 15,000                        |
| Resources deferred during the year     | <b>(88,609)</b>             | 88,609                      | <b>(15,000)</b>               | -                             |
| Amounts released from previous periods | <b>39,000</b>               | (26,188)                    | <b>39,000</b>                 | -                             |
| <b>Deferred income at 31 December</b>  | <b>39,000</b>               | 88,609                      | <b>39,000</b>                 | 15,000                        |

Deferred income represents income received in 2021 for projects taking place post year-end.

**THE PATIENTS ASSOCIATION**  
(A Company Limited by Guarantee)

**NOTES TO THE FINANCIAL STATEMENTS**  
**FOR THE YEAR ENDED 31 DECEMBER 2021**

**15. Statement of funds**

**Statement of funds - current year**

|                                                 | Balance at 1<br>January<br>2021<br>£ | Income<br>£    | Expenditure<br>£ | Distribution<br>of profits<br>£ | Balance at<br>31<br>December<br>2021<br>£ |
|-------------------------------------------------|--------------------------------------|----------------|------------------|---------------------------------|-------------------------------------------|
| <b>Unrestricted funds</b>                       |                                      |                |                  |                                 |                                           |
| General unrestricted funds                      | 136,833                              | 650,100        | (579,876)        | 41,125                          | 248,182                                   |
| The Patients Association<br>Trading Company Ltd | 41,125                               | -              | -                | (41,125)                        | -                                         |
|                                                 | <u>177,958</u>                       | <u>650,100</u> | <u>(579,876)</u> | <u>-</u>                        | <u>248,182</u>                            |

**Statement of funds - prior year**

|                                                 | Balance at<br>1 January<br>2020<br>£ | Income<br>£    | Expenditure<br>£ | Distribution<br>of profits<br>£ | Balance at<br>31<br>December<br>2020<br>£ |
|-------------------------------------------------|--------------------------------------|----------------|------------------|---------------------------------|-------------------------------------------|
| <b>Unrestricted funds</b>                       |                                      |                |                  |                                 |                                           |
| General unrestricted funds                      | 28,882                               | 351,576        | (329,707)        | 86,082                          | 136,833                                   |
| The Patients Association<br>Trading Company Ltd | 86,081                               | 120,055        | (78,929)         | (86,082)                        | 41,125                                    |
|                                                 | <u>114,963</u>                       | <u>471,631</u> | <u>(408,636)</u> | <u>-</u>                        | <u>177,958</u>                            |

Unrestricted funds are general funds which are available for use at the discretion of the Trustees in furtherance of the general objectives of the Charity and which have not been designated for other purposes.

**THE PATIENTS ASSOCIATION**  
(A Company Limited by Guarantee)

**NOTES TO THE FINANCIAL STATEMENTS  
FOR THE YEAR ENDED 31 DECEMBER 2021**

**16. Analysis of net assets between funds**

**Analysis of net assets between funds - current year**

|                               | <b>Unrestricted<br/>funds<br/>2021<br/>£</b> | <b>Total<br/>funds<br/>2021<br/>£</b> |
|-------------------------------|----------------------------------------------|---------------------------------------|
| Tangible fixed assets         | 1,172                                        | 1,172                                 |
| Current assets                | 326,410                                      | 326,410                               |
| Creditors due within one year | (79,400)                                     | (79,400)                              |
| <b>Total</b>                  | <b>248,182</b>                               | <b>248,182</b>                        |

**Analysis of net assets between funds - prior year**

|                               | <i>Unrestricted<br/>funds<br/>2020<br/>£</i> | <i>Total<br/>funds<br/>2020<br/>£</i> |
|-------------------------------|----------------------------------------------|---------------------------------------|
| Tangible fixed assets         | 696                                          | 696                                   |
| Current assets                | 300,897                                      | 300,897                               |
| Creditors due within one year | (123,635)                                    | (123,635)                             |
| <b>Total</b>                  | <b>177,958</b>                               | <b>177,958</b>                        |

**17. Reconciliation of net movement in funds to net cash flow from operating activities**

|                                                                    | <b>Group<br/>2021<br/>£</b> | <i>Group<br/>2020<br/>£</i> |
|--------------------------------------------------------------------|-----------------------------|-----------------------------|
| Net income for the year (as per Statement of Financial Activities) | <b>70,224</b>               | 62,995                      |
| <b>Adjustments for:</b>                                            |                             |                             |
| Depreciation charges                                               | <b>774</b>                  | 568                         |
| Investment income                                                  | <b>(180)</b>                | (40)                        |
| (Increase)/ decrease in debtors                                    | <b>(12,965)</b>             | 26,504                      |
| (Decrease)/ increase in creditors                                  | <b>(44,235)</b>             | 49,394                      |
| <b>Net cash provided by operating activities</b>                   | <b>13,618</b>               | 139,421                     |

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**THE PATIENTS ASSOCIATION**  
**(A Company Limited by Guarantee)**

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**NOTES TO THE FINANCIAL STATEMENTS**  
**FOR THE YEAR ENDED 31 DECEMBER 2021**

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**18. Analysis of cash and cash equivalents**

|                                        | <b>Group<br/>2021<br/>£</b> | <i>Group<br/>2020<br/>£</i> |
|----------------------------------------|-----------------------------|-----------------------------|
| Cash in hand                           | <b>261,263</b>              | <i>248,715</i>              |
| <b>Total cash and cash equivalents</b> | <b>261,263</b>              | <i>248,715</i>              |

**19. Analysis of changes in net debt**

|                          | <b>At 1<br/>January<br/>2021<br/>£</b> | <b>Cash flows<br/>£</b> | <b>At 31<br/>December<br/>2021<br/>£</b> |
|--------------------------|----------------------------------------|-------------------------|------------------------------------------|
| Cash at bank and in hand | <b>248,715</b>                         | <b>12,548</b>           | <b>261,263</b>                           |
|                          | <b>248,715</b>                         | <b>12,548</b>           | <b>261,263</b>                           |

**20. Pension commitments**

The group operates a defined contribution pension scheme. The assets of the scheme are held separately from those of the group in an independently administered fund. The pension cost charge represents contributions payable by the group to the fund and amounted to £9,220 (2020: £6,568) in the year.

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**THE PATIENTS ASSOCIATION**  
**(A Company Limited by Guarantee)**

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**NOTES TO THE FINANCIAL STATEMENTS**  
**FOR THE YEAR ENDED 31 DECEMBER 2021**

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**21. Operating lease commitments**

At 31 December 2021 the Group and the Charity had commitments to make future minimum lease payments under non-cancellable operating leases as follows:

|                                              | <b>Group<br/>2021<br/>£</b> | <i>Group<br/>2020<br/>£</i> | <b>Charity<br/>2021<br/>£</b> | <i>Charity<br/>2020<br/>£</i> |
|----------------------------------------------|-----------------------------|-----------------------------|-------------------------------|-------------------------------|
| Not later than 1 year                        | <b>1,256</b>                | 2,104                       | <b>1,256</b>                  | 2,104                         |
| Later than 1 year and not later than 5 years | <b>1,256</b>                | 2,512                       | <b>1,256</b>                  | 2,512                         |
|                                              | <b>2,512</b>                | 4,616                       | <b>2,512</b>                  | 4,616                         |

The following lease payments have been recognised as an expense in the Statement of Financial Activities:

|                         | <b>Group<br/>2021<br/>£</b> | <i>Group<br/>2020<br/>£</i> | <b>Charity<br/>2021<br/>£</b> | <i>Charity<br/>2020<br/>£</i> |
|-------------------------|-----------------------------|-----------------------------|-------------------------------|-------------------------------|
| Operating lease rentals | <b>2,146</b>                | 13,449                      | <b>2,146</b>                  | 13,449                        |

**22. Trustees liability**

Each Trustee of the charitable company undertakes to contribute to the assets of the company in the event of it being wound up while they are a Trustee, or within one year after they cease to be a Trustee, such amount as may be required, not exceeding £1 for the debts and liabilities contracted before they cease to be a Trustee.

**23. Related party transactions**

The Group has taken advantage of the exemption in Section 33.1A in FRS 102 from the requirement to disclose transactions between wholly owned members of the Group.

Other than Trustee and Key Management Personnel transactions detailed in Notes 10 and 11, there were no related party transactions during the period (2020: None).

