



Registered Charity No. 292157

E-Bulletin from National Association for Patient Participation Issue Number 76: July - August 2013

1. Latest N.A.P.P. News

a. Dispatches: Out of hours care

Channel 4's Dispatches programme on the 111 service, aired on July 22nd received extensive media coverage in both newspapers and in News bulletins on other channels. It featured our chair, Patricia Wilkie, who shared her recent personal experience of the service. Although not speaking on behalf of N.A.P.P., she was introduced as the Chair of the National Association for Patient Participation.

b. Knowing your QOF from your QIPP (or QQIPP)*

One of the first challenges presented to new PPGs and their members is understanding the numerous acronyms used in the NHS. This [link](#) from our website Resources pages connects to the NHS Confederation's acronym buster designed to help you quickly get to grips with these, and take the online quiz to test your NHS knowledge. Set out alphabetically so you can easily look up what a set of initials stands for, the new buster includes acronyms for both existing and new NHS organisations. We publicised this in our May 2012 e-bulletin, but we are aware that many new PPGs have joined us since then been * **Answers at the foot of page 2**

c. On our website now: An alternative guide to the NHS

The NHS was 65 years old on 5 July. You can watch and listen to the King's Fund's new animation, which gives a whistle-stop tour of where the NHS is now – how the new organisations work and fit together– and explains that our new system is as much a product of politics and circumstance as design. <http://www.napp.org.uk/news.html>

2. Monitor: Call for evidence into GP services

Monitor is the regulator for health services in England, whose job is to protect and promote the interests of patients by ensuring that the whole sector works for their benefit. It has issued a call for evidence aimed at understanding any challenges facing general practice and what role Monitor might have in addressing them. The aim of the study is not to address specific issues associated with individual practices, but to understand what patients want from general practice and how responsive the current system is to their needs. Feedback will directly inform Monitor's final report (due to be published later in 2013) and other related work taking place, including NHS England's primary care strategy.

Questions include:

- *How important is it to patients to see the same GP each time?*
- *Are patients able to access a GP in a reasonable amount of time when they need to?*
- *Are patients able to see a GP or register at a GP surgery in a place which is convenient for them?*
- *Are patients able to switch GP or GP practice when they want to?*
- *How responsive are GPs to issues raised by Patient Participation Groups?*

The study will continue into October, but the earlier responses are provided, the more opportunity there will be for them to be fed into the work. The full call for evidence text can be found at <http://www.monitor.gov.uk/gpservices>

Responses can be e-mailed to gpservices@monitor.gov.uk

3. The NHS Belongs to the people: a call to action

In this new publication '[The NHS belongs to the people: a call to action](#)', NHS England calls on the public, NHS staff and politicians to have an open and honest debate about the future shape of the NHS in order to meet rising demand, introduce new technology and meet the expectations of its patients, against a backdrop of flat funding which, if services continue to be delivered in the same way as now, will result in a funding gap which could grow to £30bn between 2013/14 to 2020/21. It says clearly that the NHS must change to meet these demands and make the most of new medicines and technology and that it will not contemplate reducing or charging for core services. It sets out the challenges facing the NHS, including

- more people living longer with more complex conditions,
- increasing costs whilst funding remains flat and
- rising expectation of the quality of care.

3. First NHS Friends and Family test published: Tripadvisor for patients

On 30th July, Tim Kelsey, NHS England's National Director for Patients and Information, announced the publication of data from the NHS Friends and Family survey, as "a revolution in patient power". The survey covers around 4,500 NHS wards and 144 A&E services, asking patients whether they would recommend A&E and inpatient wards to their nearest and dearest based on their own experience. The survey will grow into the most comprehensive ever undertaken and is intended to provide hospital trusts with real time feedback on their services down to individual ward level and to increase the transparency of NHS data to drive up choice and quality. Read more and access the detailed results [here](#)

4. Patient voice is still not heard

Only three in ten believe their local healthcare economy is good at listening to the views of patients. So says a survey of 844 healthcare professionals representing commissioners, providers and the voluntary sector. The survey by Primary Care Commissioning (PCC) and People Matters Network found that only 31% rated local healthcare economies "good" or "very" good at listening to and acting on the voice of the patient. The figure rose to 58% for CCGs (143 CCG staff took part). [Details here](#)

5. Self Care Forum Newsletter

N.A.P.P. is the national patients champion for the Self Care Forum. Read the latest Forum Newsletter here: <http://www.selfcareforum.org/news/newsletters/>

6. Get your N.A.P.P. member password now!

The Members' pages of the N.A.P.P. website contain **key resources available only to affiliated PPGs and CCGs**. For your unique login details for use by all the members of your PPG, (but not to be divulged to others), visit the website, click on Members and use the screen instructions. The response will come from server@serifwebresources.com

7. Reminder:

Please forward this bulletin to fellow members as promptly as possible.

We do not send hard copies of e-bulletins.

All previous e-bulletins and Newsletters are available on our website at www.napp.org.uk

Stephanie Varah,

Chief Executive

August 2013

Answers:

QOF quality and outcomes framework

QIPP quality innovation productivity prevention

QQUIP quest for quality and improved performance