



Registered Charity No. 292157

E-Bulletin from National Association for Patient Participation Issue Number 81: January 2014

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

a. PPG Awareness Week: June 2nd – 7th will provide opportunities for PPGs to inspire others by sharing and publicising activities and successes from 2013. Please email reports, stories or ideas and suggestions, to admin@napp.org.uk to be incorporated in the resource pack, which will be available on our website for download as soon as possible.

b. Annual Conference 'Quality in General Practice' 7th June 2014 in Leeds

Dr Maureen Baker, Chair of Council, Royal College of General Practitioners will deliver the keynote speech at Weetwood Hall Hotel and Conference Centre, Headingley. The draft programme will be on our website www.napp.org.uk by the end of February

2. Update for GPs and primary medical services from Care Quality Commission

This December 2013 [document](#) is as important for both patients and practice staff. '**A fresh start for the regulation and inspection of GP practices and GP out-of-hours services**', defines what CQC regards as good care, listing five key priorities, i.e. are practices and other service providers safe, effective, caring, responsive and well-led? Priority 3 (Putting People First) addresses the responsiveness of the practice, and includes '**checking how the practice responds to feedback from people, for example *through having an effective Patient Participation Group***'. PPGs will have an opportunity to voice their views on the practice and other areas of primary care and, where necessary, highlight issues which concern them.

3. Online Booking problem

Members of a Gloucestershire PPG are keen to establish how many other GP practices have been prevented from offering their patients online booking, because of a software issues. Two Practices share the same premises with the same address and postcode. Because EMISWEB software is based on the assumption that there each practice has a unique address, only one of the practices can offer online booking, so only half of the patients can access this facility investigating how widespread this problem is. If your practice is affected, please email Lesley Cross lpdcross@talktalk.net who is collating information.

5. Raising further awareness about use of NHS patient data

For decades, the NHS has used information from health records for purposes other than providing direct care, for example to support research and to help plan new health services. This process is now subject to regulation, requiring that patients are aware of the reasons for this and, for the first time, have a choice about the use of their own data. To raise patients' awareness and to support GPs in ensuring that their patients know how data are used and the choices available to them, there is a new [animated video](#) "Better Information Means Better Care" showing how the information is collected and used to help improve care for all.

The animation explains why systems must be updated to collect missing information to gain a more rounded picture of the quality of care across the NHS and social care. It accompanies posters and [the leaflet](#) of the same name that is currently being delivered to every household in England. These will help patients choose whether or not to opt out of the care data scheme.

6. The Care Bill Factsheets

The Care Bill was introduced into Parliament in May 2013 Twenty [Factsheets](#) have been produced to accompany the bill, including a glossary. They cover topics such as entitlement, eligibility, continuity of care, financial assessment and other crucial issues.

4. Online surveys:

N.A.P.P. has been asked by two organisations to urge members to participate in surveys

a. The Health and Social Care Information Centre (HSCIC) wants to gauge awareness amongst patient representative groups as to its existence, function and services and understand whether there is a requirement amongst such groups for information and intelligence about health and social care. The survey can be found by following this link: <https://www.surveymonkey.com/s/patientgroupsurvey1> . **The survey closes on 7th February**

b. NHS England: Making health and social care information accessible

NHS England has asked N.A.P.P. members to contribute to one of three online surveys at www.england.nhs.uk/accessibleinfo as part of a programme of work to enable disabled patients, service users and, where appropriate, carers, to receive information in formats that they can understand, and to receive appropriate support to enable them to communicate. A new Information Standard is being developed, i.e. a framework of requirements and recommendations for accessible information, which NHS and adult social care organisations must follow.

Those likely to be most affected are

- people who are deaf or have some hearing loss,
- blind or have some visual loss,
- are deafblind and / or people with a learning disability,
- carers.
- individuals and groups working with people from these communities,
- sensory impairment(s) and / or learning disabilities

The service user survey is also available in a range of different formats. For specific queries including requests for information in alternative languages or formats, contact england.nhs.participation@nhs.net **It is vital that this work is shaped by patients and carers. The deadline for responses is 21 February 2014.**

7. Recycling medicines to help save lives.

Members often raise the issue of medicine wastage. Unused medicines returned to the pharmacy have to be destroyed. Thanks to information from Magnolia House Patient Forum, we can now suggest that you visit the website of Intercare – Medical Aid for Africa at www.intercare.org.uk and encourage your practice to join over 1200 GP surgeries which support this initiative. GPs and other health professionals can register to collect returned medicines and other surgical items by downloading the Healthcare Professionals Information Pack which includes registration forms, details of our collection service, a list of the medical and surgical items we can accept, and posters asking patients to bring in their unused medicines. Medicines with an expiry date greater than 15 months can be sent to Intercare for transmission to African Medical Centres.

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 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 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>

Stephanie Varah,

Chief Executive

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