



## E-Bulletin from National Association for Patient Participation Issue Number 103 January 2016

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

**a. Danny Daniels:** The trustees are very sad to announce the death on 17<sup>th</sup> January of our Vice Chair, Danny Daniels after a year-long battle with cancer. During 15 years as a trustee, he served as Vice Chair, a five year term from 2005 to 2010 as Chair and for 14 years had edited the N.A.P.P. Newsletter, which he later re-titled Patient Matters. He will be sadly missed as a good friend and tireless advocate for PPGs.

### b. Diary dates

- **11<sup>th</sup> June 2016: Annual Conference Annual Conference “Transforming Services Together: Transformation, Integration and Federation - What do they mean for Patients?”** at the Park Hotel, Stretton, Cheshire. Keynote speaker Dr Terry Kemple, President of the Royal College of GPs.
- **6<sup>th</sup> – 11<sup>th</sup> June 2016: PPG Awareness week**

### 2. Reducing missed appointments (DNAs)

The Department of Health has published results of a trial of a system of text message reminders to reduce missed hospital outpatient appointments. DNAs (Did Not Attend) are a significant problem in most GP practices and some have used text reminders. Results of this randomised controlled trial of the reminder message sent to outpatients showed that if the message included the specific cost to the NHS of not attending, the patient was more likely to attend or rearrange their appointment – rather than miss it. Read the report [here](#).

### 3. Why Health is “easier said than done”

This report '[Easier Said Than Done](#)' by the RSA (Royal Society for the encouragement of Arts, Manufactures and Commerce) sets out some reasons why we might find it hard to live in a healthy way, exercising, eating well, getting adequate sleep, and checking for early warning symptoms. It also looks into strategies for overcoming those hurdles and to initiate lifestyle change, including commitment devices, temptation bundling and implementation plans.

### 4. Patient Choice: Outpatient appointment - your right to choose

Research shows that patients referred for outpatient appointments are often unaware of their right to choose where the appointment takes place and which consultant's team treats them. NHS England's Patient Choice Unit invites the public, patients and carers to regional patient engagement events between 18<sup>th</sup> February and 3<sup>rd</sup> March in London, Birmingham, Leeds, Southampton, Bristol, Newcastle on Tyne to find out what patients know about their legal rights to choice and how they would like to receive information about outpatient appointment options. Findings will inform improvements to the national patient choice programme and help to shape an awareness raising campaign. You can register at [this link](#) and choose “Patient choice engagement events” *All reasonable travel expenses will be covered and lunch provided.* Further information from Oliver Wilkinson [oliver.wilkinson@nhs.net](mailto:oliver.wilkinson@nhs.net) / 0113 825 1448

### 5. Planning guidance for Five Year Forward View: implications for primary care

The latest NHS England planning guidance (Delivering the Forward View: NHS planning guidance 2016/17 – 2020/21) underlines the importance of factoring increased investment in GP services into future plans. [Planning guidance – implications for primary care](#)

## 6. GP Patient Survey 2015

NHS England and Ipsos MORI have published the [latest statistics from the GP patient survey](#). The survey provides information on patients' experience of primary care services. Results are based on data collected from the two most recent waves of the survey, which provides sufficiently large sample sizes to publish statistically robust results at GP practice level. Results are also published at national and CCG level.

## 7. Top five health and care issues for 2016 as raised by local people

The work of the Healthwatch network is shaped by the concerns that local people raise with 152 local Healthwatch organisations. Healthwatch England [annual survey](#) of health and care priorities reveals the five top issues for 2016. Primary care services, in particular access to GPs and NHS dentists, was a close second highest on the list, with the top priority being access and quality of mental health, citing reports from the public about lengthy waiting times for treatment referral, GPs 'not understanding' their mental health needs and a lack of community and crisis care. Other issues are social care services, the need for services to work better together and concerns about hospital discharge.

## 8. Patient Online: Getting more patients online

Thanks to those PPGs who responded to the item on this topic in December's e-bulletin to tell us about how a PPG has supported the practice in improving patients' access to online services. **If your PPG is actively engaged in introducing these services, explaining the process to other patients, demonstrating the facilities in a practice computer, organising classes for those who have not used computers or have language or other access barriers, or in any other way, please contact Edith Todd at [edith.todd@napp.org.uk](mailto:edith.todd@napp.org.uk) who is collating these experiences to pass on to others.**

## 9. The digital revolution: eight technologies that will change health and care

The past decade has seen rapid development and adoption of technologies that change the way we live. But which technologies will have a similarly transformative impact on health and care? The Kings Fund has looked at some examples of innovative technology-enabled care that are already being deployed in the NHS and internationally to transform care and examine those [technologies](#) most likely to change health and care over the next few years which could represent an opportunity to achieve better outcomes or more efficient care.

## 10. Antiviral medicines for prophylaxis and treatment of 'flu: NICE guidance

On 8<sup>th</sup> January the Department of Health issued a [letter](#), advising that GPs and other prescribers working in primary care in England may now prescribe at NHS expense antiviral medicines for the prophylaxis and treatment of influenza, in accordance with NICE guidance.

## 11. More Clinical Commissioning Groups to commission GP services

From April 2016, about half of CCGs will be responsible for commissioning GP services following NHS England's announcement that a further 52 CCGs have been given delegated responsibility. Delegated commissioning gives CCGs further opportunities to improve out-of-hospital services. It will support the development of the new models of care set out in the NHS Five Year Forward View and provides further opportunities to develop commissioning based on improved health outcomes for local people. [More....](#)

**12. Get your N.A.P.P. member password now!** The Members' pages of N.A.P.P.'s website contain **key resources available only to affiliated PPGs and CCGs**. To get your PPG's login details, **visit the website, click on Members and use the screen instructions**. We recommend each PPG to have a group email address as the username for the login.

**13. Reminders:** Please email 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, January 2016*