



Campaigns

Only 48%
of hospital patients concerned about
an aspect of their care raised
the issue with staff
WHICH? RESEARCH AUGUST 2007

Our campaigns team pushes forward our campaigning priorities

Sending out the right messages

OUT AND ABOUT

Members of our campaigns team have been pushing forward our top campaign issues to key decision makers, to deliver real change.

Three conferences...

In September and October our team attended the annual party conferences at Brighton, Bournemouth and Blackpool. The conferences proved an ideal opportunity for us to meet interested MPs and peers from all three main political parties, as well as key players in industry, and so learn first-hand how consumerism fits into their agendas, and also to lay our own campaigning cards squarely on the table.

...and an exhibition

In mid-October, we hosted a special

exhibition in the House of Commons to mark the 50th anniversary of Which?. The week-long event gave us the chance both to showcase our past campaigning achievements and to raise the issues that we'll be asking MPs and peers to support in the future.

Fledgling bills...

While at the House of Commons we also took the opportunity to set out what we want from two bills featured in this year's Queen's Speech – the Health and Social Care Bill and the Pensions Bill. These bills will help to bring into effect some of our campaign goals on health and pensions.

■ We have launched our Impatient for Change campaign to drive improvements in hospital care. You have told us that you are often reluctant to voice your concerns, either because you

think you won't be listened to or because you fear the repercussions.

WE WANT...

...a Health and Social Care Bill that will help ensure hospital patients are asked their views and that hospital staff listen to and act on what patients say

We'll be lobbying for reform in the way that healthcare providers and professionals are regulated and will be looking to the proposed new regulator, the Care Quality Commission, to champion the patient voice wherever healthcare is provided. Only then will patients get the treatment they deserve.

■ We'll continue to campaign for the financial services sector to provide a good deal for all consumers. The Pensions Bill lays down the framework for how the government sets up and runs the scheme; it's now up to government to deliver.

WE WANT...

...the forthcoming Pensions Bill to introduce a simple and low-cost national pension savings scheme (known as personal accounts) run by an independent board that consumers can trust

...and established issues

We will monitor the progress of these two bills over the coming year, while continuing to lobby on our familiar, long-established campaign issues. And we'll continue to fight to ensure that the government and Parliament place the needs of consumers where they should be – at the heart of things.

CAMPAIGN NEWS

Food and health

■ Most London authorities are now piloting the food hygiene 'scores on the door' scheme. We'll keep up the fight for the scheme to go nationwide.
■ We'll continue to hold the government to its commitment to go 'further and faster' in tackling obesity by bringing in within three months tougher rules on the promotion of unhealthy foods to kids, after a recent report showed that its current strategy isn't working.

Estate agents

■ The Consumers, Estate Agents and Redress Bill is now an act. We'll keep an eye on it to ensure the new compulsory complaints scheme lives up to expectations. We're currently carrying out research to find out what consumers want from the housing sector, as part of our Move It! campaign.
■ Purchasers' information packs come in next year in Scotland, giving property buyers better information. Unlike home information packs (the English and Welsh equivalent), packs in Scotland will contain a full survey.

Legal profession

■ We hope the Legal Services Act will fulfil its promise to overhaul the way the industry is regulated and increase competition. As a result of our hard lobbying, a layperson is to chair its new regulatory body.
■ In Scotland, we expect more competition in legal services, after the success of our super-complaint. We'll continue to push for improvements to the small claims system, to give consumers cheap and easy redress.



Health Minister, Lord Darzi, who is reviewing the NHS, takes the stand at the launch of our Impatient for Change campaign