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**THE PATIENTS ASSOCIATION**  
**(A Company Limited by Guarantee)**

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**NOTES TO THE FINANCIAL STATEMENTS**  
**FOR THE YEAR ENDED 31 DECEMBER 2021**

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**24. Principal subsidiaries**

|                                                  |                                                                                |
|--------------------------------------------------|--------------------------------------------------------------------------------|
| Subsidiary name:                                 | The Patients Association Trading Company Limited                               |
| Company registration number:                     | 05252321                                                                       |
| Principal address:                               | The London North West Heal NHS Trust, Watford Road, Harrow, Middlesex, HA1 3UJ |
| Basis of control:                                | 100% controlled                                                                |
| Total assets as at 31 December 2021:             | £136                                                                           |
| Total liabilities as at 31 December 2021:        | £136                                                                           |
| Total equity as at 31 December 2021:             | £Nil                                                                           |
| Turnover for the year ended 31 December 2021:    | £Nil                                                                           |
| Expenditure for the year ended 31 December 2021: | £Nil                                                                           |
| Taxation for the year ended 31 December 2021:    | £Nil                                                                           |
| Profit for the year ended 31 December 2021:      | £Nil                                                                           |

The principal activity of The Patients Association Trading Company Limited is to support The Patients Association in providing services to patients of both health and social care. The results of The Patients Association Trading Company Limited are included in these consolidated financial statements. The Patients Association Trading Company Limited was dormant during the current year, after ceasing to trade in 2020.

**25. Post balance sheet events**

The Patients Association Trading Company Limited ceased to trade during the prior year and the Directors are in the process of winding up the Company.

**THE PATIENTS ASSOCIATION**

England & Wales - Charity number 1006733

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# Accounts

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**THE PATIENTS ASSOCIATION**  
**(A Company Limited by Guarantee)**

**UNAUDITED**

**TRUSTEES' REPORT AND FINANCIAL STATEMENTS**

**FOR THE YEAR ENDED 31 DECEMBER 2020**

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**THE PATIENTS ASSOCIATION**

**(A Company Limited by Guarantee)**

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## THE PATIENTS ASSOCIATION

(A Company Limited by Guarantee)

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### REFERENCE AND ADMINISTRATIVE DETAILS OF THE CHARITY, ITS TRUSTEES AND ADVISERS FOR THE YEAR ENDED 31 DECEMBER 2020

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**Trustees**

Ms L Watson, Chair<sup>2</sup>  
Ms C Hewitt<sup>1</sup>  
Mr I Egberedu, Treasurer (appointed to position September 2019)<sup>2</sup>  
Mr D I Taylor, Vice Chair<sup>2</sup>  
Ms C McLoughlin CBE<sup>1</sup> (resigned 10 December 2020)  
Dr A M Rollin MBE<sup>1</sup>  
Ms L Fulcher (resigned 8 May 2020)  
Mr A Naughton<sup>1</sup>  
Mrs F Browne  
Mr D Hopkin<sup>2</sup>  
Mrs S White<sup>1</sup>

<sup>1</sup> Governance Committee

<sup>2</sup> Finance and Resources Committee

**Company registered  
number** 02620761

**Charity registered  
number** 1006733

**Registered office** P Block  
The London North West Healthcare NHS Trust  
Watford Road  
Harrow  
Middlesex  
HA1 3UJ

**Chief Executive Officer  
and Company Secretary** Rachel Power

**President** Sir Robert Anthony Francis, QC

**Independent Examiner** MHA MacIntyre Hudson  
Chartered Accountants  
6th Floor  
2 London Wall Place  
London  
EC2Y 5AU

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**THE PATIENTS ASSOCIATION**

**(A Company Limited by Guarantee)**

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**TRUSTEES' REPORT  
FOR THE YEAR ENDED 31 DECEMBER 2020**

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**Introduction from our chair Lucy Watson**

I and the trustees present our annual report together with the consolidated financial statements for the year 1 January 2020 to 31 December 2020.

2020 was a difficult year for everyone in the UK, but for patients, the health system's response to the health emergency was a backward step in terms of listening to and acting on what patients say.

Wholesale changes were made to the delivery of healthcare without any discussion with patients. While emergency changes may have been justified, they impacted negatively on patients' physical and mental health. Our Pandemic Patient Experience report showed that many patients felt abandoned by the NHS and we called out the damage being done to patients throughout the year. We also asked that clear information be provided about how and when treatment would restart for the thousands of patients whose surgery, tests and appointments had been cancelled during the pandemic.

When the NHS and healthcare providers began talking about resetting the system after the first lockdown, we spoke up about the need to truly treat patients as partners and involve them in the reopening of services. We also raised the urgency of involving patients in the roll out of digital consultations, to ensure that any barriers people may experience, such as finding somewhere private to have a consultation, be considered.

Throughout 2020 I was immensely proud of the Patients Association, which during the prolonged crisis, continued our work, developed a new strategy for the next five years to make true patient partnership a reality, and has been a key influencer as the NHS resets and gets the service back to delivering health care for all.

The Trustees confirm that this annual report and financial statements comply with the current statutory requirements of the company's governing document and provisions of the Statement of Recommended Practice (SORP), applicable to charities, preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102). Since the Charity and Group qualify as small under section 383, the strategic report required of medium and large companies under The Companies Act 2006 (Strategic Report and Director's report) Regulations 2013, is not required.

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## **THE PATIENTS ASSOCIATION**

**(A Company Limited by Guarantee)**

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### **TRUSTEES' REPORT (CONTINUED) FOR THE YEAR ENDED 31 DECEMBER 2020**

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#### **Background and Objectives**

The Patients Association is one of the oldest and most distinctive health and care charities in the UK. It was first established in 1963 by Helen Hodgson, a part-time teacher who was motivated by events concerning the drug thalidomide and reports of tests being carried out on patients without their informed consent and receiving the wrong treatment. The purpose of the organisation, as per its Memorandum and Articles of Association, is to promote the health and wellbeing of people in the United Kingdom by influencing the enhancement of health and care services and helping people to secure the most suitable care and support.

The remit of the Patients Association in fulfilling the above purpose is not condition-specific but covers all issues that affect patients, including social care and public health. We work directly with patients, they are our key stakeholders who benefit from our help, advice, and support. We represent them when we speak to government, the NHS, and other bodies about their priorities, concerns and opinions. Our aim is to ensure the patient voice is heard and acted upon.

The need for the Patient Association is greater than ever. We believe the priorities of the NHS Long-Term Plan remain broadly sound. Integrated and properly resourced community services must finally be made a reality, but this can only be done if the NHS understands the problems patients face and solves them, not just the problems the system faces.

As the NHS rebuilds following the Covid-19 emergency response, the Patients Association has a crucial role to play in helping the NHS understand patients' expectations and experiences during the pandemic, the impact of long waiting lists and backlogs on treatment for patients and reflect this in the revitalised health service.

During 2020, trustees and staff worked together to develop our five-year strategy, which will span a period of recovery and rebuilding for the nation. The fact that the crisis has struck so directly at many people's health and wellbeing asks hard questions of health charities such as ours. Our new strategy sets out our approach, which is a response to far more than just COVID-19, despite being developed during the pandemic. Our new strategy builds on our past work, speaking up for patients and ensuring their voices are heard, and sets out a vision of health and care services being designed and delivered through equal partnerships with patients. This must be the case from the highest-level decisions about service design, through to each decision that patients make about their own care and treatment. This approach answers the challenge of rebuilding health and care after the pandemic and overcoming many long-running problems for patients about not being listened to and about services that truly meet their diverse needs. Partnership with patients will also be key to addressing health inequalities, which have come into sharp focus in the pandemic. Our purpose is to ensure that everybody can access and benefit from the health and care they need to live well, by ensuring that services are designed and delivered through equal partnership with patients.

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**THE PATIENTS ASSOCIATION**

**(A Company Limited by Guarantee)**

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**TRUSTEES' REPORT (CONTINUED)**  
**FOR THE YEAR ENDED 31 DECEMBER 2020**

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Our core values and commitment to diversity ensure we never lose sight of what we are trying to achieve.

Compassion: we treat patients, their families and carers with respect, sympathy and understanding.

Collaboration: we share knowledge and work with others to achieve common goals.

Inclusiveness: we work to fulfil our mission equitably and for the benefit of all, guarding against discrimination and disadvantage.

Empowerment: we support patients, their families, and carers to take action on their own wellbeing and wider decision-making.

Ambition: we aim to deliver our purpose to the highest standards.

These core values serve to guide our decision-making and the strategic direction of the Patients Association, and fundamentally underpin everything we do.

Our Board diversity statement outlines how we implement these values in recruiting and working with our Trustees.

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## THE PATIENTS ASSOCIATION

(A Company Limited by Guarantee)

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### TRUSTEES' REPORT (CONTINUED) FOR THE YEAR ENDED 31 DECEMBER 2020

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#### Activities and Achievements

COVID 19 and the national lockdowns made for a difficult operational environment, but the Association's work was able to continue thanks to technology and broadband access.

Within 24 hours of Prime Minister's announcement of lockdown in March 2020, we were able to establish effective and efficient home-working measures, with no interruption to our patient helpline or our online patient resources.

Trustee meetings also went online, as did our patient focus groups and our liaison with partners.

