



Registered Charity No. 292157

# E-Bulletin from

## National Association for Patient Participation

### Issue Number 60 February 2012

### Happy New Year!

#### 1. Inquiry into Health Reforms: Were massive reforms necessary to save the NHS?

The All Party Parliamentary Group Primary Care & Public Health report presents the results of an inquiry into the necessity of the NHS reforms and the introduction of the health and social care bill. In addition to providing written evidence on behalf of N.A.P.P, our Chief Executive, Stephanie Varah give oral evidence in February 2011. Some of the views she expressed are documented in the [report](#) It argues that the NHS was not in need of overall restructuring and highlights concerns about the cost of the reforms, at a time when the NHS has been required to make efficiency savings. It also makes recommendations on how to minimise disruption for patients and maintain quality of care over the course of the NHS reforms.

#### 2. N.A.P.P. Conference : Empowering Patients, Supporting Practices: Update

**Book early. Until 31st March 2012, there is priority booking at a 25% discount for both patients and practice staff from affiliated organisations.** The draft programme and registration form for this year's conference on May 26<sup>th</sup> at the Macdonald Hotel, Manchester, will be sent to all our members by email by 11<sup>th</sup> February and will also be on the N.A.P.P. website [here](#). **Initial bookings are limited to two delegates per PPG to ensure that the maximum number of PPGs can attend.** Last year's conference was over-subscribed, so we will also have a waiting list of names for further delegates from your PPG. When all speakers have been confirmed, the final programme will be mailed.

#### 3. N.A.P.P Self Care Project hits the headlines:

As patient champions for the national Self Care Campaign, N.A.P.P was invited by P3 (the trade magazine and web resource for community pharmacy) to write about our national project promoting the potential of PPGs to support GPs and practices to communicate self care messages to people with minor and everyday illnesses/ ailments. Our article appears on pages 17 and 20 in the January 2012 P3 Ezine. To access the first item, click on [this link](#). (You will need to use the 'full screen' button to read the article and then turn the page to see the latter item)

If you would like to know more about N.A.P.P's role as national patient champion for the self care campaign please visit [www.selfcareforum.org](http://www.selfcareforum.org) where you can watch a short video of our input to the self care Conference in November last.

#### 4. Roll-out of Telehealth and Telecare: 3millionlives

Further to the item on this topic in the January bulletin, Paul Burstow, minister for care services, reaffirmed his commitment to '3million lives' at the launch on January 19<sup>th</sup> of a [concordat](#) between the Department of Health and the telehealth industry. Details of the roll-out of the scheme which should benefit three million patients are [here](#)

## 5. Patient Surveys which meet DES requirements: a cost-effective choice

N.A.P.P is working with a small number of high quality specialist stakeholder organisations to enhance the services it offers to members, both PPGs and practices, ensuring the most effective support is available at all times. This is not a direct recommendation of any particular organisation rather an attempt to raise awareness of possible solutions that may be options for our members to consider.

In discussion with partner organisation Electoral Reform Services Research (ERS:R), N.A.P.P has arranged a discounted rate for members to purchase the ERS:R patient survey package which can assist practices and PPGs in obtaining feedback from patients about their priorities and the services offered by the practice. .

PPGs may wish to make their Practice Managers aware of the survey package that has been created using a tried and tested approach as it is designed to help them meet the requirements for patient surveys as directed under the DES for 2011/12 and provides actionable results to engage more successfully with patients in the future. ERS:R has professional researchers who will handle the entire process on behalf of the practice. Visit the [website](#) Further details in the Members' section of N.A.P.P.'s website [www.napp.org.uk](http://www.napp.org.uk)

## 6. Good Governance Handbook

Last month's bulletin included a reference to a guide on this topic, published by the Kings Fund, aimed at emerging Clinical Commissioning Groups. The Good Governance Institute has collaborated with the Healthcare Quality Improvement Partnership to produce a [report](#) into the foundation principles of good governance

## 7. Quality and Safety in the NHS Survey : have you responded yet?

Thanks to all of you who have already responded to the short online survey emailed on 25<sup>th</sup> January, <http://www.surveymonkey.com/s/PPG-Survey> The questionnaire cannot be downloaded or printed, must be accessed online and **forwarded to colleagues before completing it yourself**, as each person can only access and complete it once. It is anonymous and not time consuming. The response so far has been pleasing and we that hope more of you will take part before the **February 17<sup>th</sup>** deadline. Your participation in this important research also enhances N.A.P.P.'s reputation as a reliable source for accessing views of well-informed patients.

## 8. Clinical Commissioning Groups:

N.A.P.P. encourages PPGs to form local clusters or forums to engage with developing Clinical Commissioning Groups. We know that many have done so and are already engaging in dialogue with the CCG. Our current PPG Commissioning Champions project will develop the means to empower patients to have influence in the new structure. The [NHS Commissioning Zone](#) website is the main source of information to keep abreast of developments, providing resources, policy updates, case studies, and locally developed solutions for those involved. Email alerts can be set up at intervals chosen by the recipient, though there is the risk is that you be bombarded with mail).

## 9. Reminders:

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,*

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*February 2012*