



National Association for Patient Participation

www.napp.org.uk

About N.A.P.P.:

The National Association of Patient Participation (N.A.P.P) is uniquely placed as **the only UK umbrella organisation for patient-led groups in general practice.**

Formed by a group of GPs in 1978, N.A.P.P provides essential support, information and advice to assist CCGs, GPs and practice teams to achieve meaningful, effective engagement with patients and the public through the establishment and development of Patient Participation Groups (PPGs) and PPG locality Networks.

N.A.P.P provides **specialist expertise** in addition to a comprehensive range of evidence-based resources developed from **over thirty years experience** and the **formation of hundreds of PPGs.**

A small dynamic independent registered charity, well respected across the health system, N.A.P.P has built a strong reputation for offering **best value**, high quality, practical, experience-led support. We have produced the **Department of Health 'Smart Guide to Practices and Patient Engagement'** circulated to all CCGs to support authorisation.

N.A.P.P offers your CCG unique specialist experience and knowledge through:

- ◆ Tailored engagement and development solutions based on years of unique insights and experience*enabling you to make progress quickly avoiding pitfalls and tokenistic approaches likely to fail and cause frustration*
- ◆ Access to proven models, resources, practical tried and tested techniques and off the shelf templates.....*to save you time and facilitate the building of strong relationships and trust between the you and local people from the outset..*
- ◆ Ongoing generic and bespoke support provided by phone, email, online, in person and in your community.....*timely help and advice when you need it to meet your needs...*
- ◆ Access to a growing dynamic community of member PPGs, CCGs and PPG networks through which to share information, learning and ideas... *representing ten million patients and increasing daily.....*
- ◆ A one-stop repository of knowledge, good practice and information to draw upon
- ◆ Independent support, advice and information for your User Panels/Patient Reference Groups and their representatives..... *a resource for your lay reps to draw upon taking the pressure off you...*

N.A.P.P can help your CCG by:

- ◆ Supporting your member practices to form effective and sustainable PPGs including virtual groups using email, online surveys and social media to reach the widest cross section of the practice population. Our quick reference guide *'Hearing the Voice of your Practice Population - Growing a Strong Locality PPG Community'* is being used by many CCGs
- ◆ Supporting the formation, development and effective operation of PPG networks across your locality
- ◆ Helping you establish robust processes for sustainable engagement, communication and strong relationships with your PPGs and locality networks
- ◆ Supporting you to easily access and utilise feedback from PPGs and patients
- ◆ Developing your capacity as an organisation for long term sustainable meaningful engagement
- ◆ Developing the capacity of locality PPGs and their networks to engage with you
- ◆ Supporting you to access diverse and seldom heard perspectives across the patient population

Outcomes:

- ✓ Well informed patients/citizens, essential partners in the commissioning process
- ✓ A sustainable, cost effective approach to patient and public engagement
- ✓ Strong two way dialogue and relationships with local patients and citizens right from the outset – taking your community with you, making difficult decisions together

Get smarter and find out more.....

Our CCG membership base is increasing. CCGs are recognising the value of joining N.A.P.P as a good business investment, some are also sponsoring their member practices to join ensuring grass roots PPGs are the best that they can be. Leicester City CCG have become members and sponsored local practices to join:

"Creating vibrant, successful and sustainable PPGs is vital to the ambitions of Leicester City Clinical Commissioning Group. By affiliating and working closely with NAPP we are benefiting from its years of expertise, evidence and best practice, which is helping to turn our ambitions in to a reality and build genuine two-way dialogue and collaboration between patients, their practices and the CCG." Richard Morris, Chief Corporate Affairs Officer

For more information please contact:

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We look forward to working with you

Patron: Professor Sir Denis Pereira Gray OBE
Registered Charity No. 292157