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E-Bulletin from

National Association for Patient Participation

Issue Number 62 April 2012

1. N.A.P.P. Conference: It's not too late!

You can still register for the conference in Manchester on May 26th 'Empowering **Patients, Supporting Practices**'. Over 90 delegates have taken advantage of discounted priority registration, but there are still places available for PPGs, Practice Managers & CCGs. Following a keynote speech 'Striking a new deal with patients in support of a quality service' by Niall Dickson, Chief Executive of the General Medical Council, delegates will choose two workshops of the four on offer and will have the opportunity to meet and network with others from PPGs and other health-related organisations.

We would remind you that bookings are limited to two delegates per organisation. View the final programme and the registration form are on the N.A.P.P. website [here](#).

2. Local Healthwatch – the policy explained

Now that the Health and Social Care Bill has received Royal Assent, the Department of Health has published a document [Local Healthwatch: A strong voice for people - the policy explained](#) to help to clarify recent amendments about local Healthwatch (LHW). It is aimed at all those with an interest in LHW organisations across the NHS and social care landscape, including local authorities, LINks (local involvement networks), emerging Health and Wellbeing Boards and the voluntary and community sectors.

The intention is for Healthwatch England to be established in October 2012 and for LHW organisations to start in April 2013. Local authorities will have a statutory duty to commission effective and efficient LHW organisations.

PPG members may find this document useful in understanding the future role of LHW. N.A.P.P. is developing a protocol to support effective joint working between PPGs and LHW that recognises the important but distinct roles of these two local bodies'

3. NICE Patient and Public Involvement Programme: Get Involved

As the body which represents the key NHS stakeholders in NHS primary care, N.A.P.P. has been approached by the Patient and Public Involvement team at NICE to encourage our members to engage in some the numerous consultations which they conduct. Take a [look](#) at the latest NICE consultations in date order. Forthcoming topics for lay involvement include pneumonia, referral for suspected cancer, drug allergy and atrial fibrillation and diabetes in pregnancy. NICE also recruits patients and lay members to join Guideline Development Groups (GDG) on many topics. The range of opportunities can be viewed on the NICE [website](#). The [range of NICE patient and public involvement](#) opportunities is extensive.

4. New NICE guideline on prevention and control of healthcare-associated infections in primary and community care

A wide variety of healthcare is delivered in primary and community care settings. Healthcare-associated infections arise across a range of clinical conditions and can affect patients of all ages. Family members and carers and healthcare workers, are also at risk of acquiring infections when caring for patients. A new NICE [guideline](#) provides a blueprint for the infection prevention and control precautions that should be applied by everyone involved in the care of people who are having treatment or care either in their own home or elsewhere in the community (for example, in a care home, a GP surgery, health centre, school or prison and by the ambulance service) where NHS healthcare is provided or commissioned.

5. April 2012 is Bowel Cancer Awareness Month

In England, an estimated 16,000 people die from bowel cancer each year. The earlier bowel cancer is detected, the easier it is to treat – detection at its earliest stage provides a high chance of a complete cure, compared to a 6% survival rate when detected at its most advanced stage.

PPGs which are actively involved in health promotion activities can find further [information](#) about the campaign is available on the Bowel Cancer UK website where you can order free awareness materials to promote an display in the GP Surgery or locally in other public places.

6. Updated NHS Constitution

An updated [NHS Constitution](#), which applies to England, replaces the previous version published in 2010. There is also an updated handbook to accompany it. All NHS bodies and private and third sector providers supplying NHS services are required by law to take account of this Constitution in their decisions and actions. The new version highlights the importance of whistleblowing in the NHS. The Constitution establishes the principles and values of the NHS in England, setting out rights to which patients, public and staff are entitled, and pledges that the NHS is committed to achieve, together with responsibilities that the public, patients and staff owe to one another to ensure that the NHS operates fairly and effectively.

7. The NHS Patient Experience Framework

The Department of Health has just published the [NHS Patient Experience Framework](#), encapsulates on a single A4 page those elements which are critical to the patients' experience of NHS Services. It is explicitly based on a modified version of the Picker Institute principles of patient-centred care and provides a working definition of patient experience to guide the measurement of patient experience across the NHS, agreed by the National Quality Board Patient Experience Sub Group in October 2011

8. Transforming the Patient Experience Guide

On a similar topic, the NHS Institute for Improvement and Innovation has produced a [guide](#) to using patient and staff experiences to improve services. Based on research by King's College London and The King's Fund commissioned in 2010 by the Department of Health and the NHS Institute into **What Matters To Patients**. It is for people with designated responsibility for improving patient experience – both as providers of services and as commissioners. It is intended to provide you with the evidence needed to influence others – both at board level and team level, to focus on improving patient experience. The content provides research evidence, stories from patients and staff and many examples of innovative ideas, illustrates a range of well-tested techniques to help NHS staff to work more closely with patients to understand their experience and use it to improve services.

9. Corkill Award: N.A.P.P. of the Year

We are delighted that over 30 PPGs have been nominated for this award, sponsored by Emis, of a cash payment of £500 to the successful Group. The winning group will be invited to write a piece for the N.A.P.P. newsletter and to speak at a future N.A.P.P. seminar

10. Reminder: Please forward this bulletin to your fellow members as promptly as possible. We are sorry that we do not have the capacity to send hard copies of e-bulletins. All previous e-bulletins and Newsletters are available on our website at www.napp.org.uk The current issue of the Newsletter is in the Members' Section. Login details from edith.todd@napp.org.uk

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