Our biggest online event was our AGM in October, which had three excellent speakers, who were patient champions, discussing how patient partnership can work in practice and the benefits for patients when this works well. This led to positive engagement from our members in the panel discussion which will inform our implementation plan for delivery of our strategy for patient partnership.

Our opinion on issues affecting patients was sought after by the media, especially around issues of digital access. Both our Chair and Chief Executive were interviewed by journalists, and the *Health Service Journal* published an opinion piece on patient involvement by our Chief Executive, which was a first for the Patients Association and a great opportunity to share our position with NHS managers.

We presented our work on patient experience both pre and during COVID and participated in several webinars and training events including:

- European Society for Person Centered Care Conference, where the Chief Executive presented on the experience of being a patient and we received the presidential medal for our work.
- Nuffield Trust – What did Coronavirus reveal about UK Health Policy?
- Tackling Health Inequalities in Partnership – NHS England and NHS Improvement (NHSEI).
- Royal Society of Medicine – Health Inequalities what can healthcare professionals do?
- *The Independent* – The NHS post COVID-19.
- NHS Complaints Summit.
- National Medical Examiner training.

In 2020 we delivered 25 projects across a range of topics, engaging patients, and carers, and leading to high-profile outcomes. One of our high impact projects includes working with NHSEI to better understand the patient perspective with regards to the new set of revised evidence-based interventions. Other significant projects included commissioned work for the Department of Health and Social Care on patients' views and experiences of hospital food, with the General Medical Council on its five-year strategy and patients views on engagement in regulation, and we re-ran our survey of antimicrobial stewardship among English Clinical Commissioning Groups.

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## **THE PATIENTS ASSOCIATION**

(A Company Limited by Guarantee)

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### **TRUSTEES' REPORT (CONTINUED) FOR THE YEAR ENDED 31 DECEMBER 2020**

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This work led to:

- The NHS Hospital Food Review using our findings in its report and taking on board the observation that for food to truly be part of patient's care, it not only needs to be nutritious – it needs to taste, smell, and look good too.
- The GMC gaining an insight into what patients knew about its work and suggestions on how it could better communicate with the public to explain its role and how what it does affects patients and to consider creating a formal public/patient involvement strategy.
- Our report on antimicrobial stewardship enabled us to make several recommendations that would support Clinical Commissioning Groups and GPs improve their efforts in combatting antimicrobial resistance.

#### **Patient Pandemic Report – COVID-19 Patient Survey**

Given the rate at which the COVID-19 pandemic escalated from earlier in 2020 into the summer, we worked very quickly to better understand the effects it had on patients. Our survey was available online from May 2020 to August 2020, and in total 953 people responded. Our report used what patients told us to look to the future, both near and long-term. It contained recommendations for the next phase of the emergency response, and a call for patients to be involved in how the health and care system is built back better after the pandemic: the current emergency footing for decision making cannot be the basis for the ongoing relationship between patients and the NHS.

#### **Patient Experience Programme**

In September we published the first report of our Patient Experience Programme, which is the focus of our proactive policy work. It outlined the findings of a literature review and two surveys of patients and argued that there is scope to develop a wider understanding of what it means to be a patient. It identified that traditional approaches to patient experience are often focused on measuring the performance of a system rather than understanding what patients have experienced and outlined possible routes for further work to develop a more sophisticated approach to patient experience. We made a number of recommendations to explore what it means to be a patient and how this can be understood in the context of patients' lives and not just their experience of health services. We will continue to investigate the findings through 2021. We believe that a more sophisticated approach to understanding and measuring patient experience could transform the NHS' ability to learn from and improve services for patients. This will also link to our strategy and work on partnership with patients.

Throughout 2020 we provided government and the NHS with patients' views on important issues as they emerged. We responded to nine formal consultation exercises, including making submissions at critical points, ahead of the 2020-21 spending round and the planned autumn budget.

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## THE PATIENTS ASSOCIATION

(A Company Limited by Guarantee)

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### TRUSTEES' REPORT (CONTINUED) FOR THE YEAR ENDED 31 DECEMBER 2020

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#### Financial Review

##### Our Funding

We remain concerned, in line with most of the charitable sector, about the long-term impact of Covid-19 on the economy and, therefore, on our ability to raise funds. During 2020, our Covid-19 subcommittee of our Trustee board kept our income under review. This committee was stood down in December 2020 and it was agreed that the Chair's committee would undertake this function.

The Patients Association income comes from a variety of sources including:

- NHS trust memberships and improvement projects.
- Other funded health and care improvement projects.
- Corporate membership, sponsorship, and donations.
- Individual giving.

Fundraising strategy remains focused on:

- Diversifying our income streams.
- Growing our individual membership support base and promoting individual giving.
- Increasing our income to increase charitable spend on priority areas of work.

The Patients Association is registered with the Fundraising Regulator and has fully adopted and is committed to its code of best fundraising practice. In addition, the Trustees and staff work to clearly define ethical fundraising policy and process.

The Trustees receive full disclosure on a quarterly basis of all fundraising activities undertaken by the charity. At present the Charity has not or does not have plans to engage external services of a professional or commercial fundraiser.

At the end of the year our income was £471,631 against a target of £542,145.  
Our expenditure at the end of the year was £408,636 against a budget of £487,335.

##### Reserves Policy

The Patients Association has a Reserves Policy in place, which comprises of two levels:

###### Level One

A base reserve covering all liabilities. This fund is to ensure that the organisation is able to cover its total liabilities, should it no longer be a 'going concern'.

###### Level Two

Six months reduced running costs to cover expenditure equivalent of four months budgeted expenditure in the event of reduced income or changes in expenditure.

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**THE PATIENTS ASSOCIATION**

(A Company Limited by Guarantee)

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**TRUSTEES' REPORT (CONTINUED)  
FOR THE YEAR ENDED 31 DECEMBER 2020**

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**Free Reserves**

The sum of the reserves levels makes up the unrestricted funds shown in the accounts.

The outcome for the year ending 31st December 2020 was a surplus of £62,995. This compares with a deficit of £22,100 in the year ended 31 December 2019. The balance held in unrestricted funds at 31 December 2020 was £177,958 in comparison to 31st December 2019 where the balance was £114,963.

**Restricted Reserves**

Restricted reserves relate to monies received where the debtor has specified what the funds must be used for. There are no restricted reserves at the end of December 2020 in comparison to £1,264 at the end of 2019.

**Investment Policy**

The Patients Association does not have investments in equity or stocks and has no plans to acquire such a portfolio. Our cash management principles are that when we have cash in excess of our reserves policy, any investment of cash must be balanced to achieve zero risk of loss and to ensure that the organisation maintains enough cash to ensure continuous operations.

**Structure, Governance, and Management**

Legal and administrative information.

The Patients Association is a registered company limited by guarantee company number 02620761 registered in England and Wales. It is also a registered Charity, number 1006733.

The Charity was established under a memorandum and articles of association.

**Public Benefit**

When reviewing our aims and objectives and planning our current and future activities, we have referred to the Charity Commission's general guidance on public benefit. In particular, the Trustees consider how our activities will contribute to our objectives for the benefit of patients.

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**THE PATIENTS ASSOCIATION**

(A Company Limited by Guarantee)

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**TRUSTEES' REPORT (CONTINUED)  
FOR THE YEAR ENDED 31 DECEMBER 2020**

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**Governance and Management**

The Trustees continue in their commitment to achieving the highest possible standards by demonstrating exemplary leadership and governance and we self-assess our position against the principles in the Charity Code of Governance.

**Board of Trustees**

The Board is responsible and accountable for our policies and activities to our members, the Charity Commission, funders, and stakeholders for compliance with charity and company law. It is responsible for setting the strategic direction and for the financial management of the Charity, setting the annual budget and compiling the annual report and accounts. The Chief Executive is accountable to the Board of Trustees for delivery of the strategy and presents an update against progress in delivering our objectives at each board meeting.

**Diversity**

The Board is committed to ensuring the organisation represents a diverse range of skills, experience and backgrounds. We continue to monitor access to our services to ensure these are accessible to all people. The Trustees approved a diversity statement in 2018 and work commenced in December 2020 to update these and will be presented to the board in 2021.

**Board Recruitment**

Appointments to the Board continue to be via an open and formal recruitment process. At the AGM in December 2020, Caroline Hewitt and Anna-Maria Rollins were re-elected as Trustees, and Isaac Egberedu was reappointed as Treasurer. Our recruitment process includes an initial skills audit of the board to identify gaps, an open and transparent advertising process with formal interviews, and eligibility checks including fit and proper person, references and identify checks.

**Board Meetings**

The Board of Trustees meets four times a year and at the Annual General Meeting.

**Patient Association Companies**

The trading company ceased to trade in July 2020 of the current year. Following independent and professional advice, all activity was transferred to the Charity, which was registered for VAT on 1st July 2020.

