



E-Bulletin from National Association for Patient Participation Issue Number 131 July – August 2018

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

N.A.P.P CEO changes: N.A.P.P Chief Executive Officer Paul Devlin is moving on at the end of September. Paul has been our part time CEO for over three years and has supported the Board and helped drive the organisation forward. His contribution has been considerable. The Board will shortly make an announcement about its future administrative arrangements.

Continuity of care with doctor - a matter of life and death? is the title of the first systematic review of research studies from nine countries with very different cultures and health systems. The research, led by N.A.P.P.'s Patron Sir Denis Pereira Gray, and a team based St Leonards Practice, Exeter and Exeter Medical School, reveals that increased continuity of care by doctors is associated with lower mortality rates. Despite substantial, successive, technical advances in medicine, interpersonal factors remain important. Patients across cultural boundaries appear to benefit from continuity of care with both generalist and specialist doctors. Many of these articles called for continuity to be given a higher priority in healthcare planning. Download the full document [here](#)

2. NHS Consultations - Opportunities for patients to express their views

a. Consultation on Integrated Care Provider contracts

Patients can give their views on line or by post during this 12-week consultation – **3rd August to 26th October**. It provides details about how the proposed ICP Contract would underpin integration between services, how it differs from existing NHS contracts, and how ICPs fit into the broader commissioning system. It is intended to end the fragmented way that care has been provided to improve services for patients You can access the consultation materials including information on how to respond [here](#). NHS England will also. There will also be four regional events for members of the public in September 2018.

b. Consultation on Evidence Based Interventions

This consultation will run from **4 July to 28 September 2018** on proposal jointly developed by NHS England, NHS Clinical Commissioners, the Academy of Royal Medical Colleges, NICE and NHS Improvement in collaboration with the Royal Colleges and patient groups such as Healthwatch. In medicine, an **intervention** is usually taken to mean an action undertaken to help treat or cure a condition. There is a general consensus that more needs to be done to ensure that the least effective interventions are not routinely performed, or only performed in more clearly defined circumstances. Full consultation document, and an "Easy Read " version can be read [here](#). To respond, you can complete the [online survey](#), or send written feedback to: england.EBinterventions@nhs.net or attend an event (details not yet available)..

3. Recruitment of Patient and Public Voice (PPV) partners for Digital Health Programmes

NHS England is looking for expert PPV partners to join our various advisory groups, and help shape NHS digital health services for people, patients and carers. Candidates must demonstrate understanding of and strong interest in digital health services and the opportunity they provide in empowering people and patients to manage their health and care. They also need good knowledge and understanding of the health and care system nationally, regionally and/or locally. The main role of PPV partners is to ensure that patient voice is heard within the various groups by constructively challenging, offering insight and views from a patient/citizen perspective. Membership of the groups is for 12 months initially, at which point membership will be reviewed. Details [here](#)

4. Online services Webinars for PPG Members – August to December 2018

The NHS England Primary Care Digital Transformation team is holding a series of FREE webinars aimed at PPG members to help them understand all about GP online services and how they can support their local practice in getting more patients to register for this service. The webinars will last between 60-90 minutes depending on how many questions are asked. [Find out more](#), including the five dates between 29th August and 19th December

5. GP Patient Survey

NHS England, together with Ipsos MORI, has published the latest official statistics from the annual GP patient survey which provides information on patients' overall experience of primary care services and their overall experience of accessing these services. The latest survey consisted of around 2.2 million postal questionnaires sent out to adults registered with GP practices in England from January 2018 to the end of March 2018. Over 750,000 patients completed and returned a questionnaire, a national response rate of 34.1%.

6. Forward View: RCGP Interim assessment

[The GP Forward View](#), published in April 2016, set out plans for investment and improvement in General Practice. You can watch an animated version of the plans [here](#). Two years on publication, the Royal College of GPs has produced an interim assessment of its delivery, which consists of an analysis of the short and medium-term pledges made in the GP Forward View, as well as an assessment of the development 44 Sustainability and Transformation Plans in England. [Download the General Practice Forward View Assessment of progress](#) [PDF]

NHS England has also published [an infographic](#) illustrating the progress of the General Practice Forward View programme.

7. Driving improvement in GP practices

Leadership, communication and collaboration are among the key drivers of improvement for ten GP practices featured in a new [report](#) published by Care Quality Commission, which includes case studies of ten practices – nine of which were originally rated as inadequate and, through dedicated effort, improved to an overall rating of good on their last inspection. The tenth practice improved from a rating of requires improvement to outstanding. At the heart of their progress was an understanding that everyone at the practice had a role to play – including clinical, nursing, administrative, managerial staff **and patients** – and the importance of recognising what each person could contribute to the improvement journey.

8. Red bags help get patients discharged from hospital more quickly

The innovative red bag scheme is helping to provide a better care experience for care home residents by improving communication between care homes and hospitals. The bags contain paperwork, medication and personal items like glasses, slippers and dentures, are given to ambulance crews by carers and travel with patients to hospital where they are then handed to the doctor. The [initiative](#) started three years ago in Sutton, south-west London. Now all areas of the country are being urged to adopt the scheme with a toolkit launched to help.

9. Gloucestershire quality improvement case study

This case study looks at how Gloucestershire CCG rolled out a quality improvement programme to support their practices to collaborate, improve the quality of services delivered to patients and help GPs release time for care. [More....](#)

10. N.A.P.P. website: Don't miss out this useful member benefit!

Our website Member pages contain **key resources available only to affiliated PPGs**. For login details, **visit the website, click on Members and use screen instructions**. We recommend each PPG to have a generic group email address as the username for the login.

11. Reminder: *Please email this bulletin to fellow members promptly. All previous bulletins can be found at <http://www.napp.org.uk/ebulletins.html>*

Edith Todd, Trustee, August 2018