



Season's Greetings to all PPG members
Wishing you all a Peaceful Christmas and Happy New Year

E-Bulletin from
National Association for Patient Participation
Issue Number 91: December 2014

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

- a. Patients Matter:** The online edition of the Autumn-Winter 2014 issue of our Patients Matter newsletter is already in the Member pages of the N.A.P.P. website. Affiliated PPGs will receive their (slightly abbreviated) hard copies in the first week of January.
- b. Trustee vacancies:** Following the retirement this year of two long-serving trustees, N.A.P.P. invites applications from those interested in joining the Board. Details in the News pages on the N.A.P.P. website at <http://www.napp.org.uk>
- c. Self Care Week 2014:** Thanks to all N.A.P.P.'s Self Care Champions, both PPGs and individuals and all member PPGs who participated actively last month in Self Care Week. N.A.P.P.'s membership of the [Self Care Forum](#) is key to our commitment to all year round encouragement of PPGs supporting others to keep fit and healthy, know how to take medicines and treat minor ailments and where to seek help when necessary. This year's theme was "Self care for life – be healthy this winter", but for those with long-term conditions, self care is also about understanding that condition and how to live with it. Please let us know how **your PPG** is supporting self care. Your ideas could help others to spread the word. If your PPG would like to be Self Care Champions please get in touch (admin@napp.org.uk).

2. Does your practice offer online appointment booking, ordering repeat prescriptions or access your records?

Patient Online, an NHS England programme. supports GP Practices to offer and promote online services to patients, including access to records, online appointment booking and online repeat prescriptions. Patient Online have created two surveys, for those aged 18 years and older, to collect information so that NHS England can get learn more about patients feel about these issues. This information will be used to shape and improve future online services.

The survey will take less than 5 minutes for each respondent to complete. Your responses are anonymous and will remain confidential. The survey is also available in a paper copy. If you would prefer to complete the survey by hand you can request a hard copy by emailing Patient Online Support at england.patient-online@nhs.net

The closing date for the electronic surveys is 23rd January. Please choose

Survey A <https://www.surveymonkey.com/s/GB5LCYK> **if you don't use any online services** (access to records/appointment booking/online repeat prescriptions) currently at your Surgery.

Survey B <https://www.surveymonkey.com/s/BWT96FQ> **if you do use any online services** (access to records/appointment booking/online repeat prescriptions) currently at your Surgery.

Do check with your practice to find out if these services are available. It is possible that the practice has not publicised them very clearly. PPGs can be very influential in publicising these facilities, which have the potential to reduce telephone queues and free up time for receptionists to respond to other important requests for information.

Practices can use the recently published the Patient Online Support and Resources Guide. The [guide](#) includes guidance and practice tools developed by the Royal College of GPs, and materials for patients, frequently asked questions, and regional / local support arrangements.

3. Care Quality Commission revises data on quality of GP practices

Item 3 of November's bulletin emphasised the need to treat with caution the GP practice data published on November 18th. In response to concerns expressed locally and nationally, CQC has now reviewed and updated the data, resulting in changes to the overall rating of around 60 practices (less than 1%). A [briefing](#) on 5th December states that CQC "are clear that some aspects of GP practice activity do not lend themselves well to the use of metrics".

4. Which GP practices will CQC visit in January, February and March 2015

The Care Quality Commission has published [the list](#) of Clinical Commissioning Groups whose NHS GP practices will be inspected during the next three months. The inspectors will speak to patients who happen to be on the premises, but will also want to see one or more representatives of the PPG. There may be only a few days notice of the visit, so if you are in the areas concerned. Please discuss this within your PPG and have a contingency plan to make sure that there are two or three people who can be called upon at short notice. Remember that it is the practice, not the PPG, which is being inspected and that honest feedback from patients' is part of the process.

5. The role of pharmacists

To mark the on-year review of its 'Now or Never' report, the Royal Pharmaceutical Society has produced an [animation](#) to promote the role of pharmacists in integrated care. The report was based on expertise from across pharmacy, the wider health care sector, and patients and the public to develop practical ideas about how future models of care can be delivered through pharmacy.

A key finding of the report was that 'There is insufficient public awareness of the range of services pharmacists can offer. There is a pressing need to de-mystify pharmacy so that patients, the public and the rest of the health service understand the extent of the role that pharmacists do and can have in providing direct care'. It is not widely known that pharmacists, like doctors, study for five years at degree level to be qualified, not only to dispense and advise on medicines, but also to deliver healthcare

A separate [report](#) published by the NHS Alliance and the Royal Pharmaceutical Society explores the current role of pharmacists working within general practice and asks why there are not more of them.

6. Antibiotic Guardians

Over 8,100 healthcare professionals and 3,600 members of the public have pledged to play a part to help reduce antibiotic resistance, in response to the 'antibiotic guardian' initiative launched in September by Public Health England (PHE) to support European Antibiotic Awareness Day. The [campaign](#) will continue to run throughout the year to encourage more people to make pledges to help save our antibiotics. To make a pledge visit the [Antibiotic Guardian](#).

7. Reminders:

Please forward this bulletin to fellow members as promptly as possible. We do not send hard copies of e-bulletins. This and all previous-bulletins are on our website at <http://www.napp.org.uk/ebulletins.html>

N.A.P.P.'s 'Patient Matters' Newsletters are at <http://www.napp.org.uk/newsletter.html>

Edith Todd, Trustee