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**THE PATIENTS ASSOCIATION**

(A Company Limited by Guarantee)

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**TRUSTEES' REPORT (CONTINUED)**  
**FOR THE YEAR ENDED 31 DECEMBER 2020**

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**Supporting Staff and Volunteers**

During 2020, we continued to work hard on the well-being and engagement of our staff and volunteers. One member of staff left the organisation. We have two volunteers supporting the work of the organisation. Both staff and volunteers have responded well to changed working patterns necessitated because of the Covid-19 restrictions.

The Trustees' Annual Report has been prepared in accordance with the provisions applicable to entities subject to the small companies' regime.

Signed on behalf of the Trustees by:



.....  
Ms. L Watson  
Chair

Date: ~~31 May 2020~~ 31 May 2021

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## THE PATIENTS ASSOCIATION

(A Company Limited by Guarantee)

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### INDEPENDENT EXAMINER'S REPORT FOR THE YEAR ENDED 31 DECEMBER 2020

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#### Independent Examiner's Report to the Trustees of The Patients Association ('the Group')

I report to the charity Trustees on my examination of the consolidated accounts of the Group comprising the The Patients Association ('the parent Charity') and its subsidiary undertaking for the year ended 31 December 2020, which are set out on pages 12 to 33.

#### Responsibilities and Basis of Report

As the Trustees of the parent Charity (and its directors for the purposes of company law) you are responsible for the preparation of the consolidated accounts of the Group in accordance with the requirements of the Companies Act 2006 ('the 2006 Act') and you have chosen to prepare consolidated accounts for the Group.

Having satisfied myself that the consolidated accounts are not required to be audited under Part 16 of the 2006 Act and are eligible for independent examination, I report in respect of my examination of your company's accounts as carried out under section 145 of the Charities Act 2011 ('the 2011 Act').

In carrying out my examination I have followed the Directions given by the Charity Commission under section 145(5)(b) of the 2011 Act.

#### Independent Examiner's Statement

Since the consolidated income of the Group is in excess of £250,000, your examiner must be a member of a body listed in section 145 of the 2011 Act. I confirm that I am qualified to undertake the examination because I am a member of the Institute of Chartered Accountants in England and Wales, which is one of the listed bodies.

I have completed my examination. I confirm that no matters have come to my attention in connection with the examination giving me cause to believe in any material respect:

1. accounting records were not kept in respect of the parent Charity and its subsidiaries as required by section 386 of the 2006 Act; or
2. the accounts do not accord with those records; or
3. the accounts do not comply with the accounting requirements of section 396 of the 2006 Act other than any requirement that the accounts give a 'true and fair' view which is not a matter considered as part of an independent examination; or
4. the accounts have not been prepared in accordance with the methods and principles of the Statement of Recommended Practice for accounting and reporting by charities [applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102)].

I have no concerns and have come across no other matters in connection with the examination to which attention should be drawn in this report in order to enable a proper understanding of the accounts to be reached.

Signed: 

Dated: 01/06/2021

Stuart McKay BSc FCA DChA

MHA MacIntyre Hudson, 6th Floor, 2 London Wall Place, London, EC2Y 5AU

**THE PATIENTS ASSOCIATION**

**(A Company Limited by Guarantee)**

**CONSOLIDATED STATEMENT OF FINANCIAL ACTIVITIES (INCORPORATING INCOME AND EXPENDITURE ACCOUNT)  
FOR THE YEAR ENDED 31 DECEMBER 2020**

|                                    | <b>Note</b> | <b>Unrestricted<br/>funds<br/>2020<br/>£</b> | <b>Total<br/>funds<br/>2020<br/>£</b> | <i>Total<br/>funds<br/>2019<br/>£</i> |
|------------------------------------|-------------|----------------------------------------------|---------------------------------------|---------------------------------------|
| <b>Income from:</b>                |             |                                              |                                       |                                       |
| Donations and grants               | 4           | <b>242,975</b>                               | <b>242,975</b>                        | 235,835                               |
| Charitable activities              | 5           | <b>228,616</b>                               | <b>228,616</b>                        | 221,534                               |
| Investments                        | 6           | <b>40</b>                                    | <b>40</b>                             | 1,237                                 |
| <b>Total income</b>                |             | <b><u>471,631</u></b>                        | <b><u>471,631</u></b>                 | <i><u>458,606</u></i>                 |
| <b>Expenditure on:</b>             |             |                                              |                                       |                                       |
| Raising funds                      | 7           | <b>29,296</b>                                | <b>29,296</b>                         | 55,824                                |
| Charitable activities              | 8           | <b>379,340</b>                               | <b>379,340</b>                        | 424,882                               |
| <b>Total expenditure</b>           |             | <b><u>408,636</u></b>                        | <b><u>408,636</u></b>                 | <i><u>480,706</u></i>                 |
| Taxation                           | 12          | <b>-</b>                                     | <b>-</b>                              | <i>(5,489)</i>                        |
| <b>Net movement in funds</b>       |             | <b><u>62,995</u></b>                         | <b><u>62,995</u></b>                  | <i><u>(27,589)</u></i>                |
| <b>Reconciliation of funds:</b>    |             |                                              |                                       |                                       |
| Total funds brought forward        |             | <b>114,963</b>                               | <b>114,963</b>                        | 142,552                               |
| Net movement in funds              |             | <b>62,995</b>                                | <b>62,995</b>                         | <i>(27,589)</i>                       |
| <b>Total funds carried forward</b> |             | <b><u>177,958</u></b>                        | <b><u>177,958</u></b>                 | <i><u>114,963</u></i>                 |

The Consolidated Statement of Financial Activities includes all gains and losses recognised in the year.

All income and expenditure derive from continuing activities.

The notes on pages 15 to 33 form part of these financial statements.

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**THE PATIENTS ASSOCIATION**

(A Company Limited by Guarantee)  
REGISTERED NUMBER: 02620761

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**CONSOLIDATED BALANCE SHEET  
AS AT 31 DECEMBER 2020**

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|                                                | Note | 2020<br>£      | 2020<br>£             | 2019<br>£      | 2019<br>£             |
|------------------------------------------------|------|----------------|-----------------------|----------------|-----------------------|
| <b>Fixed assets</b>                            |      |                |                       |                |                       |
| Tangible assets                                | 13   |                | 696                   |                | 1,264                 |
|                                                |      |                | <u>696</u>            |                | <u>1,264</u>          |
| <b>Current assets</b>                          |      |                |                       |                |                       |
| Debtors                                        | 14   | 52,182         |                       | 78,686         |                       |
| Cash at bank and in hand                       |      | 248,715        |                       | 109,254        |                       |
|                                                |      | <u>300,897</u> |                       | <u>187,940</u> |                       |
| Creditors: amounts falling due within one year | 15   | (123,635)      |                       | (74,241)       |                       |
| <b>Net current assets</b>                      |      |                | <u>177,262</u>        |                | <u>113,699</u>        |
| <b>Total net assets</b>                        |      |                | <u><u>177,958</u></u> |                | <u><u>114,963</u></u> |
| <b>Charity funds</b>                           |      |                |                       |                |                       |
| Unrestricted funds                             | 16   |                | 177,958               |                | 114,963               |
| <b>Total funds</b>                             |      |                | <u><u>177,958</u></u> |                | <u><u>114,963</u></u> |

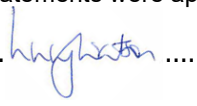
The Group was entitled to exemption from audit under section 477 of the Companies Act 2006.

The members have not required the company to obtain an audit for the year in question in accordance with section 476 of Companies Act 2006.

The Trustees acknowledge their responsibilities for complying with the requirements of the Act with respect to accounting records and preparation of financial statements.

The financial statements have been prepared in accordance with the provisions applicable to entities subject to the small companies regime.

The financial statements were approved and authorised for issue by the Trustees and signed on their behalf by:

.....  .....

**Ms L Watson**

Chair

Date: 31/05/2021

The notes on pages 15 to 33 form part of these financial statements.

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**THE PATIENTS ASSOCIATION**

(A Company Limited by Guarantee)  
REGISTERED NUMBER: 02620761

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**CHARITY STATEMENT OF FINANCIAL POSITION  
AS AT 31 DECEMBER 2020**

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|                                                | Note | 2020<br>£      | 2020<br>£             | 2019<br>£      | 2019<br>£            |
|------------------------------------------------|------|----------------|-----------------------|----------------|----------------------|
| <b>Fixed assets</b>                            |      |                |                       |                |                      |
| Tangible assets                                | 13   |                | 696                   |                | 1,091                |
|                                                |      |                | <u>696</u>            |                | <u>1,091</u>         |
| <b>Current assets</b>                          |      |                |                       |                |                      |
| Debtors                                        | 14   | 50,697         |                       | 43,492         |                      |
| Cash at bank and in hand                       |      | 237,254        |                       | 95,445         |                      |
|                                                |      | <u>287,951</u> |                       | <u>138,937</u> |                      |
| Creditors: amounts falling due within one year | 15   | (151,814)      |                       | (111,146)      |                      |
| <b>Net current (liabilities) / assets</b>      |      |                | <u>136,137</u>        |                | <u>27,791</u>        |
| <b>Total net assets</b>                        |      |                | <u><u>136,833</u></u> |                | <u><u>28,882</u></u> |
| <b>Charity funds</b>                           |      |                |                       |                |                      |
| Restricted funds                               | 16   |                | -                     |                | -                    |
| Unrestricted funds                             | 16   |                | 136,833               |                | 28,882               |
| <b>Total funds</b>                             |      |                | <u><u>136,833</u></u> |                | <u><u>28,882</u></u> |

The Charity was entitled to exemption from audit under section 477 of the Companies Act 2006.

