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# E-Bulletin from

## National Association for Patient Participation

### Issue Number 68

### November 2012

#### 1. N.A.P.P. 2013 Annual Conference in Bristol on 8<sup>th</sup> June.

Hold this date in your new diaries! The title and programme are under discussion. We hope to include sessions on some or all of the following - patient involvement with Clinical Commissioning Groups, the implications of IT in healthcare e.g. electronic patient records, revalidation of doctors and CQC inspection of GP practice. As always, it will provide opportunities for patients, practice staff and others to network, share ideas and information with other delegates from across the UK. We will provide more detailed information as soon as possible. **Please email [admin@napp.org.uk](mailto:admin@napp.org.uk) to let us know if you think there are other topics which should be addressed.**

#### 2. New rights for NHS patients

On 5<sup>th</sup> November, health minister Norman Lamb announced proposals to strengthen the [NHS Constitution](#) for public consultation. These include stronger rights for patients to be told about mistakes and a right to have complaints acknowledged within three working days and also single sex accommodation in hospitals to be compulsory for the first time. These proposals would be the first major revision since it was introduced three years ago. The NHS, **patients and public** are all being invited by the Department of Health to respond to the consultation, details of which can be found [here](#). The closing date for submissions is 28<sup>th</sup> January 2013. You can also respond to an [Online survey](#) on the proposals

#### 3. Personal health budgets (PHBs)

The British Medical Association, which is the trade union for the medical profession has issued a [Personal health budgets discussion paper](#) which outlines the BMA's position on personal health budgets and also reports on the findings of a survey of 215 members of the BMA's Intouch Panel, all working in England, conducted between August and September 2012 we surveyed. It found that 72% of doctors surveyed feel they are not very well informed or not informed at all about the introduction of PHBs.

#### 4. Patient experience and clinical quality in general practice

Two key elements in the quality of health care provided by GPs are clinical effectiveness and the patient experience, which are assessed by these measures:

- The Quality and Outcomes Framework (QOF), which rewards GP practices for achievement against a range of indicators of clinical quality, and
- The GP Patient Survey, which asks patients about their experience of using GP services

Using data from both in more than 8000 general practices in England, a paper published by the King's Fund\*, examines the association between patients' perceptions about non-clinical aspects of care and practice performance on measures of clinical quality. Patient experience is one of five domains which will be used to assess the performance of the NHS Commissioning Board from 2013. [Read](#) the four key findings and download the report.

One key finding suggests that 'patients experience of using their GP services - especially ease of access – affect their use of and interaction with those services, which could affect the quality of their care'.

\* The King's Fund is an independent charity working to improve health and health care in England, to help shape policy and practice through research and analysis.

## 5. N.A.P.P. website: Have you got your members' area password yet?

The new website [www.napp.org.uk](http://www.napp.org.uk) launched in October has been well received. News items are updated about once a week, so please visit the website regularly and let us have your feedback and ideas for further development of this most important resource for our members.

**The Member Area is a key resource for all PPGs**, whether new and established, so it is disappointing that only 25% of our PPG members have applied for the password to gain access to it. Each PPG has a single username and password to be used by all its members, but not to be divulged to others.

If you have not yet got your PPG password, please visit the website, click on Members and follow the instructions on the screen about emailing to get to get your username and password. You will receive an email from [server@serifwebresources.com](mailto:server@serifwebresources.com) entitled '**Create a NAPP Members section Account**'. If you experience any problems, please contact [edith.todd@napp.org.uk](mailto:edith.todd@napp.org.uk).

## 6. NHS 111

NHS 111, the new three-digit telephone service being introduced to access NHS urgent care services, not urgent enough to call 999, will replace the NHS Direct 0845 number and will also be used for contacting all local out-of-hours services throughout England. It operates 24/7, 365 days per year and is free to use from a landline and a mobile. The call is taken by a non-clinical person who uses NHS Pathways to determine the best action for an individual to take. NHS Direct calls were taken by nurses.

One year after pilot schemes were launched, the University of Sheffield has published a second [report](#) which shows that they have delivered some but not all of the potential benefits. The original deadline of April 2013 for national rollout has been delayed for six months. Read the [summary](#) or the [full report](#). View a list of pilot sites [here](#)

NHS Direct has been selected as the preferred provider of the NHS 111 service in nine areas of the country, covering more than 30% of England's population. Other areas will be served by a variety of providers, including the North East Ambulance Service and a number of private providers, including Harmoni.

## 7. Change4Life

A new Smartphone [app](#) and enhanced online drinks checker are now available to help people see the impact alcohol can have on their health, waist and wallet. The new tools are part of a nationwide [Change4Life](#) campaign to raise awareness of the [health impacts of drinking over the lower risk guidelines](#) on a regular basis. The campaign also offers handy hints and tips on how people can cut down – such as having alcohol free days, not drinking at home before they go out, swapping to low alcohol or alcohol free drinks and simply using smaller glasses.

## 8. 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](http://www.napp.org.uk)**

*Stephanie Varah,*

*Chief Executive*

*November 2012*