



Registered Charity No. 292157

# E-Bulletin from

## National Association for Patient Participation

### Issue Number 59 January 2012

### Happy New Year!

#### **1. N.A.P.P. Annual Conference : Empowering Patients, Supporting Practices**

This year's conference will take place on May 26<sup>th</sup> at the Macdonald Hotel, Manchester, easily accessible from the North West, North East, East and West Midlands via the M6, M62. The venue, next to the mainline Piccadilly station, provides good access by rail for delegates in the South - journey time from Euston to Manchester is two hours. As soon as possible, details of the programme will be published at <http://www.napp.org.uk/napp/conference-agm/>

If you found Bracknell too far to travel last year, this is your chance to meet, share experience with and learn from other PPG members. As always, affiliated PPG members will have priority and discounted conference rates, so watch this space!

#### **2. GP Patient Survey Results**

The results of the latest GP patients' survey, which assesses patients' experiences of local NHS services, are now available at [GP patient survey results](#)

#### **3. Pilot announced: Registering with a GP practice of your choice**

This one year pilot will begin in April 2012 and will be subject to an independent evaluation. For the first time, patients will be allowed to choose whether to register with a practice close to their workplace or home, regardless of practice boundaries. It aims to make it easier for commuters in the six Primary Care Trust pilot areas (Westminster, City and Hackney, Tower Hamlets, Manchester, Salford and Nottingham City), who are often away from their local area during the working day, to see their doctor where it suits them.

GP practices in these PCT areas will join the pilot on a voluntary basis. The areas selected have high numbers of commuters travelling into the area each day, and one of the sites, Nottingham, is an [existing 111 pilot site](#). Read [Choose the best GP](#)

#### **4. NICE Consultation: Quality and Outcomes Framework (QOF)**

NICE has begun a consultation process for the potential new indicators for the Quality and Outcomes Framework (QOF), which is a voluntary incentive scheme for GP practices in the UK, rewarding them for how well they care for patients. They want to encourage patient and carer organisations, and members of the public, in [England, Scotland, Wales and Northern Ireland](#) to comment.

The **consultation** for the potential 20 new indicators shall run until **5.00pm on Monday 6<sup>th</sup> February 2012**. To see the potential indicators, and participate in the consultation, click [here](#). The QOF contains groups of indicators, against which GP practices score points according to their level of achievement. The QOF gives an indication of the overall achievement of a GP practice through a points system. Further information is at <http://www.nice.org.uk/aboutnice/qof/qof.jsp>.

#### **5. Clinical Commissioning Groups: Introductory Guide to Good Governance**

This guide, recently been published by the Kings Fund is now available. [Read it here](#)

## 6. GP practice level prescribing data now available

[Data](#) from the NHS Information Centre, which does not contain any patient identifiable data or list individual prescriptions, covers the following for each individual GP practice in the month of September 2011.

- Prescribed and dispensed medicines (by chemical name), dressings and appliances (at section level)
- The total number of prescription items prescribed and then dispensed
- The total net ingredient cost and the total actual cost of prescription items.

## 7. New Start date and more funding for local Healthwatch bodies

New details on the establishment of local HealthWatch bodies, including a new start date and extra funding, have been set out by Andrew Lansley. Following feedback from local authorities and Local Involvement Networks (LINKs), they now have until April 2013 to work with local health experts and volunteers to establish the local HealthWatch. The new local health bodies will replace LINKs and will be the local consumer champion for patients, service users and the public. [Read more →](#)

## 8. Telehealth trial shows early success

The whole system demonstrator (WSD) programme is the largest randomised control trial of telehealth and telecare anywhere in the world. It was set up in 2008 by the Department of Health, focused on three diseases, COPD, diabetes and heart disease, to look at the clinical and cost effectiveness of telehealth and telecare across three sites (Kent, Cornwall and Newham) involving 6191 participants, and 238 GP practices. In one of the most complex pieces of research undertaken by DH and the data will continue to be analysed over the coming months, by the six universities involved. Papers are being peer reviewed and will be published when fully completed. The [early findings](#) suggest that if used correctly telehealth may save lives and help plan care for people with Long term conditions.

## 9. Home Heat Helpline

People may be missing out on important assistance which could make a huge difference to their homes and to their health. Across Britain, one in ten homes is entitled to some form of help with their fuel bills.

The Home Heat Helpline, a free, independent not-for-profit phone line, urges people to call on 0800 33 66 99 and find out if they are entitled to help; which is worth an average of £250. As well as assistance such as discount schemes, insulation and benefit entitlement checks, the trained special advisers at the Home Heat Helpline can offer advice and information on keeping your house warm. [Read helpful factsheets.](#) Access the service online by visiting [www.homeheathelpline.org.uk](http://www.homeheathelpline.org.uk) or call the Helpline today, open 9am-6pm Monday to Friday on 0800 33 66 99.

**10. Reminder:** All previous e-bulletins and Newsletters are available on our website at [www.napp.org.uk](http://www.napp.org.uk). The current issue of the Newsletter is in the Members' Section. Login details from [edith.todd@napp.org.uk](mailto:edith.todd@napp.org.uk)

*Stephanie Varah,  
Chief Executive,  
January 2012*