The members have not required the company to obtain an audit for the year in question in accordance with section 476 of Companies Act 2006.

The Trustees acknowledge their responsibilities for complying with the requirements of the Act with respect to accounting records and preparation of financial statements.

The financial statements have been prepared in accordance with the provisions applicable to entities subject to the small companies regime.

The financial statements were approved and authorised for issue by the Trustees and signed on their behalf by:

.....  
**Ms L Watson**  
Chair

Date: 31/05/2021

The notes on pages 15 to 33 form part of these financial statements.

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## THE PATIENTS ASSOCIATION

(A Company Limited by Guarantee)

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### NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 DECEMBER 2020

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#### 1. General information

The Patients Association is a company limited by guarantee and is registered with the Charity Commission (Charity Registered Number 1006733) and Registrar of Companies (Company Registration Number 02620761) in England and Wales. In the event of the Charity being wound up, the liability in respect of the guarantee is limited to £1 per member of the Charity. The address of the registered office is given in the Charity information on page 1 of these financial statements. The nature of the Charity's operations and principal activities are detailed in the Trustees' Report.

#### 2. Accounting policies

##### 2.1 Basis of preparation of financial statements

The financial statements have been prepared in accordance with the Charities SORP (FRS 102) - Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102), the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) and the Companies Act 2006.

The Patients Association meets the definition of a public benefit entity under FRS 102. Assets and liabilities are initially recognised at historical cost or transaction value unless otherwise stated in the relevant accounting policy.

The financial statements are presented in sterling, which is both the functional and presentational currency of the Group, and are rounded to the nearest pound.

The Consolidated Statement of Financial Activities (SOFA) and Consolidated Balance Sheet consolidate the financial statements of the Charity and its subsidiary undertaking. The results of the subsidiary are consolidated on a line by line basis.

The Charity has applied Update Bulletin 1 as published on 2 February 2016 and does not include a cash flow statement on the grounds that it is applying FRS 102 Section 1A.

The Charity has taken advantage of the exemption allowed under section 408 of the Companies Act 2006 and has not presented its own Statement of Financial Activities in these financial statements.

The income and expenditure account for the year in the accounts of the Charity was surplus £107,951 (2019: deficit £90,875).

##### 2.2 Going concern

The Trustees have assessed the use of going concern and have considered possible events or conditions that might cast significant doubt on the ability of the Charity to continue as a going concern including the impact of Covid-19. The Trustees have made this assessment for a period of at least one year from the date of the approval of these financial statements. The Trustees have concluded that there is a reasonable expectation that the Charity has adequate resources to continue in operational existence for the foreseeable future. The Charity, therefore, continues to adopt the going concern basis in preparing these financial statements.

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## THE PATIENTS ASSOCIATION

(A Company Limited by Guarantee)

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### NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 DECEMBER 2020

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## 2. Accounting policies (continued)

### 2.3 Income

All income is recognised once the Charity has entitlement to the income, it is probable that the income will be received and the amount of income receivable can be measured reliably.

Grants are included in the Consolidated Statement of Financial Activities on a receivable basis. The balance of income received for specific purposes but not expended during the period is shown in the relevant funds on the Balance Sheet. Where income is received in advance of entitlement of receipt, its recognition is deferred and included in creditors as deferred income. Where entitlement occurs before income is received, the income is accrued.

Gifts in kind donated for distribution are included at valuation and recognised as income when they are distributed to the projects. Gifts donated for resale are included as income when they are sold.

On receipt, donated professional services and facilities are recognised on the basis of the value of the gift to the Charity which is the amount it would have been willing to pay to obtain services or facilities of equivalent economic benefit on the open market; a corresponding amount is then recognised in expenditure in the period of receipt.

### 2.4 Expenditure

Expenditure is recognised once there is a legal or constructive obligation to transfer economic benefit to a third party, it is probable that a transfer of economic benefits will be required in settlement and the amount of the obligation can be measured reliably. Expenditure is classified by activity. The costs of each activity are made up of the total of direct costs and shared costs, including support costs involved in undertaking each activity. Direct costs attributable to a single activity are allocated directly to that activity. Shared costs which contribute to more than one activity and support costs which are not attributable to a single activity are apportioned between those activities on a basis consistent with the use of resources. Central staff costs are allocated on the basis of time spent, and depreciation charges allocated on the portion of the asset's use.

Expenditure on charitable activities is incurred on directly undertaking the activities which further the Group's objectives, as well as any associated support costs.

All expenditure is inclusive of irrecoverable VAT.

### 2.5 Interest receivable

Interest on funds held on deposit is included when receivable and the amount can be measured reliably by the Group; this is normally upon notification of the interest paid or payable by the institution with whom the funds are deposited.

### 2.6 Taxation

The Charity is considered to pass the tests set out in Paragraph 1 Schedule 6 of the Finance Act 2010 and, therefore, it meets the definition of a charitable company for UK corporation tax purposes. Accordingly, the Charity is potentially exempt from taxation in respect of income or capital gains received within categories covered by Chapter 3 Part 11 of the Corporation Tax Act 2010 or Section 256 of the Taxation of Chargeable Gains Act 1992, to the extent that such income or gains are applied exclusively to charitable purposes.

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## THE PATIENTS ASSOCIATION

(A Company Limited by Guarantee)

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### NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 DECEMBER 2020

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## 2. Accounting policies (continued)

### 2.7 Tangible fixed assets and depreciation

Tangible fixed assets are initially recognised at cost. After recognition, under the cost model, tangible fixed assets are measured at cost less accumulated depreciation and any accumulated impairment losses. All costs incurred to bring a tangible fixed asset into its intended working condition should be included in the measurement of cost.

At each reporting date the Charity assesses whether there is any indication of impairment. If such indication exists, the recoverable amount of the asset is determined to be the higher of its fair value less costs to sell and its value in use. An impairment loss is recognised where the carrying amount exceeds the recoverable amount.

Depreciation is charged so as to allocate the cost of tangible fixed assets less their residual value over their estimated useful lives.

Depreciation is provided on the following basis:

|                                  |       |                                   |
|----------------------------------|-------|-----------------------------------|
| Fixtures, fittings and equipment | - 25% | straight line or reducing balance |
| Computer equipment               | - 33% | straight line or reducing balance |

### 2.8 Investments

Investments in subsidiaries are valued at cost less provision for impairment.

### 2.9 Debtors

Trade and other debtors are recognised at the settlement amount after any trade discount offered. Prepayments are valued at the amount prepaid net of any trade discounts due.

### 2.10 Cash at bank and in hand

Cash at bank and in hand includes cash and short-term highly liquid investments with a short maturity of three months or less from the date of acquisition or opening of the deposit or similar account.

### 2.11 Liabilities and provisions

Liabilities are recognised when there is an obligation at the Balance Sheet date as a result of a past event, it is probable that a transfer of economic benefit will be required in settlement, and the amount of the settlement can be estimated reliably.

Liabilities are recognised at the amount that the Charity anticipates it will pay to settle the debt or the amount it has received as advanced payments for the goods or services it must provide.

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## THE PATIENTS ASSOCIATION

(A Company Limited by Guarantee)

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### NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 DECEMBER 2020

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## 2. Accounting policies (continued)

### 2.12 Financial instruments

The Group only has financial assets and financial liabilities of a kind that qualify as basic financial instruments. The financial assets and financial liabilities of the Group are as follows:

Debtors – trade and other debtors (including accrued income) are basic financial instruments and are debt instruments measured at amortised cost as detailed in Note 14. Prepayments are not financial instruments.

Cash at bank – is classified as a basic financial instrument and is measured at face value.

Liabilities – trade creditors, accruals and other creditors will be classified as financial instruments, and are measured at amortised cost as detailed in Note 15. Taxation and social security are not included in the financial instruments disclosure. Deferred income is not deemed to be a financial liability, as in the cash settlement has already taken place and there is simply an obligation to deliver charitable services rather than cash or another financial instrument.

