



E-Bulletin from National Association for Patient Participation Issue Number 90: November 2014



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

a. Memorandum of Understanding between N.A.P.P. and Royal College of General Practitioners: On 20th November, Dr Maureen Baker, Chair of Council, RCGP and Dr Patricia Wilkie, President and Chair, N.A.P.P, signed a statement that “These two national organisations believe the future of medicine in general practice lies in good patient-doctor relationships and communication within the consulting room, increasingly good relationships and communication between patient groups and the doctors, nurses and practice managers in every general practice and, nationally, in good relationships and communication between our two bodies. We plan to work together and support each other’s work.”

b. Patients Matter: The online edition of the Autumn 2014 issue of our Patients Matter newsletter should be available in the Member pages of the N.A.P.P website by November 21st. Affiliated PPGs will receive hard copies in the next few weeks.

c. RCGP campaign update: The photo above shows our Chair Patricia Wilkie (on the right) outside Number 10 with Dr Maureen Baker, RCGP Chair and some of the 300 000 signature petition. All political parties now promise improved funding of general practice. But, only 3000 people have lobbied an MP, fewer than 5 letters per MP. Two letters are on the RCGP campaign website. **In less than two minutes** you can enter your postcode, name and address, print and sign the letter for posting. The letter to the MP is located [here](#) and a separate letter to lobby your Health Minister [here](#) . Please keep up the pressure!

2. Patient Online Support and Resources Guide

An interactive guide to help general practices deliver patient services online, developed by NHS England with the Royal College of General Practitioners, provides **practical tools for implementing a range of online services including booking appointments and ordering repeat prescriptions**. Directed mainly at practice staff [The Support and Resources Guide](#) has posters, guidance, tools and answers to many FAQs. PPGs should be aware of the timetable and requirements of the programme. N.A.P.P. is also producing guidance for NHS England, focusing on the role of PPGs, encouraging them to support practices in promoting online appointment booking, ordering of repeat prescriptions and patient access to their records.

3. Care Quality Commission publish data on every GP surgery in England

Media headlines on 18th November were full of gloom and doom based on statistical [information on every GP surgery in England](#) released by CQC. These published **statistics are not based on actual inspections**, but from “best available data” i.e. sources including surveys and official statistics. This will help CQC decide how it should prioritise its inspections, and decide which surgeries to inspect earlier earlier than later.

Professor Steve Field, Chief Inspector of General Practice, said. “It is important to remember that the data is not a judgment. It is a tool help us to decide where to inspect and when.” Actual inspection will rate the care people receive in on the following five criteria – is it safe, caring, effective, responsive to their needs, and well-led.

4. NHS Five Year Forward View

The NHS is at a crossroads and needs to change is the message from NHS England’s chief executive Simon Stevens. The [document](#) spells out stark challenges facing the NHS between now and 2020, outlining a vision of an NHS that can deliver better care and a better experience for patients while meeting the ongoing financial challenge. A [brief commentary](#) on the implications for primary care has been published by Primary Care Commissioning, an independent, not-for-profit provider of support to commissioners and general practices).

5. Pharmacists could save the NHS £1.1billion by treating common ailments

New research from the Royal Pharmaceutical Society suggests that the cost of treating common ailments such as coughs and sore throats at community pharmacies is only £29.30 per patient. Treating the same problems at A&E is nearly five times higher at £147.09 per patient and nearly three times higher at GP practices at £82.34. *Treatment results were equally good regardless of whether patients were treated at a pharmacy, A&E or GP practice.* [More..](#) This could free up funding to treat patients with acute or long terms conditions.

This coincides with the NHS national public awareness campaign to persuade people to seek advice early from their local pharmacist if they are 'feeling under the weather' The six week [campaign](#) has been launched to encourage people, particularly older people and those with existing respiratory conditions, to nip health problems in the bud by seeking early advice from their local pharmacist.

4. People in control of their own health and care: The state of involvement

The idea that people should have a stronger voice in decisions about their health and care, and those services should better reflect their needs and preferences, has been a policy goal in health for at least 20 years. Patients want it, and evidence shows that when they are involved, decisions are better, health and health outcomes improve, and resources are allocated more efficiently. Despite this, and some small pockets of improvement, there has generally been a lack of progress towards fully involving people in their own health and care. This [report](#) from the King's Fund examines the reasons behind this, and considers how we can advance the cause of making person-centred care the core of health and care reform.

6. Person-centred care made simple: a new guide

Person-centred care supports people to develop the knowledge, skills and confidence they need to more effectively manage and make informed decisions about their own health and health care. The Health Foundation has issued [a guide](#) which seeks to provide a quick overview, offering a clear explanation of the principles of person-centred care, why it is important, how it has developed, and some examples to help those considering putting person-centred care in to practice. It is written for anyone interested in health and health care, including health care professionals and those who use the NHS.

7. Diary dates: Health Promotion and Awareness

Many PPGs arrange health promotion events and need to plan ahead. Literally dozens of Awareness Days, Awareness Weeks and campaigns occur every month and numerous websites where you can track these at least a year in advance. These are some reliable sites.

http://www.hpro.nhs.uk/index.php?page_id=54 Milton Keynes Health Promotion Resources Online

<http://learning.wm.hee.nhs.uk/events?title> Health Education West Midlands

<http://www.awarenessdays.co.uk/> Suggest clicking "Change view" to [list](#) for dates to 2017

<http://www.national-awareness-days.com/national-pirate-day.html> topics including health

8. 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 PPG's 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

9. Reminders

Please forward this bulletin to fellow members promptly. We do not send hard copies of e-bulletins. All bulletins are at <http://www.napp.org.uk/ebulletins.html>

Edith Todd,

Trustee

November 2014