



Registered Charity No. 292157

# E-Bulletin from National Association for Patient Participation Issue Number 73: May -2013

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

### a. PPG Awareness Week: June 3<sup>rd</sup>- 8<sup>th</sup>: 'We are patients just like you'

We are delighted by feedback we are already receiving about our Resource Pack that PPGs are using to in prepare for the first Awareness Week. Look at the N.A.P.P. website home page, to see a series of quotes in support of PPGs from senior members of the medical profession, politicians, celebrities, GPs and practice managers.

We also hear of many interesting ways you intend to raise awareness in your community and to use the opportunity to stage health promotion events, to recruit and to communicate through local media. Many CCGs have supported the campaign.

*We do want feedback from you. We are interested in the whole spectrum - small events and activities and more adventurous initiatives. What worked well and what didn't? How the practice engaged with the week. We will publicise case studies for use in future years, on the website and through the Newsletter, and will add a summary to the Resource pack to give others ideas and guidance for future years.*

### b. Annual Conference 'Primary Care in the digital age: What does it mean for patients and quality and continuity of care?'

The conference in Bristol will be the last event of the week. It has been well- supported and all 120 places are booked.

## 2. 2013/14 patient participation directed enhanced service guidance: Patient Reference Groups

The Patient Participation DES, introduced in 2011 as an optional clause in the 2011-2013 GP contract, has been extended for a further year. On 23<sup>rd</sup> May, NHS Employers, the General Practitioners Committee of the BMA and NHS England jointly published the 2013/14 patient participation guidance. [Download](#) the document, which sets out the six components, with guidance about how to achieve the targets to gain the extra payments. There are slight differences in the staged payments between practices which have already formed patient Reference Groups and those which will start from scratch this year.

The new edition of the guidance includes CQC feedback as an issue, which was not the case in previous years. NHS England Area Team has replaced the PCTs as the body responsible for assessing the practice performance against these targets.

## 3. Putting Patients First: The NHS England Business Plan for 2013/14 – 2015/16

NHS England's [business plan for 2013/14 – 2015/16](#), called *Putting Patients First*, explains that transparency and increasing patients' voice are fundamental to improving patient care. The plan describes an 11 point scorecard which NHS England will introduce for measuring performance of key priorities, focused on receiving direct feedback from patients, their families and NHS staff. This supports the cultural change needed to put people at the centre of the NHS, a key theme in Francis Report on the Mid Staffordshire Foundation Trust, by making sure that patients' voices are heard and used to deliver better services. There is also a summary document available - [Putting Patients First: The summary NHS England business plan for 2013/14 – 2015/16](#) and an ['easy read' version](#).

This plan builds on earlier planning guidance for commissioners which published in December 2012. [Everyone Counts: Planning for Patients 2013/14](#),

#### 4. Guide to the Healthcare system in England

This [guide](#) explains organisations in the healthcare system and how they work together. It includes the statement of NHS accountability. Among other topics, it includes sections on providing and commissioning care, safeguarding patients and on **empowering patients and local communities**.

#### 5. Improving medicine use and reducing waste

Wasted medicines cost the NHS £300m every year. New research from the Royal Pharmaceutical Society (RPS) reveals a need for patients to understand their medicines better to improve their health and reduce medicines waste. [Studies](#) show that between 30-50% of people don't take their medicines as recommended and over 70% of admissions to hospital for adverse drug reactions are avoidable. The RPS is calling for tailored, personal advice to be provided to patients to address the lack of knowledge about medicines. View a resource [video](#) on the topic.

#### 6. Interim CCG assurance framework 2103/14

NHS England has published the interim CCG assurance framework for 2013/14. It will help NHS England, patients and the public identify how well clinical commissioning groups are performing in their role as the commissioners of local health services. The [publication](#) of the interim framework kicks off an engagement process with CCG staff, patient groups and other key stakeholders which will inform a final framework to be published in the autumn.

#### 7. 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 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](mailto:server@serifwebresources.com)

#### 8. Reminder:

**Please forward this bulletin to fellow members as promptly as possible.**

**We do not send hard copies of e-bulletins.**

**All previous e-bulletins and Newsletters are available on our website at [www.napp.org.uk](http://www.napp.org.uk)**

*Stephanie Varah,*

*Chief Executive*

*May 2013*