### 2.13 Operating leases

Rentals paid under operating leases are charged to the Consolidated Statement of Financial Activities on a straight line basis over the lease term.

### 2.14 Pensions

The Group operates a defined contribution pension scheme and the pension charge represents the amounts payable by the Group to the fund in respect of the year.

Contributions are expensed as they become payable. This expenditure is allocated to an activity and fund based on the department that member of staff works in.

### 2.15 Fund accounting

General funds are unrestricted funds which are available for use at the discretion of the Trustees in furtherance of the general objectives of the Group and which have not been designated for other purposes.

Restricted funds are funds which are to be used in accordance with specific restrictions imposed by donors or which have been raised by the Group for particular purposes. The costs of raising and administering such funds are charged against the specific fund. The aim and use of each restricted fund is set out in the notes to the financial statements.

Investment income, gains and losses are allocated to the appropriate fund.

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**THE PATIENTS ASSOCIATION**

**(A Company Limited by Guarantee)**

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**NOTES TO THE FINANCIAL STATEMENTS  
FOR THE YEAR ENDED 31 DECEMBER 2020**

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**3. Critical accounting estimates and areas of judgment**

Estimates and judgments are continually evaluated and are based on historical experience and other factors, including expectations of future events that are believed to be reasonable under the circumstances.

Critical accounting estimates and assumptions:

The Charity makes estimates and assumptions concerning the future. The resulting accounting estimates and assumptions will, by definition, seldom equal the related actual results. The estimates and assumptions that have a significant risk of causing a material adjustment to the carrying amounts of assets and liabilities within the next financial year are listed below.

- Depreciation rates for tangible fixed assets
- Allocation of support costs.

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**THE PATIENTS ASSOCIATION****(A Company Limited by Guarantee)**

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**NOTES TO THE FINANCIAL STATEMENTS  
FOR THE YEAR ENDED 31 DECEMBER 2020**

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**4. Income from donations and grants**

|                                | <b>Unrestricted<br/>funds<br/>2020<br/>£</b> | <b>Restricted<br/>funds<br/>2020<br/>£</b> | <b>Total<br/>funds<br/>2020<br/>£</b> | <i>Total<br/>funds<br/>2019<br/>£</i> |
|--------------------------------|----------------------------------------------|--------------------------------------------|---------------------------------------|---------------------------------------|
| Donations and grants           | 6,413                                        | -                                          | <b>6,413</b>                          | 72,188                                |
| Corporate donations/membership | 236,562                                      | -                                          | <b>236,562</b>                        | 153,697                               |
| Gift in kind                   | -                                            | -                                          | -                                     | 9,950                                 |
| <b>Total 2020</b>              | <u>242,975</u>                               | <u>-</u>                                   | <u><b>242,975</b></u>                 | <u>235,835</u>                        |
| <i>Total 2019</i>              | <u>173,335</u>                               | <u>62,500</u>                              | <u>235,835</u>                        |                                       |

In 2019, all restricted income was recognised within Donations and grants.

**5. Income from charitable activities**

|                                   | <b>Unrestricted<br/>funds<br/>2020<br/>£</b> | <b>Total<br/>funds<br/>2020<br/>£</b> |
|-----------------------------------|----------------------------------------------|---------------------------------------|
| Helpline and Information Services | 24,175                                       | <b>24,175</b>                         |
| Projects                          | 204,441                                      | <b>204,441</b>                        |
| <b>Total 2020</b>                 | <u>228,616</u>                               | <u><b>228,616</b></u>                 |

|                                   | <i>Unrestricted<br/>funds<br/>2019<br/>£</i> | <i>Restricted<br/>funds<br/>2019<br/>£</i> | <i>Total<br/>funds<br/>2019<br/>£</i> |
|-----------------------------------|----------------------------------------------|--------------------------------------------|---------------------------------------|
| Helpline and Information Services | -                                            | 24,742                                     | 24,742                                |
| Projects                          | 196,792                                      | -                                          | 196,792                               |
| <i>Total 2019</i>                 | <u>196,792</u>                               | <u>24,742</u>                              | <u>221,534</u>                        |

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**THE PATIENTS ASSOCIATION**

**(A Company Limited by Guarantee)**

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**NOTES TO THE FINANCIAL STATEMENTS  
FOR THE YEAR ENDED 31 DECEMBER 2020**

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**6. Investment income**

|                          | <b>Unrestricted<br/>funds<br/>2020<br/>£</b> | <b>Total<br/>funds<br/>2020<br/>£</b> | <i>Total<br/>funds<br/>2019<br/>£</i> |
|--------------------------|----------------------------------------------|---------------------------------------|---------------------------------------|
| Bank interest receivable | <u>40</u>                                    | <u>40</u>                             | <u>1,237</u>                          |

In 2019, all investment income was to unrestricted funds.

**7. Expenditure on raising funds**

|                                  | <b>Unrestricted<br/>funds<br/>2020<br/>£</b> | <b>Total<br/>funds<br/>2020<br/>£</b> |
|----------------------------------|----------------------------------------------|---------------------------------------|
| Direct costs - Staff costs       | 24,962                                       | <b>24,962</b>                         |
| Direct costs - Consultancy costs | 4,334                                        | <b>4,334</b>                          |
| <b>Total 2020</b>                | <u>29,296</u>                                | <u><b>29,296</b></u>                  |
|                                  | <i>Unrestricted<br/>funds<br/>2019<br/>£</i> | <i>Total<br/>funds<br/>2019<br/>£</i> |
| Direct costs - Staff costs       | 55,272                                       | 55,272                                |
| Direct costs - Consultancy costs | 552                                          | 552                                   |
| <b>Total 2019</b>                | <u>55,824</u>                                | <u>55,824</u>                         |

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**THE PATIENTS ASSOCIATION****(A Company Limited by Guarantee)**

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**NOTES TO THE FINANCIAL STATEMENTS  
FOR THE YEAR ENDED 31 DECEMBER 2020**

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**8. Analysis of expenditure by charitable activities**

|                                   | <b>Activities<br/>undertaken<br/>directly<br/>2020<br/>£</b> | <b>Support<br/>costs<br/>2020<br/>£</b> | <b>Total<br/>funds<br/>2020<br/>£</b> |
|-----------------------------------|--------------------------------------------------------------|-----------------------------------------|---------------------------------------|
| Helpline and Information Services | 112,718                                                      | 26,910                                  | <b>139,628</b>                        |
| Policy and Campaigns              | 79,204                                                       | 22,563                                  | <b>101,767</b>                        |
| Projects                          | 111,358                                                      | 26,587                                  | <b>137,945</b>                        |
| <b>Total 2020</b>                 | <u>303,280</u>                                               | <u>76,060</u>                           | <u><b>379,340</b></u>                 |

|                                   | <i>Activities<br/>undertaken<br/>directly<br/>2019<br/>£</i> | <i>Support<br/>costs<br/>2019<br/>£</i> | <i>Total<br/>funds<br/>2019<br/>£</i> |
|-----------------------------------|--------------------------------------------------------------|-----------------------------------------|---------------------------------------|
| Helpline and Information Services | 153,437                                                      | 18,497                                  | 171,934                               |
| Policy and Campaigns              | 77,158                                                       | 40,167                                  | 117,325                               |
| Projects                          | 94,926                                                       | 40,697                                  | 135,623                               |
| <i>Total 2019</i>                 | <u>325,521</u>                                               | <u>99,361</u>                           | <u>424,882</u>                        |

In 2019, of the total expenditure on charitable activities of £424.882, £337,640 was from unrestricted funds and £87,242 was from restricted funds.

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**THE PATIENTS ASSOCIATION****(A Company Limited by Guarantee)**

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**NOTES TO THE FINANCIAL STATEMENTS  
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**8. Analysis of expenditure by charitable activities (continued)****Analysis of support costs**

|                                  | <b>Total<br/>funds<br/>2020<br/>£</b> | <b>Total<br/>funds<br/>2019<br/>£</b> |
|----------------------------------|---------------------------------------|---------------------------------------|
| Depreciation                     | 568                                   | 777                                   |
| Rent and rates                   | 8,534                                 | 8,534                                 |
| Recruitment expenses             | 225                                   | 1,295                                 |
| Communication costs              | 24,519                                | 13,183                                |
| Consultancy costs                | 8,766                                 | 14,832                                |
| Advertising and marketing        | 2,710                                 | 10,267                                |
| Travel and subsistence           | 1,501                                 | 3,764                                 |
| Printing, postage and stationery | 8,026                                 | 7,020                                 |
| Subscriptions                    | 5,253                                 | 6,707                                 |
| Bank charges                     | 182                                   | 177                                   |
| Governance costs                 | 14,589                                | 21,066                                |
| Equipment hire and maintenance   | -                                     | 3,104                                 |
| Other costs                      | 997                                   | 8,635                                 |
| Bank interest                    | 190                                   | -                                     |
| <b>Total 2020</b>                | <b>76,060</b>                         | <b>99,361</b>                         |

Governance costs are analysed in Note 9.

**9. Governance costs**

|                                     | <b>2020<br/>£</b> | <b>2019<br/>£</b> |
|-------------------------------------|-------------------|-------------------|
| Trustee meeting and travel costs    | 644               | 3,978             |
| Insurance                           | 1,271             | 1,254             |
| Independent Examiners' Remuneration | 3,350             | 3,250             |
| Bookkeeping costs                   | 9,324             | 10,184            |
| Other costs                         | -                 | 2,400             |
|                                     | <b>14,589</b>     | <b>21,066</b>     |

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## THE PATIENTS ASSOCIATION

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### NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 DECEMBER 2020

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#### 10. Staff costs

|                                                      | <b>Group<br/>2020<br/>£</b> | <i>Group<br/>2019<br/>£</i> |
|------------------------------------------------------|-----------------------------|-----------------------------|
| Wages and salaries                                   | <b>242,845</b>              | 298,646                     |
| Social security costs                                | <b>20,496</b>               | 26,376                      |
| Contribution to defined contribution pension schemes | <b>6,568</b>                | 4,652                       |
|                                                      | <b><u>269,909</u></b>       | <u>329,674</u>              |

The average number of persons employed by the Charity during the year was as follows:

|       | <b>Group<br/>2020<br/>No.</b> | <i>Group<br/>2019<br/>No.</i> |
|-------|-------------------------------|-------------------------------|
| Staff | <b><u>7</u></b>               | <u>9</u>                      |

The number of employees whose employee benefits (excluding employer pension costs) exceeded £60,000 was:

|                               | <b>Group<br/>2020<br/>No.</b> | <i>Group<br/>2019<br/>No.</i> |
|-------------------------------|-------------------------------|-------------------------------|
| In the band £60,001 - £70,000 | <b>1</b>                      | 1                             |

The total amount of employee benefits, including employers social security costs, received by Key Management Personnel of the Charity is £76,245 (2019: £194,328). In the current year, the Charity considers its Key Management Personnel to comprise of the Trustees and the Chief Executive Officer. In the prior year the Key Management Personnel comprised the Trustees, the Chief Executive Officer and the Management Team. As disclosed in Note 11, no Trustees received any remuneration or other benefits during the year (2019: £NIL).

#### 11. Trustees' remuneration and expenses

During the year, no Trustees received any remuneration or other benefits (2019 - £NIL).

During the year ended 31 December 2020, expenses totalling £135 were reimbursed or paid directly to 1 Trustees (2019: £2,008 to 3 Trustees). These reimbursements were for meeting and travelling costs.

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**THE PATIENTS ASSOCIATION****(A Company Limited by Guarantee)**

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**12. Taxation**

|                                             | <b>2020</b><br>£ | <b>2019</b><br>£ |
|---------------------------------------------|------------------|------------------|
| <b>Corporation tax</b>                      |                  |                  |
| Current tax on net expenditure for the year | -                | 5,489            |
| <b>Taxation on net income</b>               | <u>-</u>         | <u>5,489</u>     |

The tax assessed for the year is lower than (2019 - *lower than*) the standard rate of corporation tax in the UK of 19% (2019 - 19%). The differences are explained below:

|                                                                                              | <b>2020</b><br>£     | <b>2019</b><br>£    |
|----------------------------------------------------------------------------------------------|----------------------|---------------------|
| Net income before tax                                                                        | <u><b>62,995</b></u> | <u>(22,100)</u>     |
| Net income multiplied by the standard rate of corporation tax in the UK of 19% (2019 - 19%). | <b>11,969</b>        | (4,199)             |
| <b>Effects of:</b>                                                                           |                      |                     |
| Adjustments to tax charge in respect of prior periods                                        | -                    | 5,489               |
| Non-taxable income less expenses not deductible for tax purposes                             | <b>(11,969)</b>      | 4,199               |
| <b>Total tax charge for the year</b>                                                         | <u><b>-</b></u>      | <u><b>5,489</b></u> |

There are no factors considered likely to affect future tax charges.

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**13. Tangible fixed assets****Group**

|                          | <b>Fixtures and<br/>fittings<br/>£</b> | <b>Computer<br/>equipment<br/>£</b> | <b>Total<br/>£</b> |
|--------------------------|----------------------------------------|-------------------------------------|--------------------|
| <b>Cost or valuation</b> |                                        |                                     |                    |
| At 1 January 2020        | <b>8,843</b>                           | <b>22,420</b>                       | <b>31,263</b>      |
| At 31 December 2020      | <b>8,843</b>                           | <b>22,420</b>                       | <b>31,263</b>      |
| <b>Depreciation</b>      |                                        |                                     |                    |
| At 1 January 2020        | <b>8,242</b>                           | <b>21,757</b>                       | <b>29,999</b>      |
| Charge for the year      | <b>150</b>                             | <b>418</b>                          | <b>568</b>         |
| At 31 December 2020      | <b>8,392</b>                           | <b>22,175</b>                       | <b>30,567</b>      |
| <b>Net book value</b>    |                                        |                                     |                    |
| At 31 December 2020      | <b>451</b>                             | <b>245</b>                          | <b>696</b>         |
| At 31 December 2019      | <b>601</b>                             | <b>663</b>                          | <b>1,264</b>       |

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**THE PATIENTS ASSOCIATION****(A Company Limited by Guarantee)**

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**NOTES TO THE FINANCIAL STATEMENTS  
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**13. Tangible fixed assets (continued)****Charity**

|                          | <b>Fixtures and<br/>fittings<br/>£</b> | <b>Computer<br/>equipment<br/>£</b> | <b>Total<br/>£</b> |
|--------------------------|----------------------------------------|-------------------------------------|--------------------|
| <b>Cost or valuation</b> |                                        |                                     |                    |
| At 1 January 2020        | <b>5,677</b>                           | <b>1,753</b>                        | <b>7,430</b>       |
| At 31 December 2020      | <b>5,677</b>                           | <b>1,753</b>                        | <b>7,430</b>       |
| <b>Depreciation</b>      |                                        |                                     |                    |
| At 1 January 2020        | <b>5,076</b>                           | <b>1,263</b>                        | <b>6,339</b>       |
| Charge for the year      | <b>150</b>                             | <b>245</b>                          | <b>395</b>         |
| At 31 December 2020      | <b>5,226</b>                           | <b>1,508</b>                        | <b>6,734</b>       |
| <b>Net book value</b>    |                                        |                                     |                    |
| At 31 December 2020      | <b>451</b>                             | <b>245</b>                          | <b>696</b>         |
| At 31 December 2019      | <b>601</b>                             | <b>490</b>                          | <b>1,091</b>       |

**14. Debtors**

|                                | <b>Group<br/>2020<br/>£</b> | <b>Group<br/>2019<br/>£</b> | <b>Charity<br/>2020<br/>£</b> | <b>Charity<br/>2019<br/>£</b> |
|--------------------------------|-----------------------------|-----------------------------|-------------------------------|-------------------------------|
| <b>Due within one year</b>     |                             |                             |                               |                               |
| Trade debtors                  | <b>50,350</b>               | <b>67,213</b>               | <b>48,865</b>                 | <b>36,186</b>                 |
| Other debtors                  | <b>32</b>                   | <b>-</b>                    | <b>32</b>                     | <b>-</b>                      |
| Prepayments and accrued income | <b>1,800</b>                | <b>11,473</b>               | <b>1,800</b>                  | <b>7,306</b>                  |
|                                | <b>52,182</b>               | <b>78,686</b>               | <b>50,697</b>                 | <b>43,492</b>                 |

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**15. Creditors: Amounts falling due within one year**

|                                    | <b>Group<br/>2020<br/>£</b> | <i>Group<br/>2019<br/>£</i> | <b>Charity<br/>2020<br/>£</b> | <i>Charity<br/>2019<br/>£</i> |
|------------------------------------|-----------------------------|-----------------------------|-------------------------------|-------------------------------|
| Trade creditors                    | <b>3,676</b>                | 10,381                      | <b>3,297</b>                  | 6,371                         |
| Amounts owed to group undertakings | -                           | -                           | <b>31,306</b>                 | 68,308                        |
| Corporation tax                    | -                           | 5,489                       | -                             | -                             |
| Other taxation and social security | <b>25,454</b>               | 14,337                      | <b>24,901</b>                 | 5,746                         |
| Accruals and deferred income       | <b>94,505</b>               | 44,034                      | <b>92,310</b>                 | 30,721                        |
|                                    | <b><u>123,635</u></b>       | <u>74,241</u>               | <b><u>151,814</u></b>         | <u>111,146</u>                |

|                                        | <b>Group<br/>2020<br/>£</b> | <i>Group<br/>2019<br/>£</i> | <b>Charity<br/>2020<br/>£</b> | <i>Charity<br/>2019<br/>£</i> |
|----------------------------------------|-----------------------------|-----------------------------|-------------------------------|-------------------------------|
| <b>Deferred income</b>                 |                             |                             |                               |                               |
| Deferred income at 1 January           | <b>26,188</b>               | 23,792                      | <b>15,000</b>                 | 5,000                         |
| Resources deferred during the year     | <b>88,609</b>               | 26,188                      | -                             | 15,000                        |
| Amounts released from previous periods | <b>(26,188)</b>             | (23,792)                    | -                             | (5,000)                       |
| <b>Deferred income at 31 December</b>  | <b><u>88,609</u></b>        | <u>26,188</u>               | <b><u>15,000</u></b>          | <u>15,000</u>                 |

Deferred income represents income received in 2020 for projects taking place post year-end.

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**THE PATIENTS ASSOCIATION****(A Company Limited by Guarantee)**

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**NOTES TO THE FINANCIAL STATEMENTS  
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**16. Statement of funds****Statement of funds - current year**

|                                                 | Balance at 1<br>January<br>2020<br>£ | Income<br>£    | Expenditure<br>£ | Distribution<br>of profits<br>£ | Balance at<br>31<br>December<br>2020<br>£ |
|-------------------------------------------------|--------------------------------------|----------------|------------------|---------------------------------|-------------------------------------------|
| <b>Unrestricted funds</b>                       |                                      |                |                  |                                 |                                           |
| General unrestricted funds                      | 28,882                               | 351,576        | (329,707)        | 86,082                          | 136,833                                   |
| The Patients Association<br>Trading Company Ltd | 86,081                               | 120,055        | (78,929)         | (86,082)                        | 41,125                                    |
|                                                 | <u>114,963</u>                       | <u>471,631</u> | <u>(408,636)</u> | <u>-</u>                        | <u>177,958</u>                            |

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**THE PATIENTS ASSOCIATION****(A Company Limited by Guarantee)**

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**NOTES TO THE FINANCIAL STATEMENTS  
FOR THE YEAR ENDED 31 DECEMBER 2020**

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**16. Statement of funds (continued)****Statement of funds - prior year**

|                                                 | <i>Balance at<br/>1 January<br/>2019<br/>£</i> | <i>Income<br/>£</i> | <i>Expenditure<br/>£</i> | <i>Taxation<br/>£</i> | <i>Balance at<br/>31<br/>December<br/>2019<br/>£</i> |
|-------------------------------------------------|------------------------------------------------|---------------------|--------------------------|-----------------------|------------------------------------------------------|
| <b>Unrestricted funds</b>                       |                                                |                     |                          |                       |                                                      |
| General unrestricted funds                      | 119,756                                        | 199,583             | (290,458)                | -                     | 28,881                                               |
| The Patients Association<br>Trading Company Ltd | 22,796                                         | 171,781             | (103,006)                | (5,489)               | 86,082                                               |
|                                                 | <u>142,552</u>                                 | <u>371,364</u>      | <u>(393,464)</u>         | <u>(5,489)</u>        | <u>114,963</u>                                       |
| <b>Restricted funds</b>                         |                                                |                     |                          |                       |                                                      |
| Helpline                                        | <u>-</u>                                       | <u>87,242</u>       | <u>(87,242)</u>          | <u>-</u>              | <u>-</u>                                             |
| <b>Total of funds</b>                           | <u>142,552</u>                                 | <u>458,606</u>      | <u>(480,706)</u>         | <u>(5,489)</u>        | <u>114,963</u>                                       |

Unrestricted funds are general funds which are available for use at the discretion of the Trustees in furtherance of the general objectives of the Charity and which have not been designated for other purposes.

The Helpline funds comprise of a grant from the CQC awarded to the Charity.

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**THE PATIENTS ASSOCIATION****(A Company Limited by Guarantee)**

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**NOTES TO THE FINANCIAL STATEMENTS  
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**17. Analysis of net assets between funds****Analysis of net assets between funds - current period**

|                               | <b>Unrestricted<br/>funds<br/>2020<br/>£</b> | <b>Total<br/>funds<br/>2020<br/>£</b> |
|-------------------------------|----------------------------------------------|---------------------------------------|
| Tangible fixed assets         | 696                                          | <b>696</b>                            |
| Current assets                | 300,897                                      | <b>300,897</b>                        |
| Creditors due within one year | (123,635)                                    | <b>(123,635)</b>                      |
| <b>Total</b>                  | <u>177,958</u>                               | <u><b>177,958</b></u>                 |

**Analysis of net assets between funds - prior period**

|                               | <i>Unrestricted<br/>funds<br/>2019<br/>£</i> | <i>Total<br/>funds<br/>2019<br/>£</i> |
|-------------------------------|----------------------------------------------|---------------------------------------|
| Tangible fixed assets         | 1,264                                        | 1,264                                 |
| Current assets                | 187,940                                      | 187,940                               |
| Creditors due within one year | (74,241)                                     | (74,241)                              |
| <b>Total</b>                  | <u>114,963</u>                               | <u>114,963</u>                        |

**18. Pension commitments**

The group operates a defined contribution pension scheme. The assets of the scheme are held separately from those of the group in an independently administered fund. The pension cost charge represents contributions payable by the group to the fund and amounted to £6,568 (2019: £4,652) were payable to the fund at the balance sheet date and are included in creditors.

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## THE PATIENTS ASSOCIATION

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### NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 DECEMBER 2020

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#### 19. Operating lease commitments

At 31 December 2020 the Group and the Charity had commitments to make future minimum lease payments under non-cancellable operating leases as follows:

|                                              | <b>Group<br/>2020<br/>£</b> | <i>Group<br/>2019<br/>£</i> | <b>Charity<br/>2020<br/>£</b> | <i>Charity<br/>2019<br/>£</i> |
|----------------------------------------------|-----------------------------|-----------------------------|-------------------------------|-------------------------------|
| Not later than 1 year                        | <b>2,104</b>                | <i>1,738</i>                | <b>2,104</b>                  | <i>1,738</i>                  |
| Later than 1 year and not later than 5 years | <b>2,512</b>                | <i>1,010</i>                | <b>2,512</b>                  | <i>1,010</i>                  |
|                                              | <b><u>4,616</u></b>         | <i><u>2,748</u></i>         | <b><u>4,616</u></b>           | <i><u>2,748</u></i>           |

The following lease payments have been recognised as an expense in the Statement of Financial Activities:

|                         | <b>Group<br/>2020<br/>£</b> | <i>Group<br/>2019<br/>£</i> | <b>Charity<br/>2020<br/>£</b> | <i>Charity<br/>2019<br/>£</i> |
|-------------------------|-----------------------------|-----------------------------|-------------------------------|-------------------------------|
| Operating lease rentals | <b><u>13,449</u></b>        | <i><u>10,439</u></i>        | <b><u>13,449</u></b>          | <i><u>10,439</u></i>          |

#### 20. Trustees liability

Each Trustee of the charitable company undertakes to contribute to the assets of the company in the event of it being wound up while they are a Trustee, or within one year after they cease to be a Trustee, such amount as may be required, not exceeding £1 for the debts and liabilities contracted before they cease to be a Trustee.

#### 21. Related party transactions

The Group has taken advantage of the exemption in Section 33.1A in FRS 102 from the requirement to disclose transactions between wholly owned members of the Group.

Other than Trustee and Key Management Personnel transactions detailed in Notes 10 and 11, there were no related party transactions during the period (2019: None).

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(A Company Limited by Guarantee)

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### NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 DECEMBER 2020

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#### 22. Principal subsidiaries

|                              |                                                  |
|------------------------------|--------------------------------------------------|
| Subsidiary name:             | The Patients Association Trading Company Limited |
| Company registration number: | 05252321                                         |
| Principal address:           | The London North West Heal NHS Trust, Watford    |
| Basis of control:            | 100% controlled                                  |

|                                           |         |
|-------------------------------------------|---------|
| Total assets as at 31 December 2020:      | £44,252 |
| Total liabilities as at 31 December 2020: | £3,127  |
| Total equity as at 31 December 2020:      | £41,125 |

|                                                  |          |
|--------------------------------------------------|----------|
| Turnover for the year ended 31 December 2020:    | £120,054 |
| Expenditure for the year ended 31 December 2020: | £78,929  |
| Taxation for the year ended 31 December 2020:    | £Nil     |
| Profit for the year ended 31 December 2020:      | £41,125  |

The principal activity of The Patients Association Trading Company Limited is to support The Patients Association in providing services to patients of both health and social care. The results of The Patients Association Trading Company Limited are included in these consolidated financial statements.

#### 23. Post balance sheet events

The Patients Association Trading Company Limited ceased to trade during the current year and the Directors intend to wind up the Company in the following